


Information You May Need

Guest & Visitor Dining

Skylight Café

We offer a variety of choices to satisfy the dining needs of your guests and visitors.

 Located on the first floor of the South Tower

 Café	Grill
6 – 9:30 a.m.	6 – 9 a.m.
10:30 a.m. – 2 p.m.	10:30 a.m. – 3 p.m.
4 – 7 p.m.	4 – 10:45 p.m.
	11 p.m. – 4 a.m.

Valley Perks

We proudly serve Starbucks Coffee®, specialty drinks and assorted snacks and pastries.

 Located on the first floor in the main lobby

 Monday – Friday from 6 a.m. – 8 p.m.
Saturday and Sunday from 6 a.m. – 2 p.m.

Guest Meals

Your family members or friends may wish to dine with you at bedside. For this reason, the daily menu is offered at a nominal cost.

To purchase a guest tray, please come to the cafeteria and tell the cashier you would like to order a guest tray. After paying, the Host/Hostess will be notified, and they will take your order at bedside.

Commonly Asked Questions

1. What if I get hungry between meals?

There are items available on each patient care unit if you want a drink or snack between meals. Please check with your nurse to request these items.

2. Will my meals taste bland?

Not at all. Our cooks prepare your meals daily with fresh ingredients and brand names you trust to ensure the finest quality.

Your medication and/or diet restrictions may alter your taste buds; however, you may request additional salt, pepper or special seasoning packet if your diet allows.

Wireless Internet


Patients and visitors can access wireless internet from almost anywhere in the hospital. With your WiFi enabled, simply click on the CFVGUEST network to connect. No password is needed.


Visitor Parking

Valley Pavilion Parking Deck Rates

First hour is free, then \$1 per hour, for a maximum of \$5 per day. No parking vouchers given.



 Located on the first floor of the Center for Medical Education & Neuroscience Institute

 Monday – Friday from 7 a.m. – 7 p.m.
Saturday 7 a.m. – 3 p.m.



 Located on the first floor of the Center for Medical Education & Neuroscience Institute

 Monday – Friday from 6 a.m. – 8 p.m.
Saturday and Sunday from 6 a.m. – 5 p.m.

3. What if I have questions regarding my meals?

Please call (910) 615-6162.

4. What if my order was not taken?

Please call (910) 615-5897 no later than:

6 a.m. for Breakfast
10:30 a.m. for Lunch
3:30 p.m. for Dinner

Your Care-Provider Team

A team of care providers will be assigned to you during your stay in the hospital. Team members can include nurses, nursing assistants, residents, doctors, specialists, nurse practitioners and physician assistants – all of whom specialize in the care of hospitalized patients and should be able to answer questions regarding your care and medication.

If you have a primary care physician, the doctor may refer to your care-provider team while you are an inpatient. If you do not have a personal physician, your care-provider team will care for you solely.

In case of emergency, the care-provider team is available as well as the rapid response team.

Questions for Your Care Providers:

1. _____
2. _____
3. _____
4. _____
5. _____

Our hospital is a **healing environment.**

**Aggressive behavior
will not be tolerated.**

There is **zero tolerance** for all forms of aggressive behavior. Incidents may result in removal from this facility and prosecution.

Examples of aggressive behavior include:

- Physical assault
- Verbal harassment
- Abusive or foul language
- Threats
- Failure to respond to staff instructions

Your Nursing Care

Your nurse and nursing assistant will be rounding often during your hospital stay to deliver nursing care and ensure your needs are met. You can expect to see your nurse or nursing assistant every hour between the hours of 6 a.m. and 10 p.m. During the night, they will round on you every two hours. While you are sleeping, we will not wake you except for essential nursing care to support your rest and healing.

When the nursing staff comes to your room during hourly rounding, they will:

- Assess your needs and your well-being, utilizing our *Four Ps (Pain, Potty, Position and Possessions)*. On a regular basis, they will check your vital signs: blood pressure, pulse and in some cases, temperature.
- Make sure all *personal items* you want are within your reach.
- Monitor your comfort, especially your pain level. Our goal is to help you control your *pain*.
- Help you change *position* in bed or turn you if you are unable to turn yourself.
- Help you use the bathroom or bedpan (*potty*), if needed.

For your health, safety and personal security, we require that you remain on your nursing unit at all times unless you are transported by a member of our healthcare team as part of your care and treatment. As you will not be permitted to leave the unit to smoke, please let your nurse and doctor know if you need help with nicotine cravings while you are in the hospital. Nicotine-replacement therapy may be available if your medical condition allows.

Your nurse can also assist you with a variety of services to meet your special needs:

Spiritual Needs: To request a visit from the chaplain, please dial (910) 615-4000 and ask for the operator to contact the chaplain on call or ask your nurse to make a chaplain referral.

Hygiene Needs: If you need a toothbrush, toothpaste or other hygiene item, please ask your nurse.

Interpreters: Your nurse can arrange for interpretation services for non-English speaking and hearing impaired patients and families.

Personal Property: The health system cannot be responsible for the loss of, or damage to, dentures, hearing aids, eyeglasses, jewelry, cell phones, or other personal property. If you have brought personal property (including cash) to the hospital, we recommend you send it home with a family member or friend. If that is not possible, your nurse can make arrangements with Patient Financial Services to come to your room and inventory your personal property. The inventoried items will then be taken to Security for safekeeping.

Please share any special needs you may have with your nursing staff. This will help us provide you with the best care possible. If you wish to have written explanations about your testing and treatment procedures, please ask your nurse for written instruction sheets to help you understand each step of the process.

If at any time during your hospital stay, you are not satisfied with any aspect of your care or service, please ask to speak with the Nursing Leader of your unit and/or a Nursing Supervisor.

Questions for Your Nurse:

1. _____
2. _____
3. _____
4. _____
5. _____

When you need us... we're right here.

Coordination of Care

Our Coordination of Care Department includes Social Workers and Case Managers. Their goal is to help ensure you receive quality care during your hospital stay and help plan your care once you leave the hospital. Together with your doctor and your family, our team can arrange home care services, obtain medical equipment, coordinate nursing home placements and help you connect to important community resources. Their work can help you feel more comfortable and confident about leaving the hospital.

Your doctor or nurse may have already asked your Social Worker or Case Manager to help with planning your care after you leave the hospital. If you have not seen our Coordination of Care team and would like assistance getting ready for your transition, please ask your nurse. You may also call (910) 615-6835 from your room phone to ask for help. It is our pleasure to serve you.

Advance Directives

An advance directive is a set of written directions you give about the healthcare you want in the event you lose the ability to make decisions for yourself. Two types of advance directives are:

- Living Will
- Healthcare Power of Attorney

A Living Will is a set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions.

A Healthcare Power of Attorney allows you to name a person you trust as your healthcare agent to make your healthcare decisions if you cannot make them yourself.

If you already have an advance directive, ask a friend or relative to bring it to the hospital. Your nurse will make a copy for your lifetime medical record.

If you do not have an advance directive, you may contact the Coordination of Care Department at (910) 615-6120. A Coordination of Care representative can provide you with advance directive forms and notary service.



Cardiac Services

Thank you for trusting Cape Fear Valley Health with your cardiology needs. We have your best interest at heart! If you have any heart-related concerns during your stay, please contact the Cardiac Services Patient Care Manager at (910) 615-8294.



Environmental Services

It is important to us that your room is clean and comfortable for you during your stay. If you have any concerns regarding Environmental Services during your stay, please contact our leadership team at (910) 615-6185.



Food & Nutrition

At Cape Fear Valley Health, we care about the quality of your meal. We know that taking time to eat is an important part of your health and recovery. If the temperature of your food is not correct, please call us at (910) 615-5897 so we may bring you a new tray.



Laboratory

If you have any questions regarding any lab work you have received during your stay, please contact Laboratory leadership at (910) 615-6136.



Patient Transportation

Our Patient Transporters are dedicated to safely and efficiently transporting patients to and from nursing units and ancillary departments. If you have a question or concern regarding patient transportation, please call the Patient Transportation Department at (910) 615-4849.



Physical Therapy

If your provider determines it to be beneficial for you, you may receive physical therapy during your stay at Cape Fear Valley Health. If you have any questions or concerns regarding physical therapy, please call (910) 615-7125.



Radiology

Thank you for choosing Cape Fear Valley Health for your Radiology study! If you have any questions or concerns, please contact us at (910) 615-8199.

The results of your study should be available to your doctor within 48 hours. If you need a copy of the results or the images for a doctor's appointment, please call our Image Management staff at (910) 615-8152.

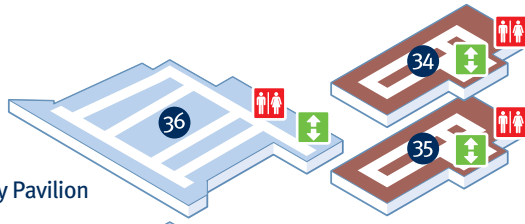


Respiratory

Thank you for letting us provide your respiratory care. If your needs are not being met, or you have any concerns, please give a member of our leadership team a call. During the daytime, between 6 a.m. and 6 p.m., please call (910) 635-7849. At night, from 6 p.m. to 6 a.m., please call (910) 635-8138.

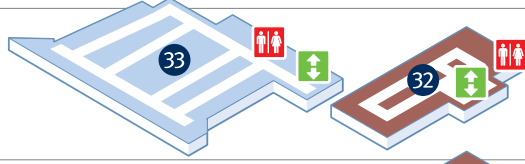
**8th Floor
7th Floor**

- 34 8 South
- 35 7 South
- 36 7 Valley Pavilion



6th Floor

- 32 6 South
- 33 6 Valley Pavilion



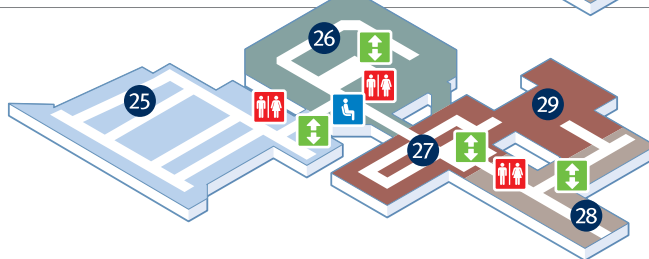
5th Floor

- 30 5 South
- 31 The Children's Center : Pediatrics/PICU



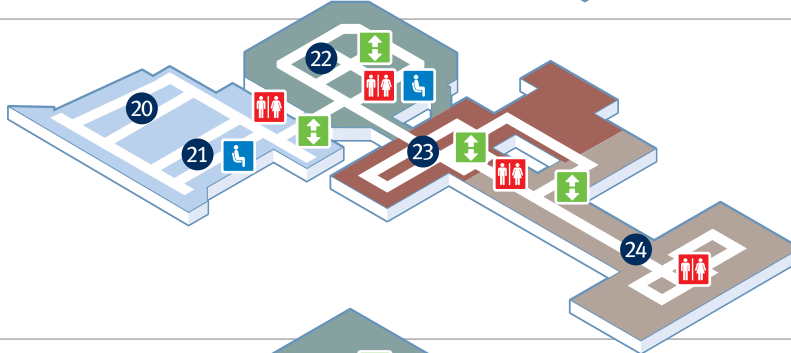
4th Floor

- 25 Family Centered Care
- 26 Labor & Delivery
- 27 4 South
- 28 4 North
- 29 NICU



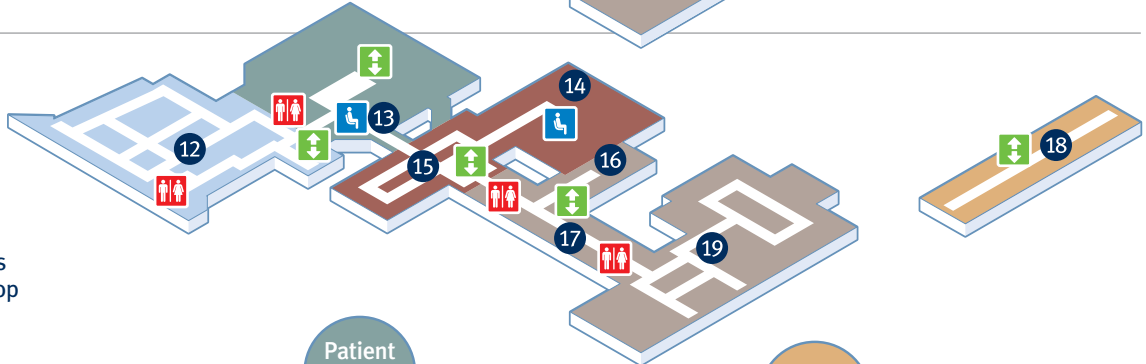
3rd Floor

- 20 3 Valley Pavilion South
- 21 3 Valley Pavilion North
- 22 Intensive Care Units
- 23 3 South
- 24 3 North



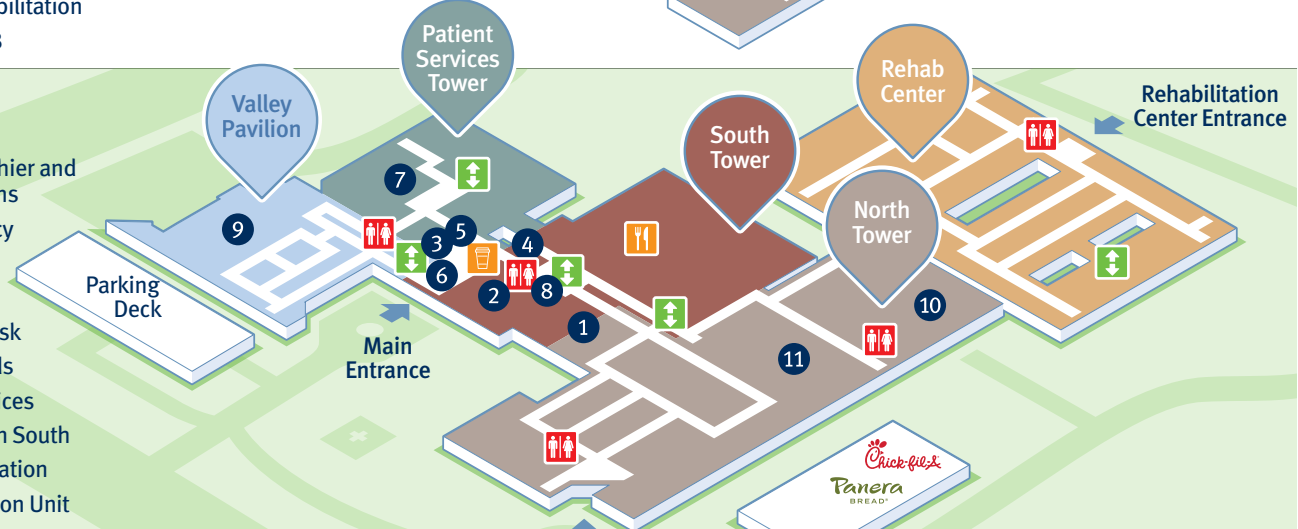
2nd Floor





- 12 Heart & Vascular Center
- 13 Surgery Lounge
- 14 Cardiac Surgery ICU
- 15 2 South
- 16 AM Admission
- 17 Short Stay, GI Admissions and Cardiac Surgery Pre-op
- 18 Inpatient Rehabilitation
- 19 2 North / AUNB



1st Floor

- 1 Administration
- 2 Admitting, Cashier and Patient Relations
- 3 Valley Pharmacy
- 4 Chapel
- 5 Gift Shop
- 6 Information Desk
- 7 Medical Records
- 8 Volunteer Services
- 9 1 Valley Pavilion South
- 10 1 North Observation
- 11 1 North Transition Unit



-  Restrooms
-  Elevator
-  Family Lounge
-  Cafeteria

From Main Lobby Information Desk to:

AM, Short Stay & GI Admissions
– Take North Tower Elevator to 2nd floor

Heart Center, Cath Lab Admissions
– Take Valley Pavilion Elevator to 2nd floor

Main Admissions
– 1st floor

Ground Floor





valleyway

Wayfinding in the palm of your hand!

Get a little help navigating the halls of Cape Fear Valley Medical Center with the new ValleyWay wayfinding app! Search by room number, department or points of interest and never be lost again.

ValleyWay is available now for iPhone and Android users in the app store; download your app today!



Android



iPhones



Get connected to your health.



at CAPE FEAR VALLEY HEALTH

myChart gives you online access to your medical record.

Whether you're at work, on the road, or at home, you can view test results, messages from your doctor, and your key medical information. You can even access your family's records and schedule your next appointment online. So sign up today – and get connected to your health.

Manage your appointments

Schedule your next appointment or view details of your past and upcoming appointments.

Access your test results

No more waiting for a phone call or letter. View your results and your doctor's comments within days.

Communicate with your doctor

Get answers to medical questions without phone tag or unnecessary appointments.

Request prescription renewals

Send a renewal request for any of your medications.

Pay bills online

Access and pay your copays and bills from home.

Sign up for **myChart** today!

Scan with your smart phone's camera to sign up now!

