


# Information You May Need

## Guest & Visitor Dining

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

 <b>Breakfast</b>	<b>Lunch</b>
Monday - Friday 7 – 9 a.m.	Monday - Friday 11 a.m. – 1:30 p.m.

Vending machines can also be found throughout the hospital.

## Guest Meals

One guest tray per meal will be provided for a family member staying with patient, when patient care is enhanced by their presence, and it would be best for them to stay at all times to assist in care. These must be requested and then approved by the Nursing Supervisor. Guest trays are pre-selected meals and will be sent up along with the patient's tray.

## 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.

### 3. What if I have questions regarding my meals?

Please call (910) 766-7166 if at Besty Johnson Hospital and (910) 766-7847 if at Central Harnett Hospital.

## 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.

## 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.

Your care team may change daily.

## Questions for Your Care Providers:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Online Access to Your Medical Records

Access to your medical records is just a click away with MyChart at Cape Fear Valley Health. Whether you are in the hospital bed, at work or on the road, you can view your key medical information on the MyChart app. Some key features include:

- Scheduling appointments online
- Accessing test results
- Requesting prescription renewals
- Communicate with your doctor
- Pay bills online
- And more!



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## It's OK to Ask!

Clean hands are a great defense against the spread of germs.

Besides keeping your own hands clean, it's OK to ask **EVERYONE** who visits your room to clean their hands for your protection.

If you are unsure if they have washed their hands or used an alcohol-based sanitizer, it's OK to ask them to do so.

# 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. While you are sleeping, we will not wake you except for essential nursing care to support your rest and healing. Essential nursing care may include vital signs, blood work and medicine administrations.

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)*.
- 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 ask your nurse to contact the chaplain on call or ask your nurse to make a chaplain referral.

**Hygiene Needs:** Assistance with bathing will be offered daily as well as a linen change. If you need additional hygiene items, 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 Security, in which they will 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, our Coordination of Care Department can provide you with advance directive forms, assist with securing a notary service and answer your questions.