

# Information You May Need

## Guest & Visitor Dining

### 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.

### Visitor Services

The cafeteria is open daily from 8 – 10 a.m., and 11 a.m. – 2 p.m. *Valley Perks Coffee Shop* is open Monday through Friday, from 8 a.m. – 8 p.m. Hours may occasionally vary. We offer a variety of choices to satisfy the dining needs of your guests and visitors. The cafeteria and Valley Perks Coffee Shop are located on the first floor of the hospital.

### 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) 904-8888.

#### 4. What if my order was not taken?

Please call (910) 904-8888 during these hours:

**7 – 9:30 a.m.** for Breakfast

**11 a.m. – 2 p.m.** for Lunch

**4 – 6 p.m.** for Dinner

## 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.

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. \_\_\_\_\_

# 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:** Our chapel is located on the first floor of the hospital, across from the cafeteria. It is always open. To request a visit from the chaplain, please dial (910) 615-4000 and ask for the operator to page the chaplain on call.

**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 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.

**Telecommunications Device for the Deaf (TDD):** If you are hearing impaired and need a TDD (TTY), please let your nurse know. It will be provided to you at no charge. If you need to call the hospital after you are discharged, Cape Fear Valley's TDD number is (910) 615-5864.

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 a Social Worker and Nurse Navigator. 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 Nurse Navigator 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) 904-8288 from your room phone to ask for help. It is our pleasure to serve you.



## Cardiopulmonary

Thank you for trusting Hoke Hospital with your cardiopulmonary needs. We have your best interest at heart! If you have any heart-related concerns during your stay, please contact a member of our team at (910) 904-8551 ext. 8550.



## 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) 904-8410.



## Food & Nutrition

At Hoke Hospital, 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 or if your order is not taken, please call us at (910) 904-8888.



## Laboratory

If you have any questions regarding any lab work you have received during your stay, please contact Laboratory leadership at (910) 904-8051.



## 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) 904-8191.



## Physical Therapy

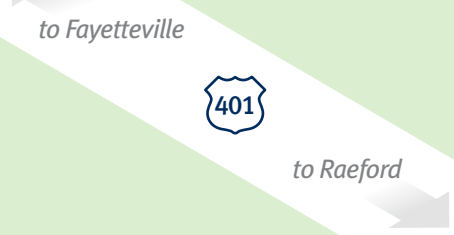
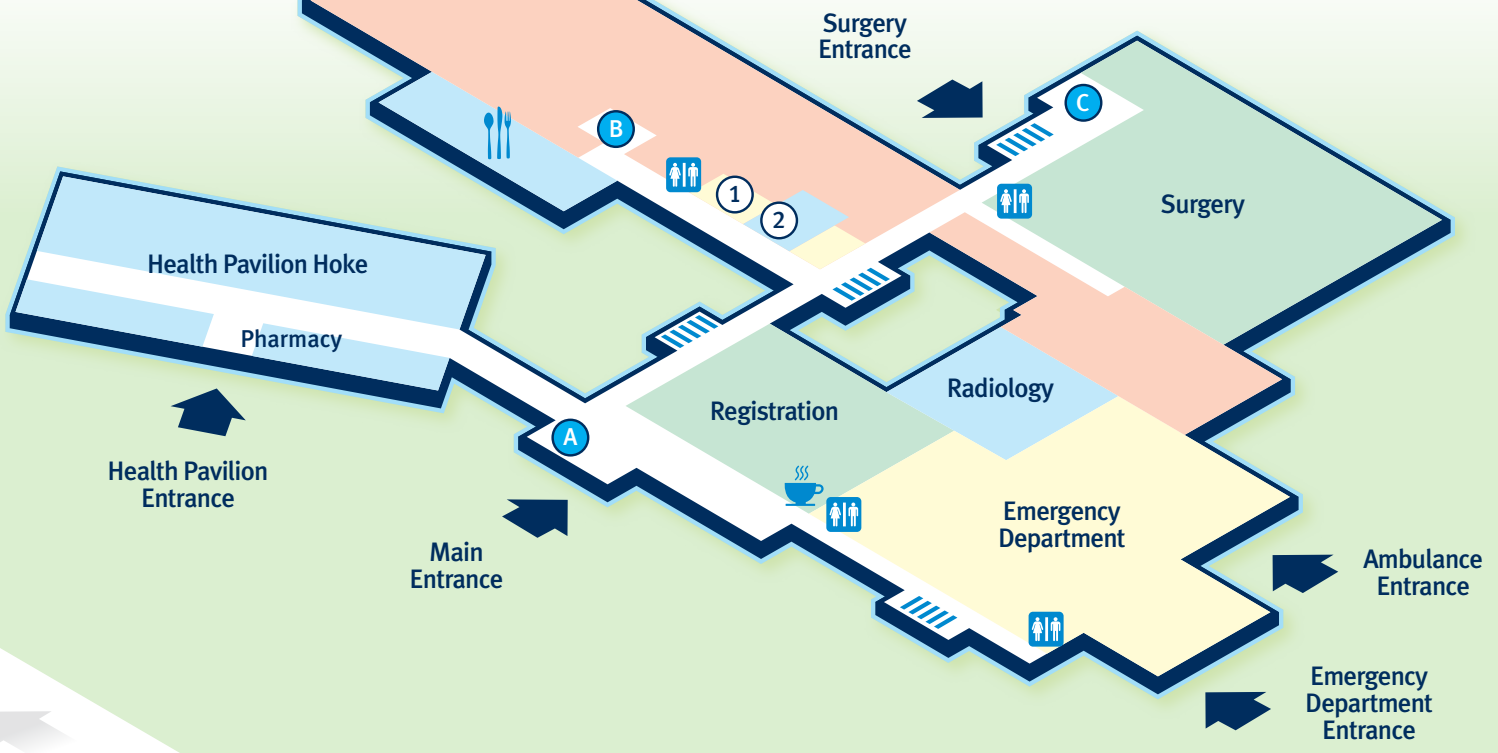
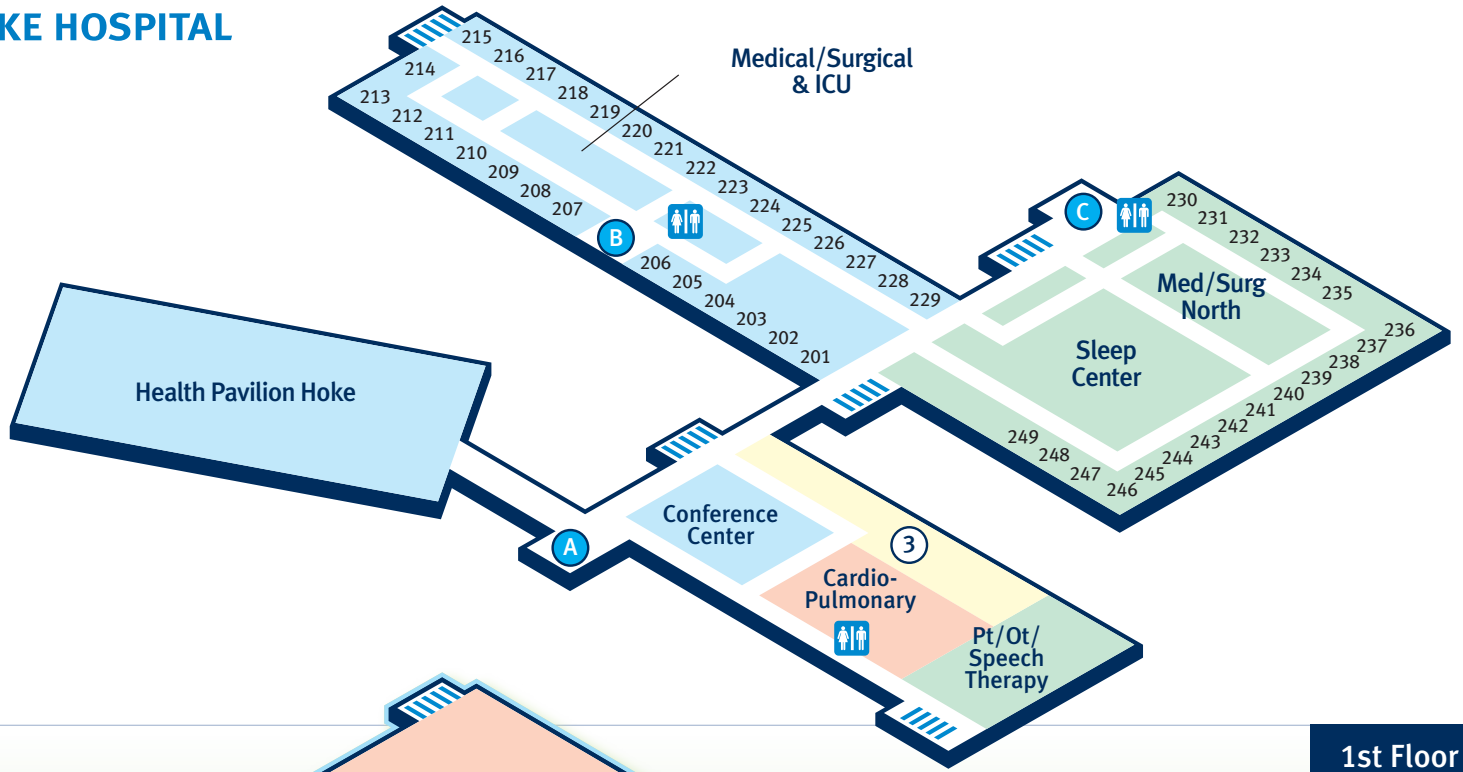
If your provider determines it to be beneficial for you, you may receive physical therapy during your stay at Cape Fear Valley Health. If you have any questions or concerns regarding physical therapy, please call (910) 904-8523.



## Radiology

Thank you for choosing Hoke Hospital for your Radiology procedures! If you have any questions or concerns, please contact us at (910) 904-8031.

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 Department at (910) 904-8031.



① Chapel	☕ Valley Perks Too
② Finance	🚪 Stairs
③ Health Information Management	Ⓐ Elevator A
🚻 Restrooms	Ⓑ Elevator B
🍴 Cafeteria	Ⓒ Elevator C

## EMERGENCY - Emergencia

Cafeteria - Cafetería  
Chapel - Capilla  
Coffee Shop - Tienda de Café  
Finance - Finanzas  
Gift Shop - Tienda de Obsequios  
Health Pavillion - Pabellón de Salud  
Pharmacy - Farmacia  
Registration - Registración  
Surgery - Cirugía

## Level 2 - Nivel 2

Administration - Administración  
Cardiopulmonary - Cardiopulmonar  
Conference Center - Centro de Conferencia  
Health Information Management (HIM)  
*Gerencia de Información de Salud*  
Therapy Services - Servicios de Terapia  
Med/Surg - ICU  
Med/Surg - North  
Sleep Center - Centro del Sueño





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