

Patient Handbook



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Welcome to Hampshire Memorial Hospital



Hampshire Memorial Hospital joined Valley Health's network of six not-for-profit hospitals and related health care entities in 2008 and serves the residents of Hampshire County and the surrounding communities. Our team of outstanding employees and physicians are committed to ensuring that every patient receives excellent care: care that is timely, safe, supportive and patient-centered.

This handbook serves as our "user's guide" for patients and family. It provides information for commonly asked questions about our facility, services, policies and procedures. If you have any other questions, special needs, or concerns during your stay, we encourage you or your loved ones to talk with your nurse.

We want to hear from you and we strive to provide the best possible care and patient experience. Our focus on excellence means Valley Health remains committed to ongoing improvement. We are always listening and learning and encourage you to share any feedback you have about your care or our facilities and services. Your input helps us become even better.

While we understand that most visits to a hospital are unplanned and can create anxiety, our team works tirelessly to address your physical and emotional needs. I hope your experience at Hampshire Memorial Hospital is positive. I hope our staff help make an emergency less traumatic, a diagnosis more understandable, or a chronic condition more manageable. We are privileged to serve you and, as partners in your care, we are truly "Healthier, together."

Sincerely,

Thomas Kluge

President

Hampshire Memorial Hospital

About Hampshire Memorial Hospital

In 1957, The Hampshire County Court issued general revenue bonds and special three-year tax levies for the purpose of constructing a 40-bed acute care/obstetrics community hospital. The building would be owned by the Hampshire County Commission while the land would be owned by the Board of Education/ WV Schools for the Deaf and Blind.

Ground was broken on Saturday, April 27, 1957, with Congressman Harley O. Staggers as the guest speaker. A Memorial Committee was formed in 1957 to raise funds to help equip the new facility. Gifts being requested included: 12 bassinets at \$200 each, furniture for the nurses' locker room at \$300, 2 incubators for the Nursery at \$450 each, furnishing for 8 semi-private patient rooms at \$1,200 each, equipment for the Laboratory at \$4,500, and equipment for "major" operating room at \$10,000.

Local churches and civic groups raised more than \$12,000 through such efforts as church suppers and auctions. The total cost to build and equip the original facility was \$850,000, 61% of which was funded by the Hill-Burton Act.

The hospital's first Board of Directors assembled in 1957, with John C. Ailes as its first chairman. Dr. J.D. Brown served as the hospital's first Chairman of the Medical Advisory Committee, and Dr. Paul Gotses, a native of Fairmont, was hired as the first surgeon. In 1958, Lester L. Lamb was appointed as the hospital's first administrator. Mr. Lamb graduated from Handley High School in Winchester, VA, and received a MHA from the Medical College of Virginia.

In 1979, McBee Associates assumed management of hospital operations, and continued until 2008 when Hampshire Memorial Hospital affiliated with Valley Health System. A Certificate of Public Need was filed for a 65,000 square-foot replacement facility, for which ground was broken on July 6, 2009.

Chairman of the Board of Trustees William Layman cut the ribbon on the new \$30 million facility at its formal dedication on Thursday, May 19, 2011. The adjoining medical office building, which houses the Hampshire Rural Health Clinic, opened its doors to patients on Monday, June 6, 2011.

Other important dates in Hampshire Memorial Hospital's history include:

- 1982 Obstetric services discontinued
- 1983 3rd ICU bed opened
- 1986 30 acute-care beds converted to long-term care beds
- 1995 Major renovations were made to the Emergency Department and Admissions
- 1999 First JCAHO accreditation achieved
- 2002 Hampshire Memorial Hospital designated a Critical Access Hospital by the Centers for Medicare & Medicaid Services

Rights and Responsibilities

Patient Bill of Rights

Access to Care

You have the right to...

- regardless of race, creed, national origin, sexual orientation, physical limitations, language barrier, or source of payment, to receive impartial medical treatment and care.
- to request information regarding protective and advocacy services through the Care Management Department.

Right to Privacy and Confidentiality

You have the right to...

- privacy regarding your medical care program including case discussion, consultation, examination, and treatment.
- your treatment and care being conducted discreetly and those not involved with your care must have permission to be present.
- all records pertaining to your care being treated as confidential and reviewed only by the individuals directly involved in your care. You have the right to access information contained in your medical record within a reasonable time.
- have a person of your own sex present during certain exams, procedures, and treatments.
- have a family member, or proxy of your choice, and your own physician notified of your admission to the hospital.

Personal Safety

You have the right to...

- expect that reasonable safety standards be followed within the hospital practices and environment, free from all forms of abuse and harassment.
- be free from restraints used in the provision of acute medical/surgical care or behavioral management unless clinically necessary.

You have the right to...

- know the identity and professional status of those providing your care.
- be informed if your care is to be delivered under the auspice of any clinical training program within the institution.
- obtain complete and current information concerning your diagnoses, treatment, and prognoses in terms you can readily understand. When it is not medically advisable to give this information to you, it should be made available to an appropriate individual on your behalf.
- collaborate and participate with the physician and treatment team regarding your plan of care. You have the right to accept and/or refuse treatment within the scope of the law.
- expect a prompt response to your report of pain by staff trained in pain management measures.
- sufficient information to enable you to give informed consent prior to any procedure or treatment.
- request access to consultation with another private physician at your own expense.
- be informed by the practitioner responsible for your care of any continuing health care requirements following discharge.
- expect that the hospital will respect your rights during research, investigative or clinical trials, should you choose to participate.

Billing Process

You have the right to...

- information about your hospital bill, the right to inquire about financial assistance in paying your bill, and the right to inquire about assistance in filing any insurance claims.

Advance Directives

You have the right to...

- make a Living Will or a Durable Power of Attorney for Health Care, which gives you the right to determine who you want to make decisions about your health care in the event that you are unable to do so.
- receive the standard treatment and care for your condition or illness.
- in accordance with West Virginia state law, information about advance directives and living wills is distributed to all patients shortly after admission. If you do not have an advance directive and would like to make one, inform the nurse, case manager or social worker.

Transfer and Continuity of Care

You have the right to...

- receive a complete explanation of the need for transfer to another health care facility and the risks and benefits from such a transfer.

Primary Care Physician

You have the right to...

- ask that your primary care physician be notified upon admission.

Patient Advocate

- Patient advocates are a link between patients and the hospital, providing a specific channel through which patients can seek assistance with special needs or concerns.
- If you have any questions about any aspect of your care, we ask that you first deal directly with the staff involved with your care, or management of that area. If further assistance is needed, please contact our patient advocate at ext. 44938 or 304-822-4938.

- If discussions with your physician, patient advocate, treatment team, or hospital administration fail to resolve any concerns you may have about the quality of care you received, you are encouraged to contact:

The Joint Commission, Office of Quality Monitoring

Telephone: 1-800-994-6610 (Complaint Division)

E-mail: complaint@jointcommission.org

- You may also report safety concerns through the Valley Health website: <http://www.valleyhealthlink.com>. Click on “contact us,” then “Hampshire Memorial Hospital.”

Bio-Ethics Committee

- Hampshire Memorial Hospital’s Bio-Ethics Committee is available to assist with difficult healthcare decisions that may arise between you and your physician or family members.
- The professionals who serve on this committee have expertise in helping you and your family better understand and work through difficult health care issues. If you would like to request a consultation with the Bioethics Committee, please notify the nursing staff or ask the staff to contact the Administrator on call.

Hampshire County Protective & Advocacy Agencies

Hampshire County DHHR Office	304-822-6900
Hampshire County Health Department	304-496-9640
Hampshire County WIC Program	304-788-1693
Hampshire County Substance Abuse Prevention	304-703-7940
Hampshire County Special Services Center, Inc.	304-822-7062

Hampshire Memorial Hospital assumes no obligation or responsibility relative to any use made of these references. References are listed for your information only.

Patient Responsibilities

Patients and their families are responsible for their own personal and environmental well-being. The following code of conduct outlines the responsibilities of a patient, family member, visiting guest, or accompanying person to a patient who is seeking healthcare at any Valley Health entity:

As a patient, family member, visiting guest or accompanying person to a patient who is seeking healthcare services at any Valley Health entity, you are expected to:

- abide by all Valley Health rules and regulations, such as the No Smoking and Visitation policies
- treat all Valley Health employees and all medical care providers with respect and courtesy
- provide truthful and accurate information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health
- contribute to and follow the treatment plan that is recommended for your medical problems by the healthcare practitioner caring for you
- keep appointments and/or give advance notice when you need to cancel an appointment
- maintain a quiet environment respectful of others
- respect others' property
- pay your hospital bills promptly; provide the information necessary for insurance processing and ask questions you may have concerning your bill
- refrain from bringing in or asking anyone to bring in any weapons of any kind
- refrain from bringing in or asking anyone to bring in drugs, alcohol, or other prohibited substances
- refrain from acting in a manner that is confrontational, threatening, rude or abusive to Valley Health employees, medical care providers, other patients or visitors
- refrain from using inappropriate language Valley Health reserves the right to have any person who violates the above Patient Responsibilities and Code of Conduct escorted from the premises, and if necessary, contact local law enforcement and/or file a complaint with local law enforcement. If a patient violates these rules, we reserve

the right to transfer the patient to another facility as medically appropriate and in adherence with State and Federal laws and if an outpatient, we reserve the right to refuse to provide service.

The Joint Commission's Speak Up Program

To prevent healthcare errors, patients are urged to speak up.

Everyone has a role in making healthcare safe — physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, and your family, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the national healthcare system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The Speak Up program, sponsored by The Joint Commission urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. Research shows that patients who take part in decisions about their healthcare are more likely to have better outcomes.

Speak Up if you have questions or concerns. If you do not understand, ask again. It is your body and you have a right to know. Your health is too important to worry about being embarrassed if you do not understand something. Do not be afraid to ask about safety. Do not be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication. Do not hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

Pay Attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right healthcare professionals. Do not assume anything. Tell your doctor or nurse if something does not seem quite right. Expect healthcare workers to introduce themselves. Notice whether your caregivers have washed their hands. Do not be afraid to gently remind a doctor or nurse to do this. Make sure your doctor or nurse confirms your identity by checking your wristband or asking your name, before giving you a medication or treatment.

Educate Yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan. Gather information about your condition. Write down important information your doctor tells you. Thoroughly read all medical forms and make sure you understand them before you sign anything.\

Ask a trusted friend or family member to be your advocate. He or she can ask questions that you may not think of while under stress. Ask this person to stay with you while hospitalized. You may be able to rest more comfortably, and your advocate will make sure you get the right treatments and medications. Make sure this person understands your preferences for care.

Know what medications you take and why you take them. Medication errors are the most common type of healthcare mistakes. Ask about the purpose of the medication and ask for information about it. If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing them and read the contents of bags of intravenous fluids. Be sure to tell the doctor or nurse about any allergies you have or negative reactions to medications in the past. If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

Use a hospital, clinic, surgery center or other type of healthcare organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by the Joint Commission. Go to Quality Check at www.jointcommission.org to find out whether your hospital or healthcare organization is accredited.

Participate in all decisions about your treatment. You are the center of your healthcare team. You and your doctor should agree on exactly what should be done during each step of your care. Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve. Do not be afraid to ask for a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with an additional specialist. The more information you have about the options available to you, the more confident you will be in the decisions made.

Patient Comfort and Pain Management

Information for Patients, Family and Friends

Valley Health is committed to assisting you in addressing your comfort needs while in our care. We will be asking you about your pain level when we take your temperature, blood pressure, pulse, and respirations. At Valley Health, we use a pain scale from 0 – 10, with 0 meaning that you are experiencing no pain and 10 meaning that you have the highest level of pain you have ever experienced.

As a patient, you have the right to:

- expect a quick response to your report of pain/comfort concerns
- have your pain/comfort assessed and monitored
- have your pain/comfort managed appropriately in a holistic manner
- have information about pain and pain relief measures
- be included in making care decisions, including managing pain effectively and promptly
- evaluate how effectively we are managing your pain

So that we may effectively meet your pain/comfort needs, we ask that you assist us by:

- discussing your pain experiences, using the pain scale, with the nurse and your physician
- asking your physician or nurses about what to expect regarding pain and pain management
- participating in developing a plan to manage your pain
- reporting your pain promptly and reporting any side effect associated with the treatment of pain
- reporting to your nurse or physician if the treatment provided is not effective
- learning the names of your pain medications and treatment
- reporting any concerns about taking pain medications to your nurse or physician
- identifying an appropriate family member who can receive information about your pain when you go home

Patient Restraints

Information For Families and Friends

Valley Health is committed to patient comfort and providing quality care for patients and their families. Safety is also a primary concern; therefore, restraints are utilized when other methods have not succeeded. The information below outlines some of the important things you need to know when restraints are used, and identifies things you might do to help us provide care of your family member or friend.

How You Can Help

We recognize the patient's family or significant others as a valuable part of the healthcare team. Often the presence of a familiar person or object is beneficial in calming or reorienting the patient. Our staff may talk to you about the following measures that you can do to help us provide care to your loved one in a safe and caring manner.

Companionship – If possible, have a family member or friend stay with the patient. This may be especially helpful at night or after a special procedure. You may wish to consider obtaining a sitter to stay with the patient when you are not able to be there. The nursing staff or the patient's physician can assist you with this if you wish.

Offering Comfort Measures – Encourage social contact. Provide physical care such as back rubs and holding hands. Bring in a familiar object from home for the patient to hold. Involve the patient in conversations. Talk to the patient in a calm supportive tone.

Create Changes in the Patient's Environment – Use television, radio, or music as a distraction. Place the call light close to the patient. Bring in any adaptive devices the patient may have used when at home like eyeglasses, sturdy slippers, hearing aids and batteries.

If Restraints Are Needed

Restraints are not always successful and have the potential to cause serious harm, loss of dignity, and violation of an individual's rights. Because of the associated risks and consequences, a restraint may only be used when a patient's behavior poses serious risk to his or her own safety or the safety of others. Restraints are used after alternatives have been tried and are unsuccessful. Then the least restrictive type of restraint is used and individualized to the particular needs and behavior of each patient. The use of restraints is time limited and must be approved by the physician. They cannot be applied simply because of a family's request.

How Long Will The Patient Be Restrained?

Restraints are used based on the behavior exhibited by the patient for as short a duration as possible. They are removed when the patient improves, alternatives are proved successful, or life support/medical devices are removed. They are also removed if the patient becomes able to cooperate in his or her care, and becomes more aware of his surroundings.

What You Need To Know

When a decision to use a restraint is being considered (or must be made in the case of emergency), the physician or nurse will make every effort to inform you as soon as possible in order to discuss the reasons; alternatives tried; and to explore other possible strategies to help keep the patient as safe and comfortable as possible. We encourage your questions and discussions about your family member's care.

For Medicare Beneficiaries

The care and services you will receive during your hospital stay are subject to professional medical review. Benefits available, including both admission and length of stay, are dependent upon determination of medical necessity through the review process. In addition, federal law requires that institutional care provided be reviewed on a continuing basis to ensure that patients are receiving adequate and appropriate health care service.

In order to meet these requirements for medical care review, the Quality Improvement Organizations (KEPRO) collects and maintains information through a data system on the types and extent of healthcare services received by patients at this hospital. As a patient, you may request from the KEPRO information on your hospitalization.

Your Rights While You Are A Medicare Hospital Patient

You have a right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to federal law, your discharge date must be determined solely by your medical needs, not by "DRGs" (Diagnosis – Related Groups) or Medicare payments.

You have the right to be fully informed about decisions affecting your Medicare coverage or payment for your hospital stay and for any post-hospital services.

You have a right to request a review by a peer review organization of any written notice of non-coverage that you receive from the hospital stating that Medicare will no longer pay for your hospital care. Peer review organizations (PROs) are groups of doctors who are paid by the federal government to review medical necessity, appropriateness, and quality of hospital treatment furnished to Medicare patients. The PRO for your area is:

Quality Improvement Organizations

Telephone: 844-455-8708

Talk To Your Doctor About Your Stay In The Hospital

You and your doctor know more about your condition and your health needs than anyone else does. Decisions about your medical treatment should be made between you and your doctor. If you have questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital care, do not hesitate to ask your doctor. The hospital's social worker will also help you with your questions and concerns.

Staff Uniforms

Patient safety is central to delivering quality care. When staff members enter a patient's room, or come to the bedside to provide care, they are instructed to introduce themselves and state the role they play on the healthcare team. Staff members are also required to wear an ID badge that indicates their job title. However, if you do not hear their introduction, or you cannot read their badge, please ask them to introduce themselves. It is important to know who is assisting you. Valley Health is taking an additional step to help patients understand who is aiding them. We have adopted standard uniform colors for the clinical and key support functions.

- Administrative Associate** Khaki
- Certified Nursing Assistant** Wine
- Environmental Services**..... Lime Green
- Laboratory**..... Charcoal
- LPN** Ceil blue
- Medical Imaging** Caribbean blue
- Nutrition Services**..... Turquoise
- Patient Access** Light blue/light stone
- Patient Transport**..... Red

Pharmacy	Chocolate brown
Respiratory	Hunter green
Rehabilitation (PT/OT/Speech)	Black
RN	Navy, white, or combination of navy/white
Supply Technician	Grape

(students in clinical rotations wear orange badges)

Please note that there are a number of times each year when staff can wear a uniform other than their assigned scrub color. Staff members are still expected to introduce themselves and wear an ID badge so patients can readily identify who is caring for them. If you have questions about who is caring for you, speak with your nurse immediately.

Hourly Patient Rounding

At Valley Health, the safety and comfort of our patients is a high priority. We continually look for ways to improve your experience in our hospitals. To better serve you and meet your needs, the nursing staff on our inpatient units perform hourly patient rounding. At least once each hour a member of our nursing team will enter your room to ask you about the “6 P’s.”

- Pain:** What is your current pain level?
- Potty:** Can we assist you with any toileting needs?
- Position:** Are you comfortable in your current position and can we make you more so?
- Placement:** Are necessary items within your reach (telephone, call bell, tissues)?
- Proactive question:** Do you have any other needs we can address at this time?
- Promise to return:** A member of our staff will be back to check on you in approximately one hour.

Patient Services

Hospitalists

A hospitalist is a physician who specializes in the care of hospitalized patients. If you do not have a family physician, or your physician has arranged for hospitalists to admit and direct care for his or her hospitalized patients, the hospitalist provides medical care for you until you are discharged from the hospital.

Laboratory Services

Valley Health Laboratory Services is a full service laboratory performing tests for both inpatients and outpatients. Our pathologists are board certified. We offer exceptional turn-around, quality results, a competitive fee schedule and participate in a wide range of insurances. We offer outpatient laboratory services upon discharge from Hampshire Memorial, and offer convenient lab draw centers located in Winchester, Front Royal, Luray, New Market and Washington, VA. For more information, call 540-536-8785.

Mail & Floral Deliveries

Mail and flowers are delivered to patient's room each day. If you have mail you wish to send out, please notify the staff. Patient mail is received directly into our mailroom and will be delivered to your room. Our address is:

Patient Name
c/o Hampshire Memorial Hospital
363 Sunrise Blvd.
Romney, WV 26757

We will forward to your home address any mail you receive after you have been discharged.

Meals

Just like other aspects of your care, your doctor orders your diet based on your nutritional needs, which may change during the course of your stay. Staff in Nutrition Services plan menus for a variety of different diets. In most cases, a representative from Nutrition Services will visit you in your room to assist you with menu selection and serve your meals. If you have any questions about your diet or meal services ask your nurse to contact Nutrition Services.

Newspapers and Reading Material

Complimentary issues of the local newspaper are provided to patients.

Nurse Call System

When you need assistance, please press the nurse call button located near your bed. After pushing the button, you will hear the voice of a call bell specialist coming from the speakers that are located behind your bed. Please tell the call bell specialist what is needed (for example, help getting to the bathroom, or if you need pain medication) so that your caregiver can respond appropriately to your request.

Organ and Tissue Donation

For information on becoming an organ and tissue donor visit www.core.org.

Pastoral/Spiritual Care

We have a volunteer chaplain program to assist with the spiritual needs of patients and families. Chaplains are available on request. Your personal clergy may visit at any time with your permission. Please inform the nursing staff if at any time during your stay you would like us to contact the chaplain on-call or your personal clergy.

Rapid Response Team

Hampshire Memorial Hospital has a Rapid Response Team (RRT) available to respond immediately and provide medical assistance to assess and treat a patient whose condition is potentially deteriorating. The RRT responds to patient care areas throughout the hospital. The RRT is activated using the hospital's paging system. When you are concerned about your or someone else's condition and believe you or someone else needs immediate medical intervention, notify the nurse.

Social Worker

Our social worker will visit with you shortly after your admission. She/he will help you identify any special needs and will assist you in identifying resources to meet those needs. She/he will also assist with planning your hospital discharge by arranging for equipment, supplies, or at-home care.

Telephone Operation

Telephones are provided in each room. If you need to place a long distance call, dial “0”. For local calls, please dial “9” first, to reach an outside line, then dial the number you wish to reach. Our main number is 304-822-4561.

Television Operation

The television control is located on either the bed rail or a handheld remote control. The on/off switch, volume control and channel selection buttons are marked on the pad. Television service is provided to patients free of charge. It is requested that the television volume be kept at a reasonable level. Wide varieties of cable channels are available for your viewing pleasure.

Valley Health Transport Services

Transport services are available for those who require basic and advanced life support, ambulance service. The transport team is staffed with EMT personnel. Ask your nurse or social worker for more information.

Other services

Many other services are offered at Hampshire Memorial Hospital for your convenience. We strive to provide a wide range of specialties to allow you access close to home. Some outpatient services offered are:

- Anticoagulation management
- Blood draws and other lab tests
- Cardiopulmonary Services and Testing
- COPD education
- Diabetes management
- Infusion therapy
- Pain services
- Physical, occupational, and speech therapy
- Sleep testing
- Radiology and other diagnostic imaging
- Wound care

For Your Safety

Fire Alarms

By law, hospitals are required to conduct at least one fire drill every month. If you hear the fire alarm sound, please remain in your room. If necessary, your nurse will give you any appropriate instructions.

Medications

Your doctor will prescribe the medications you will need during your hospital stay. It is important to tell your nurse the names and dosages of the medicines you normally take at home. While you are in the hospital, you should not take any medications that you brought with you. You should give them to your nurse, or send them home with a friend or relative. If you are concerned about changes in your usual dosages, discuss this with your doctor or nurse.

When you get ready to go home from the hospital:

Make sure you

- Have written information about all the medications your doctor has prescribed for you.
- Know when to take all your medications
- Know what each medication is for
- Know how to take each medication
- Know what possible side effects to watch out for

Ask your nurse about having your prescriptions filled and delivered to your room before discharge.

Use of Tobacco

Hampshire Memorial Hospital is a tobacco-free organization. Use of any tobacco product by employees, patients, and visitors is strictly prohibited on hospital property, including all buildings, outside areas and parking garages.

Valuables

During your hospital stay, you will need only a few personal items, such as pajamas, bathrobe, slippers and personal toilet articles. You are encouraged to leave any valuables and large sums of money at home. However, if you do wish to store something valuable during your stay, the hospital safe is available. Please ask your nurse for assistance. Hampshire Memorial is not responsible for the loss of money or other valuables retained by patients in their rooms.

Visitor Information

Cellular Telephones

The use of cell phones by visitors is allowed but may be restricted to certain times and areas of the facility to ensure that such use will not interfere with patient care and will not disturb the patients.

Visiting Hours

We recognize that family and friends play an important role in the patient's overall stay. In an effort to provide a healing and nurturing environment, the hospital has instituted the following guidelines:

- General visiting hours are 7 days a week from 9:00 A.M. to 1:00 P.M. and 5:00 P.M. to 8:00 P.M.
 - The care partner is permitted access 24/7, and this person is not considered a visitor. The care partner will be identified by a patient care badge provided by nursing staff.
 - The number of visitors in a patient's room is limited to 2 at one time (not including the care partner). Visitors will be identified by visitor badge acquired at designated main entrances or nursing stations.
 - Visitors are restricted to age 12 and over; except for children of the patient. Children should be supervised at all times.
- Extended Care, Skilled, and Transitional Care residents may have visitors 24/7 according to the resident rights guidelines.

Visitor Dining

As a convenience to our visitors, Hampshire Memorial Hospital's cafeteria is open to the public. Vending machines are available 24 hours a day and are located outside the cafeteria. Family members who wish to eat with a patient can request guest trays, available for a fee, by contacting the nurse in charge on the patient's unit at least one hour prior to mealtime.

Wi-Fi

Public access to the Internet is available free of charge in various locations throughout the hospital. The public Wi-Fi uses a non-secure computer wireless network that is not connected to Valley Health's secured computer network. Users of public Wi-Fi do so at their own risk, and Valley Health is not responsible for material viewed, downloaded, or received via the public Internet. Valley Health is not able to provide technical support for personal devices, and users must be connected using their own resources.

Going Home

Your doctor, case manager/social worker and nursing staff coordinate arrangements for your discharge. Any special equipment or supply needs will be arranged prior to your leaving. Written instructions are provided and explained by your nurse. They will include any medications that you are to take, follow-up appointments with your doctor, and other important aftercare measures.

Before you officially leave the hospital your doctor must sign your chart, and any new orders written by your physician such as laboratory or radiology testing must be carried out. This process, in addition to making any follow-up appointments or referrals and the preparation of your discharge instructions, does take time. Therefore, please understand that while it is our desire to complete your hospital discharge as quickly as possible, there could be a waiting period between the time your physician tells you that you are discharged and the time that you actually leave Hampshire Memorial Hospital.

Medical Care After Your Hospital Stay

Your doctor may determine that, although you no longer need the specialized services of a hospital, you still require medical care, and you may be referred to the hospital's long-term care unit, other skilled nursing facility or home care. The hospital's discharge planning staff will help arrange for the services you may need after your discharge.

Local Health Care Providers

Hampshire Rural Health Clinic (HRHC) is a multi-specialty clinic that offers healthcare services for the entire family with specialties that include gynecology, internal medicine, pediatrics, family medicine, pulmonary, podiatry and general and orthopedic surgery. HRHC is located in the Medical Office Building next to Hampshire Memorial Hospital and is open weekdays 8:30 A.M. – 5:00 P.M. For more information or an appointment, call 304-822-4932.

How Was Your Stay?

Your opinion regarding the care you receive while a patient here is very important to us. Several weeks after your discharge home, you may receive a survey through the mail asking for your comments and suggestions. We use these surveys to gauge how well you feel we have met your needs and your overall satisfaction with the medical center. Please take a few minutes to answer these questions and let us know how we are doing.

Gifts and Memorials

As a non-profit, charitable hospital, Hampshire Memorial Hospital depends upon gifts and donations to help us continue to provide compassionate care with state-of-the-art equipment and technology at an affordable cost. Gifts from individuals, businesses, and philanthropic organizations are actually investments in the future of quality healthcare in our region. To find out how your tax-deductible donation to Hampshire Memorial Hospital Development Fund can help, call 540-536-4410.

Post-Hospitalization Care

As part of our services, any needed post-discharge care will be arranged for you. This includes home health services, home medical equipment, rehabilitation services, and medical transportation as ordered by your physician. You have the right to choose any provider you wish for these services. A list of providers serving your area is available upon request. The following providers are affiliated with Valley Health:

Valley Health Home Health Services – nursing, physical therapy, occupational therapy, speech therapy

Valley Medical Transport – ambulance and wheelchair van transports

Valley Health Rehabilitation Services (located at Hampshire Wellness & Fitness) – outpatient occupational therapy, physical therapy, speech and language pathology and aquatic physical therapy.

Advanced Home Care – Advanced Home Care is a not-for-profit, Valley Health-affiliated company committed to providing equipment that helps people see improvement in their health while maintaining their independence.
800.868.8822, advhomecare.org

Wellness & Fitness Services

Hampshire Wellness & Fitness Center is the only medically based health and fitness center of its kind in the area and features state-of-the-art fitness equipment, professional management and staff, as well as a full menu of services designed to create an invigorating, relaxing experience. These include: free weight training, resistance training, cardiovascular training with television entertainment, individualized personal training, four-lane indoor lap pool, warm water therapy pool, indoor cushioned walk/jog track, aerobic studio and stretching area, massage (call for an appointment), our locker rooms include complimentary towel service, shampoo, conditioner, moisturizing lotion, shaving cream and hair dryers.

As a part of the medical fitness experience, Hampshire Wellness & Fitness offers a wide array of individualized, medically directed health education programs, conducted by interdisciplinary teams of health and fitness professionals. These programs combine education, exercise and lifestyle improvements to help participants take control of their health and their lives. Health Education is offered through our affiliation with Valley Health/East Mountain Health Advantage.

The center is open weekdays from 6:00 A.M. - 9:00 P.M., Saturdays 8:00 A.M. - 4:00 P.M., and Sundays 12:00 P.M. - 4:00 P.M. For more information or to arrange a tour, call 304-822-7255 or visit our website at hampshirewellfit.com.

Telephone Directory

If you are calling from a hospital phone, you may reach any of the following departments by dialing the extension. If you are calling from outside the hospital, please use the entire 7-digit phone number.

Department	In-house Extension	Outside Number
Administration	44933	822-4933
Care Management	44360	822-4360
Extended Care Unit	44934	822-4934
Hampshire Wellness & Fitness	47255	822-7255
Health Information Management	44923	822-4923
Home Health Services		822-2177
Housekeeping	42190	822-2190
Laboratory	42171	822-2171
Main Number	44561	822-4561
Medical Imaging/Radiology	44929	822-4929
Nutrition Services	44928	822-4928
Patient Accounts (Billing, Credit, Insurance)		866-414-4576
Pharmacy	44926	822-4926
Rehabilitation Services	47273	822-7273
Respiratory Care	44225	822-4225
Rural Health Clinic	44932	822-4932
Social Work	42168	822-2168



Hampshire Memorial Hospital

valleyhealthlink.com/hampshire

363 Sunrise Boulevard • Romney, WV 26757

Valley Health includes: Hampshire Memorial Hospital, Page Memorial Hospital, Shenandoah Memorial Hospital, Surgi-Center of Winchester, Urgent Care, Valley Home Care, Valley Medical Transport, Valley Pharmacy, War Memorial Hospital, Warren Memorial Hospital, Winchester Medical Center, and Winchester