

Our Mission and Vision

Mission

The Mission of Preston Memorial Hospital is to provide to all patients state of the art, accessible, and cost effective healthcare.

Vision

The Vision of Preston Memorial Hospital is:

- to anticipate and respond to healthcare needs of the community
- to partner with local and regional networks and agencies
- to be an integral part of the community's economy
- continue to be a healthcare leader

Values

- Respect and Dignity
- Ethics
- Compassion
- Courtesy
- Responsibility
- Honesty
- Innovation



To Place a Call

Inhouse Calls

Dial the extension. If you do not know the extension and it isn't listed below; please ask any of our staff for assistance.

Local Calls

9 + (area code) + (seven-digit number)

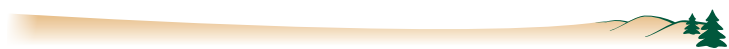
Long-Distance Calls

You may use a calling card to make long distance calls from the patient care areas.

Telephone:

Extensions:

Administration	280
Admitting	0
Case Management.....	706
Chapel	232
Dietary.....	319
Financial Counseling	719
Foundation	366
Housekeeping.....	243
Main Hospital/Operator	0
Nursing Admin.....	710
Patient Accounts.....	708
Patient Relations	711
Security	315
Volunteer Services.....	308



Welcome to Preston Memorial Hospital. We are pleased that you and your physician have selected us to provide your medical care. We know that hospitalization is never an entirely pleasant experience, but we will do our best to make you as comfortable as possible. If you have any questions or concerns, please don't hesitate to ask your physician or your nurse. If at any time you feel you are not being treated in a fair and concerned manner, please notify Administration at 304-329-4704 for the information necessary to register your concern. It is our privilege to be your health care provider. Thank you for choosing Preston Memorial Hospital.

Sincerely,

Melissa Lockwood

Melissa Lockwood

President & CEO



WELCOME

Your Room

Your room assignment during your stay with us will be based on your admitting diagnosis and the availability. During your stay we may move you to a different room based on your needs and the needs of the other patients. Hospital beds are electronically operated and our staff will show you how to work your bed properly. The bedrails are for your protection and may be raised if you are resting, recovering or taking certain medications.

What to Bring – We ask that you leave all personal belongings at home. If you need to bring items for your own personal comfort (slippers, toiletries, etc.) please feel free to do so. Please bring a current, accurate, list of all medications that you are taking. If you do not have a list, please bring the bottles of medication and we will make a list.

Calling Your Nurse – A button to call your nurse is located at your bedside. When you press the button, the nurses' station is alerted that you need assistance. A staff member will respond to your need as soon as possible.



Telephones

Telephones are available in every room and the nursing staff will show you how to make a call. Patients admitted to the special needs area will be provided access to make/receive calls from a portable phone that is kept at the nursing station. Local calls may be made at any time from your room by dialing “9” and the number. You may reach the hospital operator by dialing “0” from any hospital phone. Cell phone use is permitted as long as it is not disruptive to our guests, families and other patients. Please be mindful of conversations that you are having and the people around you.

Television

Color television sets are provided in every room, except for the special needs area. There is no cost for the cable service. Please be considerate of other patients when adjusting the volume of your television. Our nursing staff will show you how to operate the television.



Food Service

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. Preston Memorial Hospital makes every effort to provide meals that are prepared according to your physicians' orders. For our patients we offer the following meal times should be: Breakfast at 8:00 a.m., Lunch at 12:00 noon and Dinner at 5:00 p.m. Snacks are made available to our patients throughout the day based on the physicians' orders. Occasionally your meal may be delayed if you are scheduled for a particular test or treatment. Please mark your menu in the morning so it will be available for dietary to pick-up. If you have difficulty making your selections, our staff will be more than willing to assist. If a family member or friend would like to enjoy a meal with you, the person may go to the cafeteria to purchase a meal or let the nursing staff know and a guest tray may be ordered. There is a nominal fee for a guest tray.

Cafeteria

The cafeteria at Preston Memorial Hospital is open for breakfast from 6:00 a.m. – 8:00 a.m., lunch 11:30 – 1:00 p.m. and dinner 5:15 – 6:00 p.m. Monday through Friday. The cafeteria is not open on the weekend.

Vending Machines

Vending machines for snacks and beverages are located on the first floor near the middle lobby. These include a selection of hot and cold foods. A microwave is available for guest use in the nearby seating area. They are available 24 hours a day. If you would prefer something more substantial, our staff would be happy to tell you the locations of several nearby restaurants.



Are You in Pain?

As a patient at this hospital, you can expect:

- Information about pain and pain relief measures
- Concerned staff committed to pain prevention and management
- Health professionals who respond quickly to reports of pain
- State-of-the-art pain management

Patient Responsibilities

As a patient at this hospital, we encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with your doctors and nurses

- Work with your doctor and nurse to develop a pain management plan
- Ask for pain relief when you need it and let us know if the management plan is not working for you
- Inform us of your concerns regarding pain and pain management

At Preston Memorial Hospital, we use a Pain Scale that asks you to rate your pain on a scale from one to ten, one being no pain and ten being the worst pain you have ever had. Your nurse will provide education on the pain scale during admission.



Partnering with Our Patients

Many hospitals across the country are working to make health care safety a priority. We encourage our patients to be active participants in their health care through the use of the “Speak Up” program.

- S**peak up if you have any questions or concerns and if you don’t understand, ask again.
- P**ay attention to the care you are receiving. Ask questions when you don’t understand.
- E**ducate yourself about your diagnosis, medical tests, and your plan of care.
- A**sk a trusted family member or friend to be with you if you are unable to ask questions for yourself.
- K**now what medications you take.
- U**se a health care organization that has undergone rigorous on-site evaluations.
- P**articipate in decisions about your treatment. You are the center of your health care team.

Smoking Policy

Preston Memorial Hospital is a nonsmoking facility. We are committed to the health of our community, our friends, our family and our staff, so smoking is not permitted on our campus.

Wheelchairs

Wheelchairs are available from any of our staff. Getting in and out of a wheelchair can be dangerous so, please, ask our staff for assistance.

Fire Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is a fire-resistant building, and the staff is trained in fire protection.

Medications

All medications you take while in the hospital are prescribed by your physician, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their medication or keep personal medications at their bedsides without a physician order to do so.

Personal or Lost Items

Patients are asked not to bring personal items to the hospital. In the event a personal item is misplaced, lost and found is located at the admitting area.



The Medical Staff

Preston Memorial Hospital's medical staff consists of physicians, specialists and certified nurse midwives. Our physicians are dedicated to providing the best possible medical care to the people of Preston County and the surrounding area. Feel free to ask any question that you may have regarding your care.

The Nursing Staff

A team of professional registered nurses, licensed practical nurses and nurse assistants provides our guests with 24-hour nursing care. A nurse manager is responsible for directing and coordinating your care and may stop in to see how we are doing during your stay. Please feel free to contact your nurse or the nurse manager if you have questions or concerns.

Pastoral Services

We believe that total patient care demands attention to the spiritual, as well as the physical and emotional needs of each patient. Members of the Pastoral Services staff are available to assist you in the event that your personal spiritual advisor is unavailable. The volunteer Chaplain can provide spiritual, emotional, sacrament and social support to patients and families. The chapel is located on the first floor and is open at all times for prayer and meditation. Anyone is welcome to use the chapel. To arrange a visit from the hospital Chaplain, please contact any of the staff.

Dieticians

The hospital maintains a registered dietician for consultations to meet your dietary needs during your stay. If you have questions about your meals or diet, feel free to contact any staff and we will see that your questions are answered.

Case Management

Preston Memorial Hospital maintains a Case Management staff that is trained to help our guests deal with financial, social and emotional problems that relate to illness and hospitalization. Members of the department work with patients and families to help them deal with long-term illness and rehabilitation and with discharge planning.

Housekeepers

Our housekeeping staff is here to make your stay as comfortable as possible. They will clean your room daily and empty your trash. If there is a housekeeping issue in your room, please let us know and we will see that it is taken care of in a timely fashion.

Volunteers

Volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their name tags and purple smocks or blue shirts. Each volunteer is dedicated to improving efficiency, quality of care and excellence of service.

ä ä ä



Other Personnel

During your stay many other health care professionals, including personnel from the Laboratory and Radiology Departments, as well as Physical Therapy, may visit you daily. In addition, the Preston Memorial Hospital family includes many behind-the-scenes people, such as accountants, engineers, assistants, dietary aides, and others who contribute greatly toward your well-being while you are here.

Living Wills and Health Care Power of Attorney

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment. If you want to control decisions about your health care, even if you are unable to make or express them yourself, you will need an Advance Directive. This is a set of instructions you give about the health care you want, in the event you lose the ability to make decisions for yourself. There are two kinds of Advance Directives: a Living Will and a Durable Medical Power of Attorney. When you are admitted, your nurse will ask you if you have an Advance Directive. If you do, please provide copies to us so that we may keep them on file. We will be more than happy to assist you with completing these items, should you wish to do so while you are here. Please speak to your nurse if you would like more information.

Ethics Committee

There may be a time when you are called on to make a decision about health care for yourself or for a loved one. This can often be a confusing, frightening, or painful task. Preston Memorial Hospital utilizes an Ethics Committee to assist you. The Committee is a team of professionals who can help you resolve specific ethical issues and sometimes dilemmas regarding your healthcare. To access the Ethics Committee, please contact any staff member.

Mail

Letters and packages are delivered to our guests each morning. If mail is delivered after you have been discharged, the mail is forwarded to your address provided on admission. Flowers will also be delivered in the same manner. There are times when flowers cannot be kept in patient areas due to some illnesses. In this case, we will suggest that you send the flowers home with a family member or friend, or we will be glad to care for them at the nursing station until your discharge. Newspapers may be purchased at the entrance to the hospital.



Visiting Hours

Visitors are an important part of the healing process and the staff of Preston Memorial Hospital encourages visits from your family/friends. Visitation is permissible 24-hours a day on the nursing units. Visitors wishing to stay overnight with a patient should consult with the patient's nurse. Visitation may be restricted by the nursing staff based on the patient's condition. Visitation by children under the age of 12 is also at the discretion of the nurse.

While we encourage visitation there are some guidelines that we ask you to follow. In order to provide privacy for other patients, we prefer only two visitors per patient at any given time. Visitors should maintain a quiet environment for the courtesy of other patients. We ask that any visitors in excess of two remain in the waiting rooms of the appropriate patient care areas.

We ask that all visitors enter and exit the hospital by the patient entrance from 6:30 a.m. to 11:00 p.m. During the later hours, from 11:00 p.m. to 6:30 a.m. please use the Emergency Department entrance.

A parent of a hospitalized child must stay overnight with the child. We will gladly provide a rollaway bed for use by the attending parent. Patient beds and bathrooms are not to be used by visitors.

Waiting Areas

There are specially designated lounge areas for visitors located throughout the hospital. Please notify any of our staff if you need assistance with locating the appropriate waiting area.

Gifts for Patients

Please check with our staff prior to bringing gifts of food or drink to patients. Many of our patients are on specific diets ordered by their physician. Fresh flowers may not be permitted in some patient care areas due to the risk of infection or the strong odors. While pleasant for some, the smell of flowers may be intolerable to others and increase risk for breathing problems.

Gift Shop

Preston Memorial Hospital Auxiliary provides many handmade items for purchase to support the hospital. The display is located on the first floor next to the registration desk. Please feel free to stop by and see the beautiful items on display. The registration desk will help you if you wish to make a purchase. For your convenience we accept all forms of payment.

Parking

Parking is available to our guests, free of charge, 24 hours a day. Patients and visitors are cautioned to not to park in areas designated as reserved. Please be sure to lock your car and keep personal belongings with you. If you need assistance with your vehicle, please notify one of our staff that you require the services of our Security Department.



All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges. If there is a question about your insurance coverage, a member of the Patient Financial Service Department will contact you or a member of your family while you are here. The following information is needed in order to process your claims:

If You Have Health Insurance

We will need a copy of your identification card. We may also need the insurance forms, which are supplied by your employer or the insurance company. You will be asked to have the insurance company pay the hospital directly.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan and their services may not be covered.

If You Are Covered by Medicare/Medicaid

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, some self administrable drugs obtained while an outpatient, personal comfort items, hearing evaluations and others. Deductibles and co-payments also are the responsibility of the patient. We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

If You Have No Insurance

A representative from the Patient Financial Services Department will discuss financial arrangements with you.

Your Hospital Bill

As a courtesy, the hospital submits bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services that you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care; and charges for special services which include items your physician orders for you, such as x-rays or laboratory tests. If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills; your attending physician will also submit a separate bill. If you have questions about these bills, please call the number printed on the statement you receive.



Going Home

When your doctor decides you are ready to leave the hospital, a discharge order will be written. You may want to make arrangements with a family member or friend to help when it is time to go home.

Checkout Time

Most of our physicians come in the morning to write discharge orders for their patients that will be leaving. Please make every effort to provide for transportation as soon as you know that you will be discharged. If you cannot, please notify our staff so that alternate arrangements can be made. Once the physician writes the order, it does take the nursing staff time to complete the necessary paperwork and provide the education to you regarding your discharge. We ask that you be patient with us so that we do not forget to provide you with the information you may need when going home. When you are ready to leave, a member of our staff will escort you to the front entrance and provide any needed assistance.

Personal Belongings

When you are admitted, our staff will inventory your personal belongings. Please collect all of your personal belongings and double-check closets and drawers.

Discharge Instructions

Your doctor and your nurse will give you instructions about post-hospital care. If you have any questions about your diet, activity, medication or other matters, please be sure to ask. We want your return home to be as easy for you as possible. There are occasions when patients need additional treatment or care after they are discharged from the hospital. To meet the special needs of our patients, Preston Memorial Hospital offers some specific options:

Swing Bed Program

Preston Memorial Hospital's Swing Bed Program is a comprehensive inpatient program, designed by Medicare, to help patients who no longer require an acute hospital stay, but still need additional therapy before going home. A team of physicians, nursing staff, physical therapists and respiratory therapists will work with you on the goal to return home to a more independent setting. For more information, please see any of our staff or contact Case Management at ext. 706.

Other Needs

We begin your discharge process upon admission. If there is anything that you or your physician feels that you may need when you are discharged, our Case Management Department will assist you with securing the necessary resources. This could include home oxygen service, Home Health services or any other home medical equipment that you may need. Please contact any of our staff to let them know of your concerns or contact Case Management at ext. 706 from any hospital phone.



Standards for Privacy of Protected Health Information

According to the federal law named the “Health Insurance Portability and Accountability Act” (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate “need to know” may access, use or disclose patient information. Protected health information may be released to other covered health care providers without patient authorization if used for treatment, payment, health care operations, or for public good purposes as permitted by state and federal laws. Disclosures of protected health information for uses and disclosures outside treatment, payment and health care operations require patient authorization.

While receiving care in the hospital, you may ask for your name to not be included in the hospital directory, which means that people asking for you will be told “I have no information about this patient.” If you want to receive deliveries of cards and flowers, then you want your name included in the hospital directory. If you include your name in the hospital directory, your name will appear on a list for clergy members of your faith.

For a listing of other HIPAA privacy rights, please refer to the Notice of Privacy Practices that was given to you at registration time.

If You Have a Question or Concern

The medical staff and the employees of Preston Memorial Hospital seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the fullest extent possible. The Patient Relations Department was established for you, the patient. If you have any questions or problems that have not been answered to your satisfaction or if you have a special need, call Patient Relations at ext. 711.

Patient Rights and Responsibilities

As a natural outgrowth of our organizational values and mission, the board of directors, the medical staff and the employees of Preston Memorial Hospital jointly affirm and recognize the following rights and responsibilities of patients:

- In recognition of their human dignity, all patients have a right to courteous treatment and impartial access to quality medical care.
- All patients have the right to be informed of alternative treatments and to choose among the alternatives, including the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions. All patients are responsible for their own actions if they refuse treatment or do not follow the doctor’s recommendations.
- All patients have the right to every consideration of privacy concerning their medical care program. Patients are responsible for being considerate of the privacy of other patients. Telephones, televisions, radios and lights should be used in a manner agreeable to others.
- All patients are assured confidential treatment of their medical record by state and federal law. These statutes and regulations control the release of information contained in your medical record.
- All patients have the right to continuity of care, transfer, and consultation with other medical specialties.
- All patients have the right to examine and receive an explanation of their bill, regardless of the source of payment. Patients have the responsibility to provide information necessary for claim processing and to be prompt in payment of their bills.
- All patients have the right to know the rules and regulations that apply to patient care and conduct and are responsible for following those rules and regulations.
- All patients have a right to receive an explanation of their treatment program and to ask for further clarification if the course of treatment is not understood. Patients have the responsibility to cooperate in their treatment program.

