

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.

Visitor Services

The cafeteria is open daily from 7 – 9:30 a.m., and 11:30 a.m. – 1:30 p.m. Vending and snack machines are available outside the ICU waiting room.

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) 862-5162.

Gift Shop

The Bladen County Hospital Auxiliary manages the gift shop, which is located on the first floor of the hospital in the Visitor Entrance Lobby.

Hours of operation are: Mon. – Fri., 10 a.m. – 4 p.m.

The Gift Shop may be reached by dialing extension 5108. Visitors should check with the nursing staff before bringing gifts of food and drink to patients. Flowers are not permitted for patients in the Intensive Care Unit.

Pastoral Care

A Chaplain is available 24 hours a day, 7 days a week, to meet with patients and family members. If you need the Chaplain, ask your nurse, or call the Information desk at (910) 862-5159.

The Chaplain also maintains a list of clergy from many denominations, so please do not hesitate to ask.

Chapel

The Chapel is located just outside the Gift Shop and is open 24 hours a day.

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 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:

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. _____

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 Patient Relations Department at (910) 904-8789. A Patient Relations Representative can provide you with advance directive forms and notary service.

Restraints

Bladen County Hospital strives to provide a restraint-free environment to promote and enhance individual rights and dignity.

The best way to limit use of restraints is to surround the patient with the people they know and love. We encourage families and significant others to visit often and to provide diversional activities for the patient.

The patient has a right to be free from any form of restraints that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff. Restraint will only be used when all other means or alternatives have been exhausted. Certain situations may require the use of restraints:

- Prevention of harm to self and others
- Safe completion of treatments or therapies
- Promotion of personal safety of the patient due to severe confusion

Our staff will discuss restraints with you and your family in detail should it become necessary. The least restrictive form of restraints will be used and they will be removed as soon as possible. Staff will monitor the patient closely and comfort measures will be offered with position changes, fluids, toileting, food and circulation checks on a scheduled basis. If you have questions or concerns, please discuss them with your nurse or physician.

Oral Health

Being in the hospital may effect your oral health. This can lead to infections, longer than expected stays and can impact your well-being and quality of life,

Oral health can place you at risk for pneumonia. Studies have shown that within 48 hours of admission, critically ill patients have changes to the germs in their mouth.

While in the hospital you should brush your teeth **at least** two times a day. Once you return home, throw out your old toothbrush and replace it with a new one.

Remember to routinely replace your toothbrush every **three** months.



Cardiopulmonary Services

Thank you for trusting Bladen County 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) 862-5125.



Environmental Services

It is important to us that your room is clean and comfortable for you during your stay. Our Environmental Services team will provide cleaning services to your room on a daily basis. Please let your nurse know if you have any special requests.



Food & Nutrition

Patient meals are served at 8 a.m., noon and at 5 p.m.

Your doctor may order a special diet during your stay. Combined with your treatment, this diet will help you recover more quickly. Therefore, visitors are asked to check with the patient's nurse or doctor before bringing food as a gift.

Certain diagnostic studies require a low residue diet or cleansing preparation, prior to the test. If a meal has been delayed because of treatment, you will be served as soon as possible. Meanwhile, nursing services has coffee, milk and juices on hand for just such instances.

If you have any questions about your diet, please call our dietary manager at (910) 862-5162.



Laboratory

If you have any questions regarding any lab work you have received during your stay, please contact Laboratory leadership at (910) 862-5119.



Physical Therapy/Occupational Therapy

If your provider determines it to be beneficial for you, you may receive physical therapy during your stay at Bladen County Hospital. If you have any questions or concerns regarding physical therapy, please call (910) 862-4042.



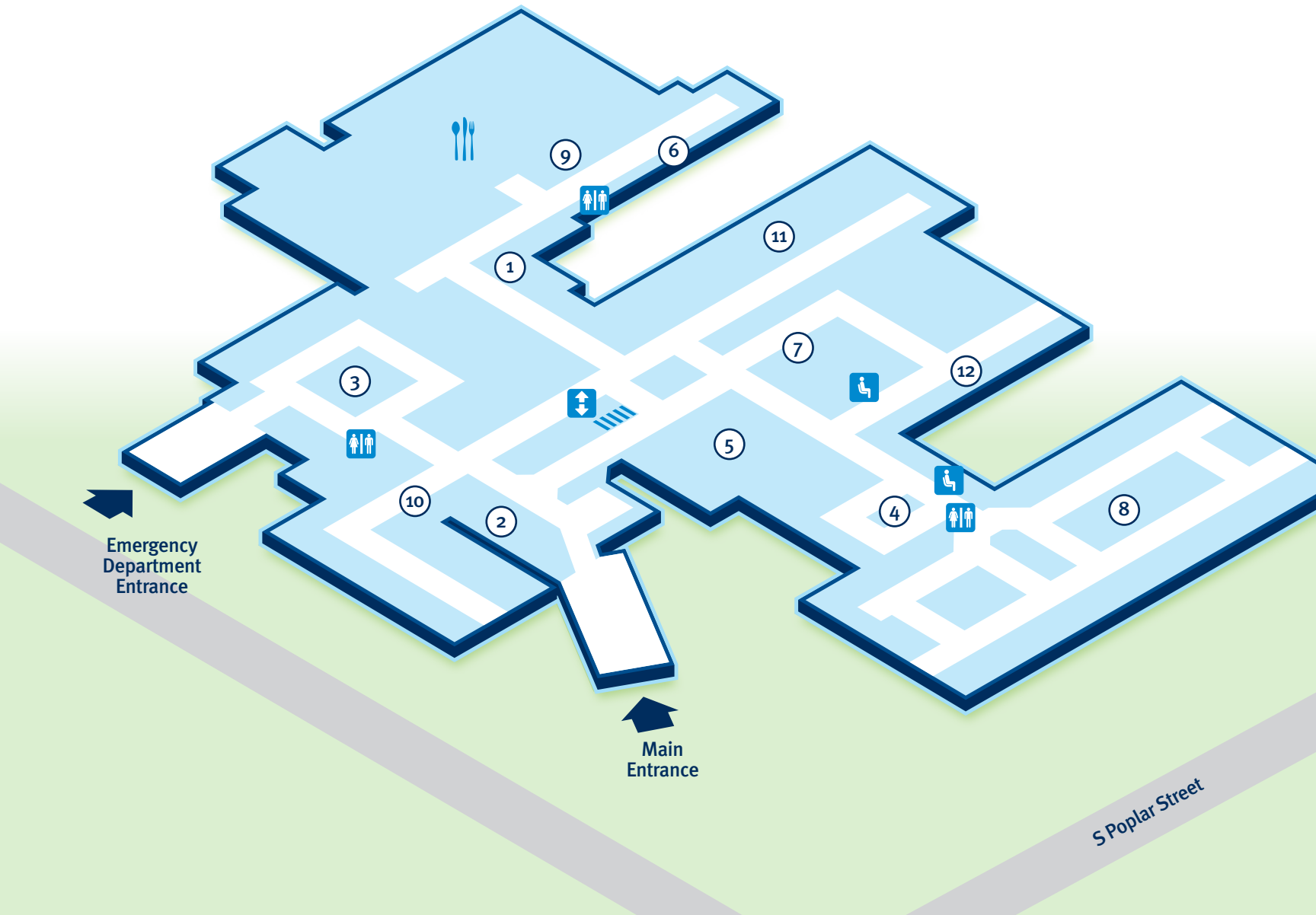
Radiology

Thank you for choosing Bladen County Hospital for your Radiology procedures! If you have any questions or concerns, please contact us at (910) 862-5165.

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 let us know.








CAPE FEAR VALLEY BLADEN COUNTY HOSPITAL



- ① Cardiopulmonary
- ② Chapel
- ③ Emergency Department
- ④ ICU
- ⑤ Laboratory
- ⑥ Medical Records

- ⑦ Outpatient Registration
- ⑧ Patient Rooms
- ⑨ Pharmacy
- ⑩ Radiology
- ⑪ Surgical Service/
Infusion & Injection
- ⑫ Medical Records

-  Elevator
-  Stairs
-  Waiting Area
-  Restrooms
-  Cafeteria

Get connected to your 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!



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) 862-5152 from your room phone to ask for help. It is our pleasure to serve you.

Your Opinion Counts : Patient Satisfaction Survey

Our mission is “providing exceptional healthcare for all our patients.” To determine your satisfaction with the quality of your care, we take part in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. These surveys are conducted by phone with randomly-chosen patients, and the results are reported to the Centers for Medicare and Medicaid Services (CMS). The HCAHPS is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S. The survey takes only a few minutes. We hope you take the time to speak with us, as your feedback is invaluable and we use it to recognize and improve our team.

If you have a concern or suggestion while you are in the hospital, please contact the Nurse Leader/Patient Care Manager of your nursing unit. His or her number is posted in each patient room.

You may also contact **Guest Relations at (910) 862-1215**. Their staff is available to help you address any concerns you may have during your stay at Cape Fear Valley Health.

If your concerns are not resolved, you may contact The Joint Commission at (800) 994-6610 or by email at complaint@jointcommission.org. You may also contact the North Carolina Division of Health Services Regulation at (800) 624-3004.

If you've had a good experience, we would love to share it with your caregivers and perhaps on social media. To share a positive experience, please email info@capefearvalley.com.

Thank you for choosing Bladen County Hospital for your healthcare needs.

Primary Care

Bladen Medical Associates offers primary care for children and adults in Elizabethtown, Bladenboro, Clarkton, Dublin, White Lake and Whiteville.

Bladen Kids' Care offers care to children from newborns through adolescence. Inpatient care is provided by the pediatricians at Bladen County Hospital. To schedule an appointment at Bladen Medical Associates or Bladen Kids' Care, please call (910) 862-5500.