

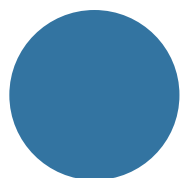


GUIDE TO GUEST SERVICES



ghshospital.org

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WELCOME

Welcome to Granville Health System!

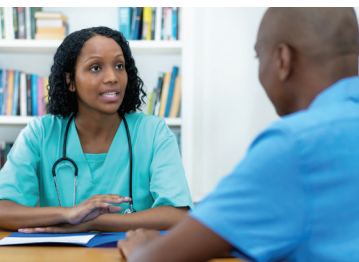
Thank you for choosing Granville Health System to serve your healthcare needs. We are committed to providing you with personalized, comprehensive care. Our team of health care professionals, composed of physicians, clinical and support staff, is dedicated to accelerating your healing and promoting your well-being through compassionate care and personal attention. Our team will focus on you and address your concerns and any questions about your health, medical care, and treatment options.

We are honored that you have chosen our team to care for you. It is a privilege to provide you with remarkable healthcare that promotes well-being, accelerates healing, and inspires hope.

We encourage you to let us know how we can best serve you during your stay. We want to ensure that your experience at Granville Health exceeds your expectations.

We have designed this guide to provide you important information for your care experience. Should you have questions about the information in this guide, please speak with any member of your care team.

Thank you again for choosing Granville Health System.



OUR MISSION, VISION & VALUES



Mission

Promote well-being; accelerate healing; & inspire hope.

Vision

Make a positive difference in the health and well-being of our communities.

Values

Granville Health System will seek to fulfill its mission and accomplish its vision with:

Excellence

with a passion for exceeding expectations in clinical care and service quality

Teamwork

to include the people we serve, each other, and our community partners

Respect

for both patient and coworker opinions and beliefs

Integrity

through ethical, fair, and trustworthy behavior

Stewardship

by responsibly managing and applying our resources

Accountability

through our conduct, actions, decisions, and commitments



ACCOMMODATIONS



Your Room

Your room assigned at Granville Health System is based on your admitting diagnosis and bed availability on the day of your admission. All of the patient rooms are private. At any time during your stay, please communicate any room needs to your nurse. We want to make your stay as pleasant as possible.

Your Bed

Hospital beds are electrically operated. Your nurse will show you how to properly adjust your bed. Bedside rails are for your protection. They may be raised at night or during the day when you are resting, recovering from surgery, or taking certain medications.

Calling Your Nurse

To request assistance, activate the call button located on the TV control, pull the cord in the bathroom, or pull the cord in the shower. This alerts the nurses at the nursing station that you need assistance.

Telephones & Television

Telephones are provided in each room, except on the Intensive Care Unit. Local calls may be made at any time by dialing 9 and then the number. You may call the hospital operator at any time by dialing 0.

The control pad by your bed controls the television (TV) channels and volume. A list of TV channels is provided in this guide.

Smoking Policy

All tobacco products, including cigarettes, cigars, vapes, pipes, and chewing tobacco are prohibited on all Granville Health System campuses.



TV CHANNELS



4	CBS/WRAL	34	CNBC
5	ABC/WTVD	35	BLOOMBERG
6	PBS/WUNC	36	C-SPAN
7	NBC/WNCN	37	MTV
8	CW/WFLF	38	ESPNU
9	FOX/WRAZ	39	ESPN CLASSIC
10	UNIVISION	40	FOX SPORTS
12	MyTV/WRDC	41	FOX SPORTS 1
13	ION	42	NBC SPORTS
14	NEWS14	43	GOLF
15	CNN	44	NAT GEO
16	FOX NEWS	45	SCIENCE CHANNEL
17	MSNBC	46	HISTORY
18	WEATHER	47	COMEDY CENTRAL
19	ESPN	48	E!
20	ESPN2	49	BET
21	ESPN NEWS	50	FX
22	DISCOVERY	51	SYFY
23	ANIMAL PLANET	52	LIFETIME
24	TLC	53	BBC AMERICA
25	USA	54	DISNEY
26	TNT	55	NICKELODEON
27	TBS	56	CARTOON NETWORK
28	A&E	57	ABC FAMILY
29	BRAVO	58	AMC
30	HGTV	63	TELEMUNDO
31	FOOD NETWORK	64	TruTV
32	TRAVEL CHANNEL	65	NFL NETWORK
33	CNN HEADLINE		



FAMILY & FRIENDS

Visiting Hours

Family members and friends are welcome and encouraged to visit you. Visiting hours and regulations are found at www.ghshospital.org/patientvisitation or scan the QR code below with your mobile phone. For additional information or if you have guests, please check with your nurse.



Parking

Parking for patients and visitors is available 24 hours a day, seven days a week. All parking at Granville Health System is free. Patients and visitors should park in patient/visitor designated spaces. Please be sure to lock your car. Granville Health System is not responsible for valuables left in vehicles parked on the GHS campus.

Waiting Areas

There are designated lounge areas for visitors on each patient floor and on the main floor in the lobby. Specific waiting areas are also designated for families of patients receiving care in the Critical Care Units, the Emergency Department, and Surgical Services.



YOUR HOSPITAL TEAM



Departments

Medical/Surgical, Intensive Care Unit (ICU), Emergency Department, Women's Services, Surgical Services, and Transitional Care

The Medical Staff

The provider who admits you is responsible for directing your care while you are in the hospital. Your provider, as the coordinator for your treatment program, should be consulted if you have questions about your health and care.

The Nursing Staff

The nursing professionals at Granville Health System are equipped to handle a variety of acute care situations. Your primary and secondary medical needs are assessed when you come to the hospital. Services available include intensive care, intermediate care, medical care, emergency services, surgical services, and women's services. Nurses at Granville Health System are committed to clinical excellence and dedication to patient satisfaction. Patient care areas are structured to provide an environment that promotes the professional practice model and is supportive of collective and individual efforts to continuously improve the quality of nursing care delivered. Patient satisfaction is evaluated to continuously improve our clinical and bedside service. The goal for nursing at Granville Health System is to exceed patient care standards and service excellence for our patients and families.

Transitional Care

The Transitional Care Team at Granville Health System is responsible for assisting patients with the coordination and continuity of health care during a movement from one healthcare setting to another healthcare setting or to home. This coordination begins when a patient is admitted to the hospital and will have discharge needs. A Transitional Care Case Manager will visit with you upon admission to learn more about your needs. The Case Manager will work with you, your family, and hospital care team to review discharge goals and needs, and will coordinate options with you and your family for additional treatment or care after discharge (i.e. home health service, equipment, skilled nursing placement for short term rehab or long-term care).



YOUR HOSPITAL TEAM



Environmental Services

A member of the environmental service staff will clean your room daily. Please communicate any cleanliness needs or requests for environmental services to your nurse.

Chaplain Services

Granville Health System is dedicated to quality patient care through a holistic approach to medicine. This approach addresses the needs of the whole person- physical, emotional, and spiritual. Our chaplains are available to help you and your family members with concerns on a daily basis. Upon request, your nurse will arrange for a chaplain visit. You may also request a chaplain visit when you register for admission to the hospital.

Volunteers

Granville Health System is fortunate that volunteers provide many hours to support our health system and its patients. Our volunteers are well-trained and provide great customer service to our patients, visitors, and associates.

Hospitalists

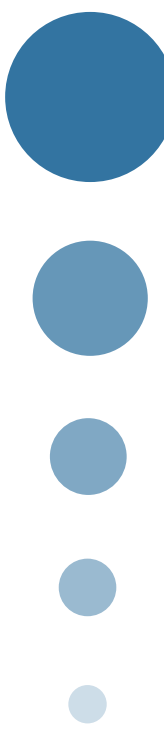
Your inpatient care may be led by a provider called a hospitalist. Hospitalists are specialists in internal medicine. Our hospitalists assist primary care providers (PCPs) with providing treatment for their inpatient or hospitalized patients 24 hours a day, 7 days a week. They work closely with the PCP, specialty physician, and hospital staff to coordinate patient services from admission to discharge- managing patients in all areas in the hospital. They order diagnostic tests, monitor patient conditions, make treatment decisions, and coordinate patient care among other members of the hospital medical staff. Because they are constantly on site, they are readily available to speak with families, and are able to respond to unexpected changes in patient's condition at any time, including days, nights, and weekends.

Other Personnel

During your stay many other health care professionals, including personnel from the laboratory, imaging, respiratory therapy, and physical, speech or occupational therapy may serve as a member of your care team. Always feel welcome to communicate to a member of our care team specially trained to promote your well-being, accelerate your healing, or inspire hope.



SAFETY & SECURITY



Granville Health System is committed to providing a safe environment for our patients, families, staff, and volunteers. If you have any safety concerns, please immediately notify your nurse or call security at 919-725-2270.

Patient Valuables

Granville Health System will encourage patients to send home with family members, if possible, any valuable belongings (i.e. wallet, jewelry, purse, keys). However, if the patient is unable to do so, the staff will place the valuables in a secured location. An itemized, written receipt will document all items and this receipt must be presented when you withdraw them. Granville Health System will not be responsible for any articles that are not placed in the secured location.

Partnering with our Patients

We encourage and invite our patients to be active participants in their health care. The following suggestions will help us provide you with an exceptional patient experience.

- Be involved- Help make decisions about your care and treatment. Follow your provider's plan for care.
- Speak up- Talk to your health care providers if you have questions or concerns. You have the right to question anyone who is involved in your medical care.
- Identification- Wear your name band at all times. Staff will check your name band before they give you medicine, take blood tests, or give you blood.
- Hand washing- Hand washing is an important way to prevent the spread of infections in the hospital. Staff will wash their hands before they take care of you.
- Know about your medicines- Tell your provider or nurse about any medications that you are taking (be sure to include over-the-counter drugs, herbal medicines, or home remedies). Know what medications you take, why you are taking them, what they look like, what time you take them, and any side effects that you may experience from them.
- Help prevent falls- Call for help to get out of bed or a chair, especially if you feel dizzy or if you are unsteady on your feet. Wear non-skid slippers or slipper socks that can be provided for you by your nurse. Keep bed rails raised.
- Going home- Know what to do when you go home from the hospital. Make sure you understand your medication, diet, and activity restrictions. Let your provider or nurse know if you need help arranging for any special care or equipment at home.



FOOD & NUTRITION

Food Service

Nutritious and well-balanced meals are an important part of your recovery. Granville Health System makes every effort to provide nutritious meals that are prepared according to your provider's orders. Patients are served breakfast between 7:30 a.m. and 8:30 a.m., lunch between 12:00 p.m. and 12:30 p.m., and dinner between 5:00 p.m. and 5:30 p.m. Your server will come by each day to provide you with a menu, take your orders, and accommodate any special requests.

Cafeteria

The cafeteria at Granville Health System is open 7 days a week for breakfast, lunch, and dinner. Visitors are welcome to eat in the cafeteria during business hours. Café hours are:

Breakfast

Monday – Friday 7:00am – 9:00am
Saturday & Sunday 8:00am – 9:00am
Holidays 8:00am – 9:00am

Lunch

Daily 11:30am – 1:30pm

Dinner

Daily 5:15pm – 6:30pm



Vending Machines

Vending machines for snacks and beverages are located on the first floor next to the cafeteria. There is also a vending area located inside of the emergency department waiting area. All vending machines are available 24 hours a day.

PAIN MANAGEMENT

Are you in pain?

As a patient at Granville Health System, you can expect:

- Appropriate pain assessment, prevention and management.
- Dedicated health care professionals who respond to reports of pain.
- Information about pain and treatment measures.

Patient Responsibilities

As a patient of Granville Health System, we expect you to:

- Notify care providers of pain.
- Discuss pain relief options and concerns with your health care provider.
- Work with your health care providers to set goals for pain relief.
- Ask for pain relief when pain first begins.
- Help your health care providers to measure your pain.
- Tell your health care providers which interventions provide relief from pain and which do not work.

Choose the face that best describes how you feel:

Wong-Baker FACES® Pain Rating Scale



0

No
Hurt



2

Hurts
Little Bit



4

Hurts
Little More



6

Hurts
Even More



8

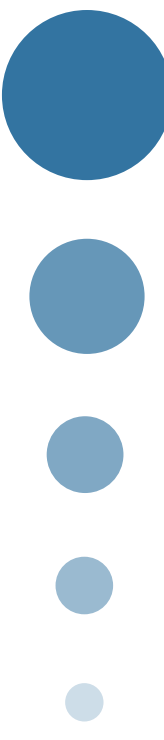
Hurts
Whole Lot



10

Hurts
Worst

GOING HOME



When your provider decides you are ready to leave the hospital, a discharge order will be given. If there are questions or concerns regarding discharge or care after discharge, please have your nurse notify the Transitional Care team.

Personal Belongings

Collect all of your belongings and double-check closets and drawers. If you have anything stored in the secured hospital location, please tell your nurse who will make arrangements for your belongings to be brought to your room.

Discharge Instructions

Your provider and your nurse will give you instructions about your care after you leave the hospital. Your Transitional Care Case Manager will visit with you to continue the conversation of the best discharge plan. Please feel free to always ask any questions regarding after care or medications.

Billing & Insurance

It is important that you familiarize yourself with the terms of your insurance coverage. Your knowledge of your insurance coverage will help you to understand the hospital's billing procedures and charges. A Patient Financial Services Representative may contact you or a member of your family while you are here if information is needed to process your claims. For more about patient billing information, please visit www.ghshospital.org/patientbilling.

Your Health Portal

Enroll in our online service that allows Granville Health System patients secure access to their health information including laboratory results, imaging results, medications, allergies, demographic information, visit history, discharge instructions, billing details, and much more. Visit www.ghsHospital.org/yourhealthportal for more information.



FOR YOUR INFORMATION

Advance Directives – Living Wills and Health Care Power of Attorney

An advance directive is a set of directions you give outlining the health care you want to receive if you lose the ability to make decisions for yourself. North Carolina has two methods to make a formal advanced directive.

- **Living Will** - A document that tells others that you want to die a natural death if you are terminally and incurably sick or in a persistent vegetative state from which you will not recover. In this document, you can direct your provider to not use treatments that would prolong your life.
- **Health Care Power of Attorney** - A person who is named by the patient to make medical care decisions for you if you later become unable to decide for yourself. In the legal document, you name who you want your agent to be. You can express what treatments you would or would not want, which helps your agent with decisions.

To learn more about advance directives, ask your nurse or a member of Transitional Care.

Patient Health Information and Medical Records

Personal health information is a valuable resource, not only to you, but the doctors, nurses, and other healthcare professionals who provide your treatment and care. At Granville Health System, we are constantly working with your healthcare provider(s) to make sure your information is kept private, secure, and in accordance with federal and state laws.

Requesting your Medical Records

You can call the Health Information Management (HIM) department at 919-690-3236 Monday-Friday 8:00 AM – 4:30 PM to request your records. You must complete the Authorization Form at www.ghsHospital.org/medicalrecordrelease and send to the address below. We must have authorization from the patient to provide records to anyone other than the patient. Photo ID is required.

Mail: Granville Health System - Medical Records
1010 College Street, Oxford, NC 27565

Email: roirequests@granvillemedical.com

Fax: 919-690-1814



PATIENT EXPERIENCE

Our patients are important to us

We want to hear about your experience during your stay at Granville Health System. You may receive a survey from Press Ganey asking about your visit. We encourage you to complete the survey and share your experience.

Would you like to recognize your Care Team?

Do you feel that you received care that is worthy of special recognition? We would love to hear about it! Use the QR Code or visit www.ghsHospital.org/careteamrecognition to let us know.



Nominate a nurse for the DAISY Award

The DAISY Award is an international recognition program started in memory of J. Patrick Barnes. Pat's family experienced first-hand the difference his nurses made in his care through clinical excellence and outstanding compassionate care. The family created The DAISY Award to express gratitude to nurses and to enable other patients, families, and staff to thank and honor their special nurses. Use the QR Code or visit ghshospital.org/daisyaward to nominate a nurse today.





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