Cheer Cards for patients

While you’re a patient at Iredell Memorial Hospital, your family and friends can send get well wishes to you through our Web site. They’ll find an invitation to send a Cheer Card on the home page.

There are a variety of cards from which to choose and a simple form to fill out. We will print the card and a hospital volunteer will deliver it to you. There is no charge or limit on the number of cards that can be sent to a patient.

Cheer Cards will be delivered Monday- Friday. Cards received by 4:00 PM will usually be delivered that same day.

Please note: To protect your privacy, we encourage senders to avoid including any comments regarding your illness or the reason you have been hospitalized.

Ethical Issues

We understand that our patients and their families are often faced with difficult medical decisions. When ethical issues arise, we want you to rest assured that we have our patient’s best interests in mind.

What is an ethical issue?

- When a patient's care or safety is compromised;
- When a patient's stated wishes regarding medical treatment are not delivered by a healthcare provider;
- If the staff believes a patient’s family is not acting in the best interest of the patient, when the patient is unable to make medical decisions and there is no Medical Power of Attorney;
- When a patient’s right to medical treatment is denied or restricted for any reason;
- When a medical provider does not respect the patient’s wishes.

We have resources to help you with difficult decisions like those listed above.

Always feel free to first go to the patient’s primary hospital caregiver. If that is not possible, ask to speak to the Nursing Supervisor. Other alternatives include calling Hospital Administration at extension 3501 or our confidential Ethics Hotline, 704-876-7765.

www.iredellmemorial.org

For Your Information

Includes:
Telephone Instructions & Television Channel List
Dear Patient:
In this booklet you will find information that we feel is especially important. We realize that during your admission you have received a lot of information and may feel a little overwhelmed. We encourage you to ask our staff and/or your physicians any questions you may have during your hospitalization.

When you leave our hospital we want you to feel that you have ALWAYS received excellent care in a safe environment.

If you feel at any time during your stay that your care is less than excellent, or you observe what you feel is an unsafe condition, please notify any member of our staff immediately. We will work with you to resolve all issues. Again, your excellent care in a safe environment is ALWAYS our most important goal.

Ed Rush
President

Becky Quate
Vice President - Nursing & Patient Care Services

Quality Care Assurance & Grievance Procedure

We promise to do our best to make your visit to Iredell Health System as pleasant as possible. If you believe that the care, treatment, or services you receive are not what they should be, or if you have a concern about your safety, please call the following immediately:

- During Business Hours
  - Service Excellence Specialist at 704-873-5661, extension 3538.
  - Nursing Shift Supervisor via the Hospital Operator at extension 0 or 704-873-5661
- After Business Hours
  - Nursing Shift Supervisor via the Hospital Operator at extension 0 or 704-873-5661

We will monitor the response to your concerns, and do our best to assure you of quality care.

If you are not satisfied with our response to any voiced concern and wish to file a formal grievance, please contact Administration at 704-878-4500. We may ask you to put your specific concerns in writing as needed, and the appropriate member of our Management Team will investigate. As attempts are made to resolve all grievances within 30 days, you will promptly receive a written response from us.

If any person has an unaddressed concern about patient care and/or safety, the individual may contact The Joint Commission at 1-800-994-6610 or e-mail them at complaint@jointcommission.org. Similarly, the North Carolina Department of Health Service Regulation, Complaint Intake Unit Hotline may be reached at 1-800-624-3004 or comark@dhhs.nc.gov.

We appreciate that you chose to be cared for within the Iredell Health System and wish you an excellent experience and a quick recovery.

Ed Rush

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Guest Internet Access Service

Iredell Memorial Hospital offers free Internet access to patients, their families and visitors, and vendors in the main hospital building.

You must use your own laptop computer. It must have wireless network connectivity that operates on the 802.11b or 802.11g Ethernet standard.

In order for your computer to connect to the hospital’s wireless network:
1. Make sure your battery is fully charged. There may not be a convenient wall plug available for you.
2. Make sure your computer is not configured to automatically use a dial-up connection.
3. Set your TCP/IP properties to obtain an IP address automatically (DHCP).
4. If requested, choose infrastructure mode rather than ad-hoc mode.
5. Use the SSID name provided to your computer by the hospital’s wireless network.
6. Turn encryption (WEP) off.
7. Turn off any proxy server settings in Internet Explorer.
8. Turn off pop-up blocker in Internet Explorer.

You must have a Username and Password to connect to the Internet. Once you have your computer properly configured, it will connect to the hospital’s wireless network system and you will see a screen that tells you how to get the user name and password. Any pop-up blockers must be turned off for this screen to come up.

It is your responsibility to make sure that the data on your laptop is kept secure and that you use secure protocols for any sensitive material. We take no responsibility for any information that is compromised by the use of our wireless network. Also, make sure that your computer does not have file sharing active or other users on the network may be able to access your files. In addition, you should use a personal firewall to further protect against someone else on the network accessing your files.

The hospital’s guest Internet connection allows you to do almost anything you’d do from your home or the office. You can surf the Web, check your e-mail, connect to your corporate network (be sure to use a secure VPN connection), update your blog, and access to some Internet sites is restricted. We hope this free Internet service makes your stay at Iredell Memorial more enjoyable.

Television Channel Guide

2 WBTB (Charlotte - CBS)
3 TV Guide Network
4 Time Warner Cable Information
5 WTVI (Charlotte - PBS)
6 WCNC (Charlotte - NBC)
7 WGN (Chicago)
8 WJZY (Charlotte - UPN)
9 QVC
10 WSOC (Charlotte ABC)
11 WCBB (Charlotte - Fox)
12 C-SPAN
13 WAXN (Charlotte - IND)
14 News 1 Carolina
15 Shop NBC
16 WUNG (Concord - PBS)
17 WMYT-TV (Charlotte - IND)
18 WHKY (Hickory - IND)
19 Local Government Channel
20 UNC-Charlotte Cable TV
21 The Disney Channel
22 ABC Family Channel
23 Nickelodeon
24 The Cartoon Network
25 Lifetime Television
26 truTV
27 TBS (Atlanta - IND)
28 C-SPAN2
29 CNBC
30 ESPN
31 ESPN2
32 Fox Sports Carolinas
33 The Discovery Channel
34 The History Channel
35 TLC: The Learning Channel
36 A&E: Arts & Entertainment
37 AMC: American Movie Classics
38 TNT: Tuner Classic Movies
39 Spike TV
40 Spike TV
41 Country Music TV
42 The Weather Channel
43 CNN: Cable News Network
44 HLN
45 USA
46 SyFy
47 FX
48 Comedy Central
49 VH1
50 MTV: Music Television
51 BET: Black Entertainment Television
52 E! Entertainment Television
53 MSNBC
54 Fox News Channel
55 Speed Channel
56 HDTV
57 Food Network
58 TV Land
59 Animal Planet
60 Hallmark Channel
61 National Geographic Channel
62 VH1 Classic
63 Oxygen
64 Style
65 ION (PAX TV)
66 SPORTSOUTH
67 A&E: Arts & Entertainment
68 Hallmark Channel
69 Lifetime Movie Network
70 TCM: Turner Classic Movies
71 WE: Women’s Entertainment
72 Bravo
To Benefit Others

Today, when the use of money has been restricted by tax laws, our Federal Government still recognizes philanthropic gifts by permitting deductions from adjusted gross income by individuals and corporations. Your tax-free donations to Iredell Memorial Hospital are appreciated.

MEMORIALS

Memorial gifts contribute to the growth and progress of the hospital. They are given as gifts for a specific purpose as a living memorial to a friend or loved one, or may be made as an expression of sympathy. They may also be given as donations or bequests, or as general or specific gifts.

You may have noticed a plaque on the outside of a patient room door. There are many of these throughout the hospital and are in recognition of a memorial gift equal to the cost of furnishing a patient room.

ENDOWMENTS

A permanent gift can be made from which only the income from the investment is used. This may be a perpetuity-type gift in memoriam. Also, a trust may be created naming Iredell Memorial Hospital the current beneficiary of the income or the ultimate beneficiary of the principal.

All contributions, large or small, are appreciated. For further information on a living gift, write or call:

President
Iredell Memorial Hospital
PO Box 1828
Statesville, N.C 28687
(704) 878-4500

Quick Call List

BIRTH PLACE PROGRAM OFFICE 704-878-4555
BUSINESS OFFICE - Patient Acct. Representatives 704-878-4600
CARDIAC REHAB 704-878-4558
COMMUNITY HEALTH 704-878-4550
DIABETES CENTER 704-878-4556
ENDOSCOPY 704-878-4563
FINANCIAL COUNSELOR 704-878-4573
HEART STATION 704-878-4540

HOME HEALTH 704-872-6552
MEDICAL RECORDS - Release of Info 704-878-4624
MEDICAID REPRESENTATIVE 704-878-4576
MEDICARE ADVOCATE 704-878-4573
NURSING OFFICE 704-878-4520
OUTPATIENT SURGERY - Registration 704-878-4591
REHAB SERVICES 704-878-4530
WOMEN’S HEALTH CENTER 704-878-4551

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Patient Rights & Responsibilities

We recognize that all individuals have certain personal rights, and it is our policy to honor and protect those rights for all patients, in accordance with our mission and resources, and within the limits of the law.

As a patient, you have the right to:

- Participate in the development and implementation of your care, including participation in treatment decisions and effective management of pain.
- Accept or refuse medical or surgical care, treatment, and/or services, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services and participation in investigational studies or clinical trials.
- Be informed of the medical consequences of refusing treatment or to not follow the care, treatment, and services.
- Accept the consequences of any decisions you make to refuse treatment or to not follow the care, treatment, and services.
- Ask the person who registers you or admits you about our policies or any balance not covered by your insurance.
- Report perceived risks in your care and have them addressed without jeopardizing your care.
- Be transferred to another facility only after appropriate treatment has been given and appropriate arrangements have been made or at your request.
- Receive care in a safe setting.
- Be free from all forms of abuse, neglect, exploitation, or harassment.
- Access protective and advocacy services.
- Expect that no restrictions will be placed on visitors and that you will not be denied visiting privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability and ensure that all visitors enjoy full and equal visitation privileges consistent with the patient's preference.
- Be be free from physical or chemical restraint or seclusion that is not medically necessary, and have restrictions or seclusion used only when restrictive interventions are ineffective.
- Have an "advance directive" detailing your desires regarding medical care, including authorizing someone to make decisions on your behalf when appropriate and to have hospital staff comply with these directives. (See pages 7-9.)
- Have a support person of your choosing and your physician notified promptly of your admission to the hospital.
- Have a support person of your choosing with you during the course of your stay.
- Participate/representation in the consideration of ethical issues affecting your care, treatment, or services.
- Personal privacy and confidentiality of your medical information within the limits of the law.
- Access information contained in your medical records within a reasonable time frame.
- Know the identity of caregivers.

• Know the identity of caregivers.

• Access information contained in your medical records within the limits of the law.

• Personal privacy and confidentiality of your medical information and treatments.

• Participate in the consideration of ethical issues affecting your care, treatment, or services.

• Have a support person of your choosing and your physician notified promptly of your admission to the hospital.

• Be transferred to another facility only after appropriate treatment has been given and appropriate arrangements have been made or at your request.

• Receive care in a safe setting.

• Be free from all forms of abuse, neglect, exploitation, or harassment.

• Access protective and advocacy services.

• Expect that no restrictions will be placed on visitors and that you will not be denied visiting privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability and ensure that all visitors enjoy full and equal visitation privileges consistent with the patient's preference.

As a patient here, you also have certain responsibilities, including the responsibility to:

- Provide accurate and complete information to your physician or other caregivers about present complaints, past illnesses, hospitalization, medications, and other matters relating to your health.
- Report perceived risks in your care and unexpected changes in your condition.
- Ask questions when you do not understand your care, treatment, and services or what you are expected to do.
- Follow the care, treatment, and service plan developed and express any concerns about your ability to follow the proposed care plan or course of care.
- Accept the consequences of any decisions you make to refuse treatment or to not follow the care, treatment, and service plan or health care practitioner’s instructions.
- Assure that the financial obligations of your care are fulfilled promptly.
- Follow applicable hospital rules and regulations.
- Show the same respect and consideration of other patients and their property and the hospital’s staff and property that you would expect to receive yourself.

Financial Arrangements

Iredell Memorial Hospital is committed to providing quality patient care at the lowest possible cost. We constantly strive for sound financial management, seeking ways to contain our costs and pass this savings on to patients. To enhance an atmosphere of mutual understanding, the hospital has developed certain guidelines regarding patient accounts. In addition, you will have a representative in the business office who will be familiar with your account.

You are probably aware that insurance plans are varied and many seldom provide for full coverage of your hospital bill. In most cases, the plan will pay a percentage that can vary from providing for very little to most of your bill. Deductibles and coinsurance amounts also vary from policy to policy.

Your benefits are a contract between you and your insurance company and we are happy to submit claims for you. However, you are ultimately responsible for your account. If your insurance company does not respond to the claim, you will be asked for payment. Should you pay for services that are eventually paid by your insurance company, the hospital will send you a refund check providing you have no outstanding accounts.

After you are discharged, you will receive a statement summarizing the cost of your hospital stay and a bill for any balance not covered by your insurance. We realize that health care is expensive and not everyone has access to adequate insurance coverage. If you anticipate difficulty concerning the payment of your bill, our financial counselor will assist you by determining whether you can qualify for various assistance programs, including Iredell Memorial charity care, vocational rehab, etc. In addition, a representative of the Iredell County Department of Social Services will take your application for Medicaid while you are at the hospital. An appointment can be made by contacting the financial counselor at 704-878-4573.

We are also happy to provide the services of a Medicare/Supplemental Insurance Advocate who will assist in filing claims even if they do not involve a stay at Iredell Memorial and in answering questions related to the Medicare program.

If you have any questions regarding your account, please review them with your business office representative. The name and phone number of your representative will be on your hospital bill. The business office is open Monday through Friday, 8:30 AM to 5:00 PM, and is located off the hospital campus at 541 Gaither Road, Statesville.

You may receive an itemized bill at any time by calling 704-878-4600.

Your hospital bill will not include the charges of radiologists, pathologists, anesthesiologists, emergency room physician, or your physician(s). You will receive bills for these professional services directly from their offices.

The hospital provides charity care for those who qualify. Ask the person who registers you or admits you about our charity care program. Our contact the financial counselor.

Volunteers

Iredell Memorial Hospital Volunteers were at work since the hospital opened its doors in 1954 and have continued to be a vital asset to patients, families, visitors, and staff.

Whether delivering flowers, cards or e-greetings to patient rooms, directing visitors, assisting staff in many hospital departments, comforting families in waiting rooms, or covering any of the 19 areas of service they provide, volunteers are invaluable to the day to day operations of the hospital. Junior Volunteers also assist in many of these areas during the summer months and late afternoons during school days.

The many hours of free service that volunteers provide to staff and patients each year saves the hospital the expense of hiring full-time employees and relieves our professional personnel to devote more time to patient care.

We are always looking to add additional volunteers to our program, especially for late afternoon and weekend positions. Our adult program goes from age 18 and up and the Junior Volunteer program starts at age 15. If you know of anyone interested in becoming a part of our program, please call the Coordinator of Volunteer Services at 704-878-47681.
Going Home
When you are ready to go home, you will take along our best wishes for good health.

If you are being discharged:
1. Your physician has determined you are ready to be discharged and will write a discharge order on your chart.
2. Your physician may discuss your discharge and post-hospital instructions with you, as will one of our nurses.
3. You may be discharged directly from your room or you or your representative may go to the business office to confirm financial arrangements. Once financial arrangements have been satisfied, you are ready to leave.

Before leaving, please check your room, bathroom, closet and bedside table to make sure you haven’t left behind any personal items. If you need assistance with discharge planning, talk to your nurse for information on self-care, or have her contact our care coordinators for other assistance.

Within a couple of weeks after your discharge, you may receive a telephone call from Professional Research Consultants. This is a national company that conducts our patient satisfaction surveys. Patients are selected at random. If you are called, please do not hesitate to answer all questions honestly, whether you were pleased or displeased with the care you received. We value our patients’ comments and strive to give you excellent care. You may also receive an additional questionnaire from a specific department or service area in the mail.

Coordinated Continued Care
Some patients may need continued health care after they are discharged from the hospital. We try to identify these patients early in their hospital stay to provide assistance with discharge planning. The discharge planning staff will work with the patient and physicians to develop a plan for care of the patient after discharge. They can assist the patient and their family in identifying options for continued care, and will assist in the arrangement of equipment, home care services, or referral to community agencies.

When patients are not well enough or unable to return home upon discharge from the hospital, the social workers can provide the patient and his or her family with information on other options such as rest home or nursing facility placement. The social workers are available to work with the physician, patient, and family to determine the type of care the patient needs, and provide assistance with the placement process. Any patient or family member may request assistance from our discharge planning and social services staff by simply notifying the patient’s nurse.

Hospital-Based Skilled Nursing Facility
Iredell Memorial was the first hospital in North Carolina to apply for and receive a certificate of need to operate a hospital-based skilled-nursing facility (HB-SNF). Our 48-bed unit is specially staffed to provide transitional care for elderly patients who are not ill enough to require acute care, yet who are too sick to be placed in a freestanding skilled nursing home or to return home.

Patients in the HB-SNF have access to all of the hospital’s regular services, and also benefit from carefully planned rehabilitative and social activities.

Care in the HB-SNF is available to persons who are inpatients in an acute care hospital and who meet the federal definition of skilled care. The patient must first be discharged from a hospital, then admitted to the Iredell Memorial HB-SNF.

Home Health
After a patient leaves the hospital, it may be necessary to receive continued care. This can often be provided in the comfort of the home by home health nurses and therapists. Iredell Home Health provides care in Iredell and adjacent counties.

The flexible services of these agencies allow patients to be home while receiving needed care. Staff members work with each patient’s physician to individualize a plan of care, whether the patient requires specialized nursing, therapy to regain lost skills, or assistance with daily living. For information, call 704-872-6552.

Standard Precautions
Our goal is to assist you in having a safe and speedy recovery. We feel that in order for you to have the speedy recovery we know you desire, we must provide the safest environment possible.

In this publication is a section on safety which tells you of the policies regarding smoking, electrical appliances, and fall prevention. We must also keep you safe from infection during your stay with us. We do this by using “Standard Precautions.”

You will see the nursing staff using gloves, masks, and sometimes gowns when we are providing your nursing care. We will be washing our hands frequently using a special soap that is kept by your sink. You will see a silver container in your room with a red label. This container is used by the staff for medical waste only; therefore, please do not put trash in it. Please do not be offended or alarmed by our actions. In this way, we are more able to protect you, our other patients, and ourselves from infections and diseases.

We do all of this not only because we care for your well-being, but also because it is the law. No one can put a price on good health and life, so your assistance and understanding are greatly appreciated and needed.

We encourage you to ask any questions about your care.

A Word About Blood Derivatives
Whenever a patient needs a transfusion of blood or blood products (a fraction of separated whole blood; for example, red blood cells, plasma, platelets, and granulocytes), a consent is required from the patient, parent, or guardian as appropriate. We do not, however, obtain an informed consent for blood derivatives (a pooled blood product, such as albumin, gamma globulin, or Rh immune globulin). We do believe that you need to know about these derivatives in the event that any of these would be ordered for you or if you have any questions or concerns about taking such products.

Below is a list of current blood derivatives that are utilized in our hospital.

- Albumin
- Plasma Protein Fraction
- Antithrombin III – Factor VIII
- Factor VIII (recombinant) – biosynthetic
- Anti Inhibitor Coagulant Complex (Activated Factor IX)
- Factor IX Complex
- Cytogam (CMV/VG)
- IGIV (includes multiple products – Gammar PIV, Sandoglobulin, Gammagard S/D, Polygam S/D, Panglobulin, Gamminune, Venoglobulin, Ivergamm)
- RespiGam - Resp. Syncytial Virus Immune Globulin
- Hepatitis B Immune Globulin
- IGIM
- Rho(D) Immune Globulin (RhoGam)
- Rabies Immune Globulin
- Tetanus Immune Globulin
- Varicella-Zoster Immune Globulin
- Optisol

Please let your nurse or physician know if you have any further questions.
Safety

Rapid Response Team

Thank you for choosing Iredell Memorial Hospital as your healthcare provider. We recognize that the best way to meet your healthcare needs is through a partnership with you and your family. We are committed to providing you with excellent care.

One way we do that is through our Rapid Response Team. This team helps us to respond more quickly to changes in a patient’s condition. Sometimes these changes occur quickly, such as a sudden drop in blood pressure, changes in breathing rate, or sudden onset of confusion. Sometimes the changes are more gradual, and you or your family just feel like something doesn’t look or feel right.

Anytime you or your family are concerned about a change in medical condition, please notify your nurse immediately.

The nurse will assess the patient and activate the Rapid Response Team if an additional level of assessment and/or treatment may be needed. The Rapid Response Team is a group of medical professionals that respond quickly to your bedside to assist your nurse in providing care. The Rapid Response Team and/or you nurse will also be in contact with your physician to report their findings and obtain any orders for treatment.

Falls and the use of bed rails and restraints

Many patients fall because they do not wish to “bother anyone” by asking for help. Over half of the falls in our hospital happen when patients are walking to/from their bathroom. Please remember this and ask for assistance; when you press the nurse call button, we will come as quickly as we can.

What can you and we do to help prevent falls?

The following will help:

• Encourage the patient to always call for assistance before getting out of bed for any reason, especially at night.
• Help us keep the patient’s call bell within reach.
• Have a family member or sitter be with the patient as much as possible, especially at night, and especially if the patient is confused or agitated.
• If the patient tells a family member that we are too slow in answering the call bell, please let the Vice President of Nursing, the Patient Representative, the Nursing Unit Director, or the Nursing Supervisor know. (There is always a nursing supervisor on duty and they may be reached through the hospital switchboard operator by dialing “0.”)

In recent years there has been a dramatic reduction in the situations in which restraints are permitted in all health care facilities by state licensing and national accreditation organizations. We know that this is a legitimate concern in society and in licensing and accrediting agencies. We too, have read about overly sedated and restrained patients in nursing homes and agree that those situations are inhumane. A simple thing like putting four bed rails up routinely at night, which may appear very sensible, is not permissible in any state according to federal regulations because bed rails are considered restraints.

It is our general practice to put the top two bed rails up to aid patients in turning and repositioning, to provide a feeling of comfort and security, and to provide easy access to bed controls. Because of state and federal regulations and our concern for your safety, we do not routinely use four bed rails. Use of four rails may increase a patient’s potential for injury if a patient tries to exit the bed through or over the rails or if the patient gets part of their body caught between the sets of rails. Use of four bed rails can also make a patient feel isolated and unnecessarily restricted. If you have any concerns about the use of bed rails, please discuss these with your nurse or physician.

Whenever possible, we do not use restraints. If a restraint is used, it is done in accordance with a physician’s order. Our philosophy, policies, and practices have to be that we do everything else first, then if a restraint has to be used, it must be the least restrictive device.

If we anticipate that the patient is becoming disturbed, restless or disoriented we will try to call the family, day or night, to see if someone can stay in the room with the patient as we are not staffed to provide continuous in-the-room care.

Our joint effort will help to keep you or your family member as safe as possible during their hospital stay. We value your input for other suggestions.

Foam Mattresses/Chair Cushions (“Geo-Mats” and “Geo-Mat Covers”/Cushions)

While in the hospital, you may be provided a foam mattress or chair cushion to increase your comfort and/or prevent skin breakdown.

Sometimes patients take these mattresses/cushions home with them at discharge. Please be aware that these products are made of polyurethane, which is a plastic product that burns easily. The fumes irritate the lungs and can be fatal if inhaled. If you take one of these products home, please remember that the foam is somewhat protected with a flame retardant chemical; however, if the mattress/cushion is washed, the retardant material will be washed out. Be sure to protect the mattress/cushion from any contact with flame or sparks. You should never smoke or use a candle near the mattress/cushion. Do not place the mattress/cushion near any heating equipment or open fires.

If you have any questions regarding the use of these products during your hospitalization or upon discharge, please ask your nurse. Iredell Memorial Hospital is not responsible for injury or damage that results from the use of the mattress or cushion outside of the hospital.

New treatment

New technology

Experienced physicians

Welcome to a treatment center that is proven
to heal wounds.

Now you’ll have what it takes to finally heal that wound. At Iredell Wound Care & Hyperbaric Center skilled physicians use the latest advances in technology to heal wounds. And our proven care is covered by most insurance plans and Medicare. So, talk to your doctor or call Iredell Wound Care & Hyperbaric Center. Here, there’s new hope for healing your wound.

Call for an appointment.

704.768.0542

Wound Care & Hyperbaric Center
A Member of the Healogics™ Network
Women’s Services

The Birth Place

Tours of The Birth Place are held the first Sunday of each month at 4:30 p.m. (excluding major holidays). Special sibling tours are held on the second Thursday at 4 p.m. Participants meet in the main lobby.

We want to pamper you throughout your pregnancy and while you’re here with us. That is why we have developed The Pampered Pregnancy.

The Birth Place at Iredell Memorial Hospital provides one of the most popular ideas in maternity care — the single-room concept. Patients in The Birth Place are admitted to a large, private room with many of the comforts of home. The rooms are designed and equipped for the mother to remain in the same room throughout her stay. These rooms are large enough for the entire family to visit.

The Birth Place is continued on Three North for those patients who do not need the special equipment provided for labor and birth in the other maternity rooms. There is a special surgical suite nearby for C-sections, a traditional delivery room, a recovery room and observation/treatment rooms and nursery. We also provide a special care nursery for babies born with special needs such as antibiotic therapies, heart defects or other medical problems.

Mothers may keep their babies in their rooms as much as possible. Visitations are 3:00 p.m.–4:00 p.m. and 7:30 p.m.–9:00 p.m. We encourage brothers, sisters and grandparents of the infant to come and visit as well. Pam will answer any questions you may have and will be glad to clarify the information you received while you and your baby were still in the hospital. She’ll even help you sign up for the Pampered Pregnancy Program. Pam will answer any questions you may have and will be glad to clarify the information you received while you and your baby were still in the hospital. She will also weigh your newborn and is available assist in other ways if requested by your physician. There will be no additional charge for these services.

For information about any of these services, call The Birth Place Program Office at 704-878-4555.

Mammography

For information about our mammography services, see “Advanced Imaging” and “Cancer Services” on pages 17-18.

Education

The educational services of The Birth Place include childbirth preparation classes, exercise classes for pregnant women and new mothers, and breast-feeding classes are held regularly by The Birth Place. There is also a regular series of programs on newborn care and infant CPR/car seat safety. There is no charge for these services.

After your discharge from the hospital, your physician may feel your baby would benefit from follow-up visit by a registered nurse and will request that a nurse from our Home Health staff come by your home. Your insurance will be billed for this visit.

If your baby doesn’t need a home visit, you will still have the opportunity to return to the hospital for a Mom/Baby visit with Pam Speight, RN, our Pampered Pregnancy Program Coordinator. Pam will answer any questions you may have and will be glad to clarify the information you received while you and your baby were still in the hospital. She will also weigh your newborn and is available assist in other ways if requested by your physician. There will be no additional charge for these services.

For information about any of these services, call The Birth Place Program Office at 704-878-4555.

Preventing Infections

There are several things that patients / family members can do to help protect against the spread of infection:

Clean your hands – Wash your hands often and well after using the bathroom, touching something that is soiled, or before touching or eating food. Use the waterless hand sanitizer located on the wall in the patient’s room or wash your hands with soap and water for at least 10-15 seconds (about the time it takes to hum/sing one verse of “Old McDonald Had a Farm”).

Make sure health care providers clean their hands and wear gloves. It’s OK to ask staff if they have cleaned their hands. Don’t hesitate to remind doctors, nurses, and other staff to clean their hands and to wear gloves.

Cover your mouth and nose – Use a tissue to cover your mouth and nose when you cough or sneeze. Be sure to throw away the soiled tissue and clean your hands after sneezing or coughing. If you don’t have a tissue, cover your mouth or nose with the bend of your elbow or hands. If you use your hands, wash them right away.

Other strategies:
• Tell the nurse if a dressing covering a wound or IV is loose or wet, or if your IV is painful
• Tell the nurse if your urinary catheter or other drainage tube is loose or comes out
• Follow instructions about taking deep breaths to prevent pneumonia
• Control your blood sugar – high blood sugar can increase the risk of infection
• Stop smoking permanently – ask your nurse if you need assistance with this
• Ask your family/friends not to visit if they feel ill

Patient Identification

It is extremely important that patient identity is properly verified before treatments, tests, and procedures. While you are in the hospital, staff will frequently verify your identity by asking you to tell them your name and date of birth and/or by checking your armband. We do not do this because we can’t remember who you are, but instead we do this to guarantee that we are providing you with the correct procedures, treatments, medications, and tests.

In many situations, we will use a device to “scan” the barcode on your armband before administering medications.

Infant/Pediatric Security

A parent/guardian or other adult 18 years or older will be required to stay with children 0-5 years of age at all times. If the adult staying with the child must leave, arrangements must be made to have someone sit with the child.

An infant/pediatric patient should never be allowed to leave the patient room with anyone unknown to the adult staying with the child or anyone not displaying the proper IMH identification badge.

Infants/pediatric patients age 5 years and younger are monitored at all times to prevent unauthorized removal of an infant or child from the hospital.

Adult Staying with Pediatric Patient

A food tray will be provided to a parent/guardian or other adult 18 years or older who is staying with the pediatric patient. A recliner or cot can be provided for periods of rest and sleep while staying with your child. Please inform our staff for your need for a cot, recliner, pillows and other linens. A recliner or cot can be provided for periods of rest and sleep while staying with your child. Please inform our staff for your need for a cot, recliner, pillows and other linens.

Make sure health care providers clean their hands and wear gloves. It’s OK to ask staff if they have cleaned their hands. Don’t hesitate to remind doctors, nurses, and other staff to clean their hands and to wear gloves.

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In many situations, we will use a device to “scan” the barcode on your armband before administering medications.
**Medication Safety**

Medication safety is very important. We request any medications brought into the hospital with you be sent home with someone you trust or locked-up in our pharmacy for safe keeping. Your medications will be returned to you at discharge. It is very important to take only medications ordered by your physicians and given by our nurses. Medications should not be kept at the bedside.

**Electrical Safety**

Every new piece of electrical or electronic equipment is tested before we use it. This equipment is then retested on a regular schedule set up by our Engineering Department according to electrical safety regulations. To comply with all applicable safety regulations, the following rules must apply to electrical equipment owned by patients:

1. Radios, hair dryers, electric curlers, electric razors, video camera rechargers, laptop computers, cell phone chargers and video games may be brought into the hospital on the condition that they will not be plugged in until evaluated by hospital maintenance personnel.

   a. Hospital maintenance personnel will check to see if the appliance has a three pronged plug or is double insulated or is of plastic mold with no metal exposed or has been approved by OSHA or UL. They will also look at the condition of the equipment, look for frayed cords and exposed wiring, and will give the appliance a "work out."

   b. We will not be able to evaluate patient electrical equipment on Saturdays or Sundays.

2. Television sets, extension cords, heating pads, and other electrical equipment must not be brought into the hospital.

Our concern for your safety is second only to our concern for your recovery. Please help us maintain a safe environment.

**Bed safety information for parents of children under 13 years of age**

In the past, we have received reports of death and serious injury to young children who get under hospital beds and play with the High/Low (up-down) mechanism. We are de-activating the High/Low control on your child’s bed for his safety. Please be aware that this will not affect other beds and that your child should not be playing under any bed.

This information is not intended to scare you, but merely to call your attention to the possible hazards. You have been given this information in letter form and asked to state that you understand its contents. If you have any questions, please ask!

**Patient Equipment, Tubes, and Catheters**

Patients often have complicated medical equipment and many tubes and catheters in use. If you suspect medical equipment, tubing, or catheters are malfunctioning, please notify a nurse immediately. You should never attempt to disconnect or reconnect any tubing or catheter that becomes dislodged or adjust or silence any piece of equipment that is "beeping" or appears to be turned off. You (the patient) may be seriously injured if tubing or catheters are misconnected or equipment is adjusted incorrectly.

**Balloons Safety**

In the summer of 1994, the Child Safety Protection Act implemented several new safety programs and standards to save young children from serious injury and death due to choking. Iredell Memorial has approved a policy regarding rubber balloons which can burst during inflation and force fragments into a child's mouth and throat. Rubber (latex) balloons and latex balloon sculptures are prohibited in the hospital.

The use of glove balloons for entertainment, holding ice, or any other nonpatient care use is also prohibited in the hospital. Mylar balloons, because they are not associated with an increased aspiration risk, are permitted in the hospital. Ribbons/strings attached to mylar balloons may not be secured to beds, cribs, tractions or IV poles within reach of infants and/or children due to the risk of accidental choking. Balloons, once no longer fully inflated, are to be disposed of properly in a trash receptacle outside the child’s room.

**Prevention & Wellness**

In 1954, Iredell Memorial Hospital opened with a mission to focus on the wellness of the community we serve. That was a very progressive goal at a time when most people viewed hospitals as a place that served only the sick. Decades later, we still understand that good health is the foundation of happiness. That’s why Iredell is committed to promoting wellness in our community. We actively promote good nutrition, exercise and healthy lifestyles through screenings, educational programs and support groups.

We even partner with other community and national organizations to provide resources to help people prevent and detect life-threatening diseases early on. These partnerships allow Iredell to feature keynote speakers and offer nationally recognized programs to our community.

**Corporate Wellness**

In addition to our commitment to provide medical care for inpatients and outpatients, Iredell Memorial has an active corporate wellness program to help business and industry and the employees at Iredell Memorial reach their greatest potential for optimal health.

Studies have shown that in a typical pool of 1,000 persons, 50 percent are overweight, 33 percent are smokers, and up to 70 percent have serious problems related to stress. Those lifestyle risk factors are the focus of Iredell Memorial’s wellness program.

The central philosophy of these programs is that lack of discernible illness is not enough. Good health means taking positive steps toward a balanced, high quality (wellness) lifestyle. A wellness approach to life places emphasis on regular exercise, a nutritionally sound diet that is low in fat and sugars and high in fiber, and lifestyle changes that reduce stress and are tobacco-free.

Services provided to business and industries include many of the above as well as a wellness assessment program that features a health risk appraisal, fitness testing and a blood chemistry test. Lunch hour health breaks, exercise and fitness classes, health screenings and cooking classes are designed to meet the schedule and needs of individual corporate participants.

For information about our wellness program, call 704-878-4550.

**Diabetes Center**

There are 21 million people in the United States who have diabetes and one third of them do not know they have it. There are 41 million people with pre-diabetes who will get diabetes if nothing is changed in their lifestyle. Our Diabetes Center, recognized by the American Diabetes Association, is located in the Outpatient Services Building. The center provides diabetes prevention programs as well as diabetes self-management training. It is critical that people living with diabetes learn how to manage this chronic illness. The Diabetes Center also participates in community health fairs and education and provides blood glucose screening. For information about any services of the Diabetes Center, call 704-878-4556.

**Support Groups**

We know some illnesses and conditions are difficult for patients and their loved ones to cope with. Sometimes just having people with similar issues and a caring professional to talk with can make the burden a little lighter and bring smiles where tears have previously been. Iredell Health System leads or sponsors support groups for cancer and stroke patients that meet on a regular basis. There is no charge to attend any of these support groups.

**Living with Cancer**

For cancer patients and a guest. Meets on the 4th Tuesday of each month at 11:00 AM in the One West Living Room. Lunch is provided. Call Rev. Thomas Sherrod, chaplain, at 704-878-5661, extension 3414.

At meetings, the group:

- Laughs together
- Shares common (and not-so-common) problems
- Develops new friendships
- Prays with each other
- Listens to each other — really listen!
- Learns relaxation techniques
- Learns to take LIFE one day at a time and enjoy it to the fullest

**Stroke Support Group**

For stroke victims, family and friends. Meets at 2:00 PM on the 3rd Tuesday of each month at Wesley Memorial United Methodist Church, 825 Wesley Drive. Call Celeste Stevens, RN BSN PCCN, at 704-878-7679.

**Look Good, Feel Better**

American Cancer Society program that helps women cope with the appearance-related side effects of cancer treatment and to regain a sense of self-confidence and control over their lives.

Light refreshments. Each registered participant will receive a free cosmetics kit (valued at $250) at the session. Meets quarterly, 10:00 AM to Noon, at Beth & Company, 114 South Center Street, Statesville. Participants must register by calling Beth Duet, RN, at 704-878-7472.
Functions that may have been impaired by a stroke.

Physical ability, everyday skills, and speech and swallowing with patients in and out of the hospital to help them regain (Physical, Occupational and Speech Therapists) works a stroke can cause. Our Rehabilitation Therapy Team Centers making us the first and only stroke certified Approval from The Joint Commission for Primary Stroke Iredell Memorial Hospital has earned the Gold Seal of Stroke the exam.

The technologist performs the exam and a physician interprets Outpatients are seen by appointment. At the Heart Station, each patient faces. That's why we take the time to educate you on what to expect before, during and after surgery. Our goal is to make your surgery as comfortable as possible. Iredell offers comprehensive services for both inpatient and outpatient surgery. Our operating rooms are equipped with the latest technology, including computerized administration and monitoring of anesthesia. Iredell’s team of surgeons, specialized nurses and technicians are trained in both traditional and minimally invasive surgeries. Minimally invasive surgery offers benefits to patients from a shorter hospital stay and faster recovery to less pain and smaller scars.

Surgical Services

Surgical/Anesthesia
The surgeons on our medical staff are assisted by specialized operating room nurses and technicians. Anesthesia services are provided by anesthesiologists and certified registered nurse anesthetists. For the patient’s safety, Iredell Memorial provides a state of the art, computerized system of administering and monitoring anesthesia before, during and after surgery.

Digital Operating Suites
Digital Operating Suites allow physicians to access patient information with a touch of a button, eliminating the time to get that information outside of the OR. Picture Archiving Communication system (PACS) allows surgeons to view multiple images on 40-inch monitors without ever having to leave the sterile field. Each operating suite is approximately 640 square feet and has a fully integrated computer/communication system. The Condor system manages a group of computers and creates a surgical command center that allows surgeons and staff control of medical equipment, lighting, and patient information. Using touch panels, they can make changes from multiple locations within the operating suite. As a result, specialized staff can spend less time adjusting equipment and more time attending to the patients’ needs.

Outpatient Surgery
Many procedures that once required a hospital stay are now performed on an outpatient basis. Outpatient surgery is less expensive and is often preferred by the patient because he or she can recover in the familiar surroundings of home. Patients coming for outpatient surgery will be interviewed in advance and are provided with a special brochure and other detailed information that outlines the services and helps them prepare for surgery. We have a outpatient surgery center with a large waiting area for family members on the northeast corner of the hospital. Parking is available in front of the entrance.

Pain Management
Our anesthesiologists offer chronic pain management services through our outpatient surgery area.

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Post Anesthesia Care Unit (Recovery)
After surgery, patients may be taken for recovery directly to the post anesthesia care unit, which adjoins the surgical suites. Here, a team of specially trained post anesthesia nurses will assist you in recovering from the immediate effects of surgery. You will be taken to your room or back to outpatient surgery when your condition permits, and any family members in the waiting area will be notified.

Medical Care Decisions
A Summary of Hospital Policy

We recognize that individuals have the right to make decisions concerning their medical care. These decisions should be made after careful consultations with physicians, family members, attorneys, and/or other advisers. The best way to ensure that your wishes regarding medical care are complied with is through specific, ongoing discussions with your physician who orders medical treatment.

In addition, federal law (the Patient Self-Determination Act) requires that we provide you with information on self-determination, including the right to accept or refuse medical treatments. Below is a summary of how we will act to see that your wishes are complied with in accordance with law, your physician’s orders, and our mission and philosophy:

1. This information sheet and an information sheet provided by the state of North Carolina will be given to each adult admitted to the hospital.
2. A nurse will ask, as part of her information gathering interview with you, whether you have executed a living will, a power of attorney for health care, or any other “advance directives.”
3. If you do have an advance directive, we will ask for a copy and will put it in your medical record; we will also give a copy to your physician.
4. If you do not have an advance directive, but want more information or assistance in getting one, we will provide printed materials and try to answer questions you may have (or direct you to an appropriate source for an answer).
5. If you wish to execute an advance directive, we will assist you.
6. We will comply with the directions given in your advance directive in accordance with applicable laws, your physician’s orders, and the hospital’s mission and philosophy.

It is IMPORTANT to us that you know the following:

1. We will do our best to comply with your wishes concerning medical care (as understood and ordered by your physician) whether or not you have a written advance directive.
2. It is not necessary that you have an advance directive in order to receive treatment at Iredell Memorial. We will give you the same level of compassionate, conscientious care whether you have a written advance directive or not.
3. We (and your physician) need to know whenever you have an advance directive and whether you have changed it or revoked it.

If you have any questions about advance directives or hospital policy, please call extension 3500 or 3501 (Administration) between the hours of 8:30 AM and 5:00 PM, weekdays.

You also have the right to voice any concerns about our handling of advance directive matters to the North Carolina Division of Facility Services Complaint Section at (800) 662-3004.
What are my rights?
Who decides about my medical care or treatment?
If you are 18 or older, married or legally emancipated and have the capacity to make and communicate health care decisions, you have the right to make decisions about your medical/mental health treatment. You should talk to your doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your health/mental health care even if you become unable to make or to express them yourself, you will need an “advance directive.”

What is an “advance directive”?
An advance directive is a set of instructions you give about the health/mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has three ways for you to make a formal advance directive. One way is called a “living will;” another is called a “health care power of attorney;” and another is called an “advance instruction for mental health treatment.”

Do I have to have an advance directive and what happens if I don’t?
Making a living will, a health care power of attorney, or an advance instruction for mental health treatment is your choice. If you become unable to make your own decisions, and you have no living will, advance instruction for mental health treatment, or a person named to make medical/mental health decisions for you (health care agent), your doctor or health/mental health care provider will consult with someone close to you about your care.

Health Care Power of Attorney
What is a health care power of attorney?
In North Carolina, you can name a person to make medical/mental health care decisions for you if you later become unable to decide yourself. This person is called your “health care agent.” In the legal document you name who you want your agent to be. You can say what medical treatments/mental health treatments you would want and what you would not want. Your health care agent then knows what choices you would make.

How should I choose a health care agent?
You should choose an adult you trust and discuss your wishes with the person before you put them in writing.

Advance Instruction for Mental Health Treatment
What is an advance instruction for mental health treatment?
In North Carolina, an advance instruction for mental health treatment is a legal document that tells doctors and health care providers what mental health treatments you would want and what treatments you would not want if you later become unable to decide yourself. The designation of a person to make your mental health care decisions, should you be unable to make them yourself, must be established as part of a valid Health Care Power of Attorney.

Cardiovascular Services
We use the most sophisticated technology available that detects early signs of heart disease, thus preventing heart attacks and strokes. Our cardiac imaging technology is so sophisticated that physicians can actually watch your heart function and detect the plaque that may be clogging arteries before symptoms occur. This allows us to diagnose cardiovascular disease quickly so that we can provide effective treatment options.

Interventional Cardiology
Iredell Health System has expanded its cardiovascular services to offer our community a full range of cardiac care. Our team of cardiac physicians, technicians and medical staff utilize state-of-the-art diagnostic and imaging technologies to diagnose and treat cardiovascular diseases.

Through our community health partnerships, we offer interventional cardiology. Now, patients in the earliest stages of a heart attack can have blockages quickly treated with stents and balloons. Our state-of-the-art, digital interventional lab, complete with Angiojet for breaking clots, is the very best technology for the treatment of heart disease. Iredell Health System also offers comprehensive cardiac rehab services. That means you can get comprehensive state-of-the-heart care right here, close to home.

Interventional Radiology
Iredell Memorial Hospital recently opened a new, state-of-the-art, digital interventional lab, complete with Angiojet for the treatment of peripheral vascular disease. This lab offers the highest level of advanced diagnoses along with the latest treatment options. The lab is capable of taking photos from chest to feet with only one injection of dye which means the patient is exposed to less radiation. The lab uses digital subtraction which masks all of the patient’s soft tissue and bones so that the only thing that is in view is the vessels and arteries.

The interventional lab is used to treat arterial disease in the kidneys, the legs, liver, and brain. This lab uses the Angiojet System dissolves you deadly blood clots in the patient’s vessels. Treatment to open blocked blood vessels can help people who have severe peripheral arterial disease (PAD), improve quality of life, and avoid leg damage and possible amputation. According to a survey published in the Circulation: Journal of the American Heart Association, peripheral arterial disease (PAD) affects eight million Americans, but three out of four U.S. adults over 50 don’t even realize it.

The earliest symptoms of PAD are often a clamping pain and fatigue in your legs and buttocks during physical activity. This pain, called claudication, goes away after a few minutes of rest. The pain is a sign that not enough oxygen-rich blood is getting to the legs during exertion. Because your muscles' need for oxygen decreases at rest, the pain stops when the physical activity stops. PAD occurs when arteries in the legs become narrowed or clogged with fatty deposits. This reduces blood flow in the legs and can lead to pain when walking, poor quality of life and even amputation. PAD is also a warning sign that other arteries may be clogged, including those in the heart or brain. This increases the risk for heart attack or stroke.

Cardiac Cath Lab
Cardiac catheterization performed at Iredell Memorial is an important diagnostic procedure for patients who are experiencing symptoms of possible heart or coronary artery disease. Patients who are going to have cardiac catheterization will be given an information sheet explaining the procedure.

Cardiac Rehabilitation
Iredell Memorial provides a carefully monitored program of exercise, dietary instruction, stress management, education and counseling for cardiac patients. Our medically supervised cardiac rehab program is designed to help these patients return more quickly to a normal, healthy lifestyle. Physician referral is required. One of the first programs in North Carolina, we are accredited by the NC Division of Facility Services. For information, ask your physician or call 704-878-4558. This program is available in our Outpatient Services Building.

Medically Supervised Exercise
Our Medically Supervised Exercise program, offered through Cardiac Rehab, is for anyone who wants to participate in an exercise program supervised by nursing and exercise professionals. You will receive an exercise test, from which an individualized exercise prescription will be determined. Exercise sessions will be in a casual environment, at your own pace, with encouragement and instruction from the staff. We’ll also provide dietary evaluation and individual and group education specific to your needs. The cost of this program is only $52 a month. 704-878-4558.

Heart Station
Services of the heart station help your physician diagnose and treat conditions which may affect the function of your heart. Cardiac stress testing and electrocardiograms (EKG) are provided to inpatients and outpatients. Electroencephalograms (EEG) which analyze electrical activity in the brain are also performed, as are exams using a color Doppler unit for the evaluation of cardiodiopulmonary function. In addition, echocardiography enables your physician to evaluate the valves and internal structures of the heart. This procedure can also be used to evaluate blood flow patterns within the heart when using Doppler ultrasound.
Cancer Services

Infusion Care
Chemotherapy services are available to inpatients and outpatients as ordered by their physician. Other outpatient nursing services, such as blood transfusions and IV antibiotics are also available.

Radiation Therapy Center
The J. Allen Knox Radiation Therapy Center employs IMRT (intensity modulated radiation therapy) with state of the art equipment to plan and deliver treatment of patients who need this cancer therapy. IMRT is the most precise form of radiation therapy available. It allows physicians to escalate the radiation dose to cancer cells, while keeping the dose to surrounding tissues as low as possible.

Equipment includes two mega voltage linear accelerators for cancer treatment, a superficial treatment machine for the treatment of skin cancer, a simulator for planning treatment fields, and a computerized treatment planning system. Two board certified radiation oncologists and skilled therapists staff the center and a board certified medical physicist provides consultation for all radiation therapy services. Brachytherapy (radioactive seed implants) is available to men with prostate cancer who are suitable candidates.

Patients will receive information about their therapy during consultation. Convenient patient parking is available at the center and a board certified medical physicist provides consultation for all radiation therapy services. Brachytherapy (radioactive seed implants) is available to men with prostate cancer who are suitable candidates.

Women's Health Center
Breast cancer remains one of the leading causes of death among women. The American Cancer Society estimates that one in eight women will develop breast cancer in her lifetime.

Iredell Memorial Hospital operates a self-requesting Women’s Health Center at 735 Hartness Road on weekdays, 7:30 AM until 6:00 PM, and Saturdays, 7:30 AM until 1:00 PM. The center provides screening mammograms to asymptomatic women according to American Cancer Society guidelines, breast self-exam instruction, breast assessment and educational materials on topics of special interest to women. Also located at the center are stereotactic breast biopsy services and bone density screenings for osteoporosis. For information call 704-878-4551.

Other Questions

How do I make an advance directive?
You must follow several rules when you make a formal living will, health care power of attorney, or an advance instruction for mental health treatment. These rules are to protect you and ensure that your wishes are clear to the doctor or other provider who may be asked to carry out your wishes. A living will, a health care power of attorney, and an advance instruction for mental health treatment must be written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Two qualified people must witness all three types of advance directives. The living will and the health care power of attorney also must be notarized.

Are there forms I can use to make an advance directive?
Yes. There is a living will form, a health care power of attorney form, and an advance instruction for mental health treatment form that you can use. These forms meet all of the rules for a formal advance directive. Using the special form is the best way to make sure that your wishes are carried out.

When does an advance directive go into effect?
A living will goes into effect when you are going to die soon and cannot be cured, or when you are in a persistent vegetative state (coma or irreversible advanced dementia). The powers granted by your health care power of attorney go into effect when your doctor states in writing that you are not able to make or to make known your health care choices. When you make a health care power of attorney, you can name the doctor or mental health provider you would want to make this decision. An advance instruction for mental health treatment goes into effect when it is given to your doctor or mental health provider. The doctor will follow the instructions you have put in the document, except in certain situations, after the doctor determines that you are not able to make and to make known your choices about mental health treatment. After a doctor determines this, your Health Care Power of Attorney may make treatment decisions for you.

What happens if I change my mind?
You can cancel your living will anytime by informing your doctor that you want to cancel it and destroying all the copies of it. You can change your health care power of attorney while you are able to make and make known your decisions by signing another one and telling your doctor and each health care agent you named of the change. You can cancel your advance instruction for mental health treatment while you are able to make and make known your decisions, by telling your doctor or other provider that you want to cancel it.

Whom should I talk to about an advance directive?
You should talk to those closest to you about an advance directive and your feelings about the health care you would like to receive. Your doctor or health care provider can answer medical questions. A lawyer can answer questions about the law. Some people also discuss the decision with clergy or other trusted advisors.

Where should I keep my advance directive?
Keep a copy in a safe place where your family members can get it. Give copies to your family, your doctor or other health/mental health care provider, your health care agent and any close friends who might be asked about your care should you become unable to make decisions.

What if I have an advance directive from another state?
An advance directive from another state may not meet all of North Carolina’s rules. To be sure about this, you may want to make an advance directive in North Carolina too. Or you could have your lawyer review the advance directive from the other state.

Where can I get more information?
Your health care provider can tell you how to get more information about advance directives by contacting:
IREDELL MEMORIAL HOSPITAL ADMINISTRATION
Extension 3500, or 704-878-4500
Tobacco-Free Environment Policy

Smoking and the use of tobacco are major causes of preventable disease and death. As a responsible leader in the health care industry, Iredell Memorial Hospital is committed to providing a safe, clean, and healthy environment for our patients and staff, as well as promoting health, wellness, and the prevention and treatment of diseases within the community. For these reasons, we provide a tobacco-free workplace and environment for patients and visitors. The use of tobacco in any form on Iredell Memorial Hospital premises is prohibited.

This policy applies to patients, visitors, physicians, staff, and anyone coming onto Iredell Memorial Hospital property for any reason. Iredell Memorial Hospital premises include all hospital buildings, grounds, and parking lots.

You Can Stop Using Tobacco!

Keys To Success – To stop using tobacco, use these five steps to quit and quit for good:

1. GET READY
   To be successful, you must have a plan. Set a date to start. Get rid of all the cigarettes and tobacco products in your home, car, and work. Think about your past attempts. What worked? What didn’t?

   ONCE YOU STOP USING TOBACCO------DON’T START----NOT EVEN ONE PUFF, CHEW or DIP!

2. GET SUPPORT
   If you get support and encouragement, you are much more likely to be successful. Tell your healthcare provider you plan to quit. Tell family, friends, and co-workers you plan to quit, and ask for their support. Also ask your healthcare provider about possible programs that you can attend that will provide counseling and support.

3. LEARN NEW SKILLS AND BEHAVIORS
   Take steps to distract yourself from urges to use tobacco. Change your routine – such as taking a different way to work, eating in a different place, or drinking tea instead of coffee. Do something to reduce your stress such as exercising or reading. Do something enjoyable every day. Use sugarless gum, hard candy, beef jerky or sunflower seeds instead of tobacco.

4. GET MEDICATION AND USE IT CORRECTLY
   Medications are available to help you stop and to lessen the urge to use tobacco. Some are available over-the-counter and some by prescription. Talk to your healthcare provider for advice. These medications will double your chances for success.

5. BE PREPARED FOR RELAPSE OR DIFFICULT SITUATIONS
   Most relapses occur within the first 3 months. Don’t get discouraged if you start using tobacco again. Most patients try several times before they are successful. Below are some things to watch for:

   ALCOHOL – lowers your chance for success
   OTHER TOBACCO USERS – can make you want to use again
   WEIGHT GAIN – many smokers gain weight when they quit. Don’t get discouraged.
   DEPRESSION – try other things before turning to tobacco use. Medications are available. Consult your health care provider for help if this is a problem.
   SORROW – When you try to give up tobacco, you may feel a sense of loss. You may feel a little sad or lonely. It is common and can be difficult.

   The 64-slice requires a patient to hold their breath for nine seconds whereas the previous technology (16-slice CT) required 17 seconds.

Heart Scanning Capabilities
   The SOMATOM Sensation 64, manufactured by Siemens Medical Solutions USA, Inc., is the world’s first CT scanner able to take 192 images of the heart per second. This non-invasive, virtually pain-free procedure offers exceptional image quality, which can mean better diagnosis, faster recovery time and increased patient comfort and convenience.

   • PET CT: Iredell Memorial offers the county’s first permanently fixed PET system, the gold standard for advanced cancer diagnosis and other disorders. PET or Positron Emission Tomography, detects disease more quickly and accurately by identifying biochemical changes in the body.
   • Ultrasound: Ultrasound systems, including a Doppler for vascular examination, are used at Iredell Memorial. Ultrasound creates a high frequency sound to produce diagnostic images to assist in the patient’s diagnosis.
   • Nuclear medicine: Iredell Memorial offers the state of the art in nuclear medicine with emission computerized tomography. In nuclear diagnostic medicine, special isotopes are injected into the body and scanned to detect a variety of abnormal conditions.

Resources:

American Cancer Society
1-800-ACS-2345
www.cancer.org

American Heart Association
1-800-242-1793
www.amhrt.org

American Lung Association
1-800-586-4872
www.lungusa.org

1-800-QUIT-NOW
Smokefree.gov
Nicotine Anonymous
(1-800-TRY-NICA)

Mammography: Low-dose digital x-ray equipment is used to determine the presence of diseased breast tissue. Mammography is recognized by health professionals and the American Cancer Society as a highly effective tool in diagnosing breast cancer. If you would like more information about mammography, ask your physician.

Stereotactic breast biopsy: Three procedures available with one state of the art system to obtain breast tissue samples for biopsy. Less expensive and done on an outpatient basis at the Women’s Health Center. (See “Women’s Health Center”)

Osteoporosis scanning: A computerized low-dose gamma ray scanner can determine the percentage of bone loss and be used to evaluate the effectiveness of therapy for osteoporosis. The service is located at the Women’s Health Center.

MRI (Magnetic Resonance Imaging): MRI provides an image of soft tissue (muscles, fat and internal organs) by using magnetic fields and radio waves that can “look through” bones.

Results
   The studies performed in x-ray, CT, nuclear medicine, ultrasound and MRI are read by a radiologist and a report is sent to your physician. When appropriate the radiologist will discuss the results of your study directly with your physician. Our technologists cannot tell you about your results. This information must come from your doctor.
Centers of Excellence
While Iredell Health System offers the community many quality services and programs, we have areas of emphasis that we call our Centers of Excellence.

Advanced Imaging
The Imaging Department features technologically advanced, diagnostic equipment such as a 64-slice computerized tomography (CT) scanner, ultrasound, magnetic resonance imaging (MRI) and nuclear medicine. Modified barium swallows are also available for stroke patients. All procedures are conducted by technologists registered in radiologic technology or nuclear medicine. Some technologists have specialized training in CT scanning, ultrasound or MRI. Once a study has been completed by the technologist, a radiologist interprets the exam and consults with your physician.

Through Picture Archiving and Communications System (PACS), all of our images are kept in digital format. Exam lengths can vary greatly for studies performed. The staff can estimate, but cannot always accurately predict the time it will take.

For outpatient services, family members or friends will be asked to wait in the waiting room since ionizing radiation is used in the performance of x-rays. We will start the patient’s exam as close to the scheduled time as possible, and it is important that you come at that time. Because emergency patients must be seen when they arrive, they are given priority. In the event of a long delay, however, we will do our best to keep you informed.

Services of our Imaging Department include:
- **CT:** Also known as Computerized Tomography, this system uses specialized x-ray equipment and powerful computers to create cross-sectional images of the inside of the body or the head. CT scans provide more detail than conventional x-rays and can produce images of bone, soft tissue and blood vessels all at the same time. Iredell Memorial introduced the county’s first 64-slice CT scanner in 2007.
  - The 64-slice CT offers the fastest, more accurate diagnoses than machines that allow less slices. It creates very clear, detailed images of the body that will help determine the best treatment options for patients. The 64-slice CT has an open design which is more comfortable for patients. It also requires patients to hold their breath for a shorter period of time, so the amount of x-ray exposure to the patient is minimal.
Your Admission

Your admission to Iredell Memorial was directed by your physician who is a member of the hospital’s medical staff. Our admitting staff will discuss certain hospital procedures, obtain demographic and insurance information, and will assist you in your room accommodations.

If you are covered by insurance, it is always a good idea to be familiar with your insurance plan and/or contact your insurance carrier before coming to the hospital. Understanding your referral, authorization, and financial requirements will help avoid any potential delays or issues. When you arrive to be admitted, you will be asked a number of questions by our admitting personnel. This information is necessary to ensure that you receive personalized care and appropriate treatment. We will make this as brief as possible and we appreciate your cooperation. Our computerized registration system will retain this information, making future visits even more convenient.

The admitting staff will discuss the hospital policy on insurance filing and other methods of paying your bill. Please be sure to bring your insurance identification card, Medicare card, Medicaid card and any other pertinent information, including primary physician, authorization, and pre-certification insurance requirements.

Valuables

Bring only essential items such as sleepwear, bathrobes, slippers and toilet articles. Other items needed for your stay will be supplied by the hospital. Please leave all jewelry and other valuables at home or in the care of family members. If you discover any of your personal property missing, notify a nurse immediately.

If you have questions about the tests being performed, we encourage you to ask your physician. Iredell Memorial’s laboratory is fully accredited by the College of American Pathologists and the Joint Commission on Accreditation of Healthcare Organizations.

Visiting

We recognize that visits from family members and friends are important to patients, and a limited number of visits at certain times can contribute to the patient’s recovery. We also understand that it is natural for individuals to be concerned about loved ones who have been hospitalized.

Evenly important aspects of each patient’s treatment and recovery are rest and nursing care. For this reason, visitors are asked to use thoughtful consideration and observe visiting hours and regulations as listed below:

Rules for Visitation

- Visiting hours are flexible, but end at 9:00 PM.
- Do not enter the room when a NO VISITORS sign is on the door. If desired, you may leave a note for the patient at the nurses’ station.
- No more than three visitors should be in the patient’s room at any one time. Chairs are provided for the convenience of visitors. Please do not sit on the patient’s bed.
- Brief visits are not as tiring for patients.
- Encourage friends and family from visiting if they have colds or an infectious disease.
- Visitors may be asked to leave the room when the patient receives treatment.
- For the health and safety of others, and so that the hospital may continue to be fully accredited, Iredell Memorial Hospital and all of its facilities are smoke free. The use of any tobacco products by patients, visitors or staff is prohibited. See “Tobacco-Free Environment Policy.”
- Children 12 years of age or older are considered adults for visiting purposes. When you wish for a child under 12 to visit, you should obtain permission from the charge nurse on the floor or from the nursing supervisor. Children under 12 must be accompanied by an adult who is responsible for their behavior. They may be asked to leave if they are disturbing you or other patients. Please do not leave children unattended.

Please consult your doctor or nurse for special visitation privileges.

The Birth Place, Intensive and Coronary Care units have special visiting hours. These are posted in those areas and are explained in this handbook under “Intensive/Coronary Care” on page 15 and “The Birth Place” on page 21.
Medical Services

We take great pride in working with local physicians to provide state-of-the-art services and technology whenever possible. For example, more than a decade ago, Iredell Memorial was the first hospital in Iredell County to offer radiation therapy and brachytherapy to cancer patients. Our radiation therapy services have been steadily enhanced and now include IMRT, the most precise form of radiation therapy available.

More recently, we became the local leader in providing cryotherapy to prostate cancer patients, wireless capsule endoscopy for the diagnosis of problems in the small intestine, and hand assisted laparoscopic kidney removal. We were among the first hospitals in North Carolina to offer artificial lumbar disc replacement surgery for spine surgery patients.

Our history of firsts in North Carolina have included being among the first hospitals to offer a licensed cardiac rehab program and our commitment to you as your local hospital.

Dialysis

Kidney dialysis patients often have other health problems that require hospitalization. During this time, their regular program of dialysis must be continued. Iredell Memorial offers hemodialysis services to inpatients at the hands of specially trained registered nurses under the supervision of a Nephrologist (a physician who specializes in diseases of the kidney).

Emergency/Convenience Care

The emergency/convenience care center is staffed with skilled personnel 24 hours a day, every day of the year, to treat injuries and emergency medical needs. At least one emergency physician is on duty around the clock. Because we realize accidents and illnesses do not always occur during your physician’s office hours, we also offer convenience health care in the emergency room for the treatment of non-emergencies. Convenience care should not take the place of a personal physician.

Every effort is made to give all patients prompt treatment. However, our first responsibility is to provide immediate assistance to the more seriously ill or injured patient. We appreciate your understanding should this cause a delay. An additional service of our emergency room is free blood pressure checks anytime of the day or night. Just ask at the desk.

Intensive/Coronary Care

Patients who require special care are treated in the intensive or coronary care units. These units provide constant observation by nurses. Emergency equipment is at the bedside so complications can be dealt with immediately.

Visiting

Visiting patients in these units should be limited. The immediate family (two members at a time) may visit for ten minutes at 8 a.m., 10 a.m., noon, 2 p.m., 4 p.m., 6 p.m., 8 p.m. and 10 p.m. Visiting at other times depends upon the needs of the patient. Ask the nurses about other visits.

Laboratory (Pathology)

Shortly after you are admitted, a laboratory technician will probably take a sample of your blood to run a variety of tests so your condition can be properly diagnosed and the most effective treatment can be determined. All tests must be ordered by your physician.

The hospital’s pathology and medical laboratory services department performs or coordinates all blood and body fluid analyses and tissue pathology analyses on both inpatients and outpatients. Each of these areas is staffed by highly trained professional technologists who are under the supervision of a board certified pathologist.

The lab is staffed 24 hours per day, 7 days per week, to offer rapid results.

General Information

ATM Machine
An ATM is located in the lobby on the lower level, near the emergency room entrance.

Cell Phones
We do not restrict the use of cell phones by patients or visitors, but we do ask that they be turned off whenever a caregiver is in the room.

Cher Car Cards
While you’re a patient at Iredell Memorial Hospital, your family and friends can e-mail get well wishes to you through our Web site, www.iredellmemorial.org. They’ll find an invitation to send a Cheer Card on the home page. There are numerous cards from which to choose. They can use the standard message or add their own. We will print the message and place it in a sealed envelope for your privacy. A hospital volunteer will deliver it to you.

Please note: While we will not intentionally share the contents of a Cheer Card with anyone other than the patient to whom it’s addressed, we encourage senders to avoid including any comments regarding your illness or the reason you have been hospitalized. Cheer Cards are delivered Monday-Friday before 4:00 PM.

Firearms
Firearms and other weapons are not permitted in the hospital except by our security officers.

Mail & Flowers
Mail and flowers addressed to you will be delivered to your room by hospital volunteers. Mail received after you have been discharged will be forwarded to your home address.

The volunteers also have a flower vending machine in the main lobby. Proceeds from the sale of these flowers are donated to the hospital to support various hospital services.

Ministerial Services
A full-time chaplain is available to visit you and your family upon request. Your nurse will be glad to contact the chaplain.

The chaplain can help you and your family with spiritual and emotional support, assist with difficult decisions and offer comfort in times of change.

Special brochures will be provided outlining our pastoral care services and how to contact him. Iredell Memorial values the ministry of our clergy and encourages your own pastor, priest or rabbi to visit during your stay.

Prayer services are held for families and staff each Wednesday at noon in the hospital chapel. A non-denominational Sunday worship service is offered at 10:00 AM in the One West living room. Music is provided by area musicians. Local ministers often take part in the service. Also, a prayer journal is kept in the chapel for the listing of individual prayer requests.

Newspapers
The local daily newspaper will be delivered to your room each day, except Sunday, courtesy of a local business. Regional and local newspaper racks are located at both lobby entrances.

Overnight Guests
Overnight privileges are permitted when necessary for the patient’s welfare. Cots are available at no charge; just ask your nurse.

Service Excellence Specialist
Iredell Memorial has a full-time service excellence specialist who will visit you while you are staying with us. Occasionally a problem may arise that is not being resolved to your satisfaction. If this occurs, ask a nurse to contact the nurse director of your floor or the administrative nursing supervisor. These people will assist you in the resolution of your questions or problems.

Telephones
All patient rooms are equipped with telephones. Free local calls may be made by dialing “9” and then the 10-digit number. All long distance calls must be made collect, by credit card or billed to a third number. They cannot be charged to your room. To make a long distance call within the 704 area code, dial 8-0, then the number. For calls outside the 704 area, dial 8-0-0, then the area code and number. After you have completed dialing, a long distance operator will ask for the charge information.

In most cases, your family and friends can call directly to your room, by dialing 878-7 and your room number. For rooms on 5 North, dial 878-49 and the last two digits of the room number.

Mail to patient rooms between 10:00 PM and 6:00 AM will be answered at the switchboard.

Pay telephones are located in or near lobbies and near the maternity and surgical waiting areas.

Endoscopy
Endoscopy services are conveniently located on the south side of the hospital. Your physician may order an upper endoscopy for the diagnosis of problems in the small intestine, and hand assisted laparoscopic kidney removal. We were among the first hospitals in North Carolina to offer artificial lumbar disc replacement surgery for spine surgery patients.

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Facilities and Special Services

Parking
A large visitors’ lot is provided in front of the main hospital building near Brookdale Drive. The lot in front of the tall tower is for the convenience of outpatients using the services located in that wing, such as radiology, laboratory, emergency/convenience care and surgery. The lot on the south side of the building is for outpatients using services located there, such as radiation therapy, endoscopy and respiratory care. Please do not park in yellow-painted fire zones or spaces reserved for loading and unloading patients and visitors in front of the hospital.

Parking places have been reserved near most hospital entrances for handicapped persons to park their vehicles. A handicapped parking permit should be displayed at all times.

Patient Rooms
Iredell Memorial provides private patient rooms with private baths (except for some older rooms that we may open during our busiest times). All rooms are individually climate controlled for your comfort. Thermostats are located in each room. If you need assistance, ask your nurse.

Waiting Areas
Both hospital lobbies provide comfortable waiting areas for visitors. Waiting rooms are located near the elevators on each patient floor of the lower level lobby.

Visitor Dining
For the convenience of visitors, the hospital provides the Pink Tea Room on the first floor near the main lobby. Sandwiches, snacks and meals are available from 2:00 AM to 8:00 PM.

Guest trays are available for a family member who is staying with a patient. A fee is charged for these meals. Meals can be ordered and should be paid for in advance at the cashier’s office. One guest tray per meal is always provided at no cost for a parent staying with a pediatric patient.

There are also vending and drink machines in the lower level lobby.

The employee cafeteria is not open to the general public. A clinical dietitian is available to discuss special needs and may visit upon request from you or your doctor.

Housekeeping
We take pride in the appearance of Iredell Memorial. Our housekeeping department is responsible for the cleanliness and sanitation of the hospital. Our linen department makes sure clean sheets and towels are available for patient comfort.

Other Services
Providing your care requires the skills and cooperation of many dedicated persons. A number of these have little, if any, direct patient contact but are very important in our overall efforts to provide quality care. Among these are administration, bookkeeping, business office, central sterile supply, human resources, information systems, in-service education, maintenance, medical records, and purchasing.

Patient Meals
The food service team at Iredell Memorial Hospital understands how important meals are to patients. In 2007, we introduced a room service menu so patients can order what they want when they are ready to eat. Hours of operation are 6:30 AM to 7:00 PM. Breakfast is served all day. Lunch, dinner, sides items, desserts & beverages are available 11:00 AM - 7:00 PM.

A clinical dietitian is available to discuss special needs and may visit upon request from you or your doctor.

Nursing & Medical Care

Physicians
Our community is fortunate to have qualified physicians representing many specialties and sub-specialties. More than 165 local physicians are members of our medical staff with active, courtesy or consulting privileges. We also have a number of dentists with privileges at the hospital. While physicians are not employees of Iredell Memorial, they are part of a highly qualified group of dedicated professionals with privileges to admit patients to this hospital. Your physician will make the necessary arrangements for laboratory tests, medications, diet and other special treatments.

Hospitalists
While you are a patient at Iredell Memorial, your physician may ask that a hospitalist direct your care. The process is similar to what your physician does when he or she refers you to most specialists for tests or treatment. A hospitalist is a physician who specializes in the care of patients in the hospital. Just like your primary care doctor, hospitalists are trained in general internal medicine or other subspecialties such as pulmonary/critical care medicine or cardiology.

However, because hospitalists do not maintain an office-based practice, they can focus all of their attention on patients inside the hospital.

The hospitalist will order tests, prepare treatment plans, and see that your medical needs are met. While you are a patient at Iredell Memorial, your physician will be kept informed of your care and progress. He or she will have ready access to your hospital records and any test results.

Nursing Staff
The nursing personnel at Iredell Memorial share a common ideal that each patient should be treated with respect and compassion. They also believe a patient has a right to expect professional and personalized care. Your nursing care is planned and provided by a staff of registered nurses under the guidance of your physician. Nursing personnel also include licensed practical nurses, certified nursing assistants and unit secretaries.

Registered Nurse (RN): A registered nurse has graduated from an approved school of nursing and has passed the state licensure examination. In many areas of nursing, special training is required.

LPN: A licensed practical nurse has graduated from a state-approved school for practical nurses and has also obtained state licensure.

Certified Nursing Assistant: These assistants receive specific instruction in the care of the sick and injured under the guidance of a registered nurse or licensed practical nurse. They are certified by the State of North Carolina.

Unit Secretary: Unit secretaries receive specific instructions in the processing of physicians' orders and the nursing care plan under the guidance of a registered nurse.

Private Duty Nursing
You or a family member should contact the Nursing Office (extension 4520 or 704-878-4520) or nursing supervisor if you have a need for private duty nurses. We will help you with contact information for private duty nursing providers and will make sure they are familiar with safety-related information they need to work within the hospital.

Patient Education
Your medical treatment may make it necessary for you to continue certain self-care procedures after discharge. In our patient education program, we have booklets and pamphlets that address various health topics. If necessary, one of our nurse clinicians will work with you to make sure you understand how to care for yourself after you leave the hospital.