Patient Information Handbook

www.johnstonhealth.org
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Welcome

Thank You for Trusting Us

On behalf of our 1,800 employees, volunteers and medical staff, welcome to Johnston Health. We hope the information in this patient guide is helpful and will answer many of your questions during and after your stay. While you are a patient with us, we promise to do everything we can to return you to good health. Our highly qualified team of hospitalists, nurses and clinical staff is trained to provide you and your family with quality care and personal attention.

At Johnston Health, we’re committed to providing expert care, close to home. We take pride in everything we do, and we wholeheartedly embrace our mission to improve the health of the people in our communities. As a partner with UNC Health Care, we’re transforming health care and shaping the future of Johnston Health. Together, we are helping to make Johnston County a great place to call home.

Thank you for choosing us as your health care provider.

Chuck Elliott, President/CEO
Johnston Health

About Us

Johnston Health is the health care system serving Johnston County. Our hospitals in Smithfield and Clayton are licensed for a combined 179 acute care and 20 behavioral health beds. Since February 2014, Johnston Health has been part of UNC Health Care.

In 2010, Johnston Health replaced its original hospital in Smithfield with a modern five-story wing. It includes 101 patient suites, operating rooms and a spacious dining hall. Built in 1951, the historic structure adjoins the new wing and is used mostly for offices.

Built in 2010, the SECU Hospice House on Hospital Road in Smithfield has 18 acute and residential beds for patients who need end-of-life care. The Johnston Health Foundation raised more than $4.5 million to build the house, which recently underwent an interior refreshing. A memorial garden and veterans area offers an opportunity to give in memory of loved ones.

Formerly a textile mill, Johnston Medical Mall, across the street from the hospital, is home to outpatient services, physician offices, a teaching auditorium and HealthQuest Fitness & Wellness Center. With plentiful parking, visitors and patients have easy access to their destinations.

Clayton Campus

In 2009, Johnston Health opened a freestanding emergency department and outpatient center on N.C. Hwy. 42 to serve the health care needs of the fast-growing communities in and around Clayton. In 2015, Johnston Health Clayton was expanded into a 50-bed community hospital.

Affiliated Medical Practices

UNC Physicians Network offers urgent, primary and specialty care in Smithfield, Clayton and Kenly. These practices include infectious disease, gastroenterology, rheumatology, urology, ENT and neurology.
**Hospital Services**

If a department has one number listed, it applies to Smithfield and Clayton. If there are two numbers listed, call the campus-specific number. Smithfield numbers are marked with (S), and Clayton numbers are marked with (C). For all emergencies, dial 0 for the operator.

<table>
<thead>
<tr>
<th>KEY NUMBERS</th>
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<tbody>
<tr>
<td><strong>Main</strong></td>
<td>919-934-8171</td>
<td></td>
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<tr>
<td><strong>Billing</strong></td>
<td>919-938-7159</td>
<td></td>
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<tr>
<td><strong>Gift Shop</strong></td>
<td>(S) 919-209-3511</td>
<td>(C) 919-585-8570</td>
</tr>
<tr>
<td><strong>Care Line</strong></td>
<td>919-938-7443</td>
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<tr>
<td><strong>Medical Records</strong></td>
<td>919-938-7705</td>
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| Behavioral Health          | 919-938-7540               |                             |
| Cancer Services            |                             |                             |
| Medical Oncology           | (S) 919-989-2192           | (C) 919-585-8835           |
| Radiation Oncology         | (S) 919-209-3555           | (C) 919-585-8550           |
| Cardiology Services        | (S) 919-938-7170           | (C) 919-585-8572           |
| Cardiopulmonary Rehab      | 919-938-7127               |                             |
| Care Management            | 919-938-7337               |                             |
| Compliance                 | 919-938-7121               |                             |
| Diabetes Hotline           | 919-209-3386               |                             |

| Diagnostic Imaging         | (S) 919-938-7190           | (C) 919-585-8450           |
| Imaging                    | (S) 919-938-7190           | (C) 919-585-8450           |
| Emergency Department       | (S) 919-938-7135           | (C) 919-585-8925           |
| Emergency Department Cashier| 919-585-8703               |                             |
| Foundation                 | 919-938-7169               |                             |
| Front Desk/Lobby           | (S) 919-209-3505           | (C) 919-585-8415           |
| HealthQuest Fitness and Wellness Center | 919-938-7581 |                             |
| Home Care and Hospice      | 919-938-7560               |                             |
| Housekeeping               | (S) 919-938-6931           | (C) 919-585-8034           |
| Laboratory                 | (S) 919-938-7142           | (C) 919-585-8480           |
| Marketing & Communications | 919-938-7103               |                             |
| Outpatient Registration    | (S) 919-209-3509           | (C) 919-585-8411           |
| Pharmacy (Outpatient)      | 919-938-7386               |                             |

| Quality Management         | 919-938-7381               |                             |
| Rehabilitation             | 919-938-7296               |                             |
| Same-Day Surgery           | (S) 919-938-7411           | (C) 919-585-8640           |
| Scheduling                 | 919-938-7749               |                             |
| SECU Hospice House         | 919-209-5100               |                             |
| Security                   | (S) 919-209-3392           | (C) 919-585-8080           |
| Spiritual Care Services    | 919-209-3655               |                             |
| Volunteer Services         | 919-938-7117               |                             |
| Women's Services           | (S) 919-938-7800           | (C) 919-585-8155           |
| Breathing/Lactation        | 919-938-7514               |                             |
| Wound Center               | 919-938-7716               |                             |

**Phone Tip**
Calling from INSIDE the hospital? Dial only the last seven digits.
Food & Nutrition Services
A Guide to our Cafeterias, and Special Diet Information

Food & Nutrition Services

Smithfield – Buffalo Creek Café
Location: Ground floor near main lobby

Hours:
Open: 7 days a week
Closed: 3:00 a.m. - 5:00 a.m.
and 10:00 a.m. - 11:00 a.m.

Clayton – Café 42
Location: Main floor off the lobby

Hours:
Open: 7 days a week
Closed: 10:00 a.m. - 11:00 a.m.
and 10:00 p.m. - 6:30 a.m.

Both cafés feature home-cooked meals, grab-and-go items, soup, fresh salads, grill and deli items, breakfast food and desserts.
Patient Ordering

The Nutrition and Food Services Department offers a room-service-style system called Restaurant Delivery to our patients from 6:30a.m.-6:30p.m. The expansive menu is contained within this Patient Information Folder and your order can be placed by calling either number listed to the right.

Explanation of Common Special Diets

If you have questions concerning your menu options, please ask your Patient Nutrition Representative. If you have questions concerning your nutritional needs, please contact one of our dietitians during your hospital stay at 919-151-6718. For an appointment after discharge, ask your physician to put in a referral to see a dietitian or call 919-151-6718 and we will help direct your request.

Special Diet Information

Your doctor may order you to be on a special therapeutic diet. Below are some common diets.

**Clear Liquid**
Used before medical tests and before and after surgery. Menu items include: apple, cranberry and grape juice, gelatin, broth, popsicles, coffee and tea.

**Full Liquid**
Used when solid food is not tolerated. Menu items include: milk, juices, coffee, tea, soups, cereal, puddings and ice cream.

**Thickened Liquids**
For patients with difficulty swallowing or tolerating thin liquids. Liquids will be thickened to an appropriate consistency.

**Puréed**
For patients with difficulties chewing and swallowing. Foods are prepared for smooth texture.

**Mechanical Soft**
For patients with difficulties chewing and/or swallowing. Meats are chopped or ground. Foods are soft and easy to chew and swallow.

**No Added Salt**
For patients with high blood pressure, fluid retention or other medical problems. The menu has regular foods with low-salt soups and gravies. You will receive a (non-sodium) seasoning packet instead of salt.

**Salt Or Sodium Restricted**
While on this diet, you will NOT be served: processed cheese or cured, salted or smoked meats such as bacon, luncheon meats, hot dogs, sausage and ham.

Herbs and spices will be used to season your foods in place of high-sodium seasonings. You will receive a (non-sodium) seasoning packet instead of salt. You will be served low-sodium soups and broth.

**Low Residue / GI Soft**
For patients who are experiencing stomach and/or intestinal difficulties. This diet is low in fiber and includes foods that are easy to digest. While on this diet, you will NOT be served:
- Raw fruits and vegetables
- High-fiber foods such as bran, nuts or seeds
- Gas-producing vegetables such as dried peas and beans, cabbage, broccoli and onions
Heart Healthy / Cardiac
For patients who are at risk for heart disease or suffering from heart disease. Your diet, like your medication, is an important part of your treatment and may speed your recovery. While on the diet, you will be served:
- Lean meats or meat substitutes
- Low-fat dairy products
- Fat-free salad dressings
- Low-sodium broth and soups
Foods high in fat, such as margarine or desserts containing fat, will be limited. You will receive a (non-sodium) seasoning packet instead of a salt packet.

Renal
For patients with kidney problems. While on a renal diet, your diet may limit one or more of the following:
- Protein: Found in eggs, meat and dairy products (milk and cheese)
- Sodium: Found in cured meats (bacon, ham), and other highly processed foods
- Potassium: High in some fruits and vegetables
- Phosphorus: Found in milk, nuts, chocolate and colas
- Fluids or foods that are fluid at room temperature

Carbohydrate Controlled / Diabetic
For patients who may have difficulty controlling their blood sugar levels. Carbohydrate foods have the greatest effect on your blood sugar and need to be balanced in your diet. Foods that contain carbohydrates are starches such as breads, cereals, potatoes, pasta, rice and dry beans, milk and yogurt, fruits and juices, and sugars and desserts. While on this diet, you will receive a sugar substitute in place of sugar on your tray. Your meal plan is also limited in fat. You will be served:
- Low-fat dairy products, sauces, salad dressings and mayonnaise
- Lean meat or meat substitutes
It is important that you control portion sizes, eat a variety of foods and eat at a regular time.

Regular
For patients with general medical conditions that do not require dietary restrictions, you may choose daily from our menu:
- Breads, grains and cereals: six or more servings
- Fruits: two to four servings
- Vegetables: three to five servings
- Meat, poultry, fish or meat substitutes: two servings
- Milk or dairy products: two to three servings

Are you NPO?
NPO is Latin meaning nil per os, or nothing per mouth. A patient is NPO if he or she is going for surgery, tests or procedures, or is unable to tolerate any food by mouth.

General Guidelines to Good Nutrition
Include Following a “Healthy Diet” that...
- Emphasizes fresh fruits, vegetables & whole grains
- Uses fat free or low fat milk products
- Includes lean meats, fish, poultry, beans, eggs and nuts
- Is low in saturated fats, trans fats, cholesterol, salt (sodium) and added sugars
Facts About Your Stay
Facts About Your Stay
An A-Z Guide to the Most Frequently Asked Questions

ATM
Located on the ground floor lobby of the patient tower near the public restrooms in Smithfield and just outside the cafeteria in Clayton.

Electronic Devices
You may use cellphones, computers or other wireless devices inside the hospital. To promote safety and protect patient privacy, cellphones and electronic devices are not permitted in Behavioral Health.

Emergency Drills
We conduct fire and disaster drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Electrical Appliances
All electrical appliances brought from home must be checked by a staff member before use.

Flowers
Individual florists deliver flowers to patient rooms. Plants and live flowers may be prohibited if the patient is on special precautions. Please note that flowers are prohibited in the intensive care unit.

Gift Shops
Need flowers, balloons or a gift for a newborn or patient? Check out our Volunteer Gift Shops in the main lobbies of our hospitals. You can also grab a snack, pick up toiletries or a magazine. The gift shops are open from 9 a.m. till 5 p.m. Monday through Friday.

Housekeeping
We want your room to be clean, tidy and sanitized. If the condition of your room is not meeting your expectations, please call 938-6931 (Smithfield) or 585-8034 (Clayton).

Lost and Found
To report lost or found items, dial 209-3392 (Smithfield) or 585-8080 (Clayton) to reach the Security office. To retrieve a lost item, you must provide a form of identification and a description of the item. The hospital does not offer reimbursement for any lost or damaged valuables or medicines that were not given to the hospital for safekeeping.

Call 919-209-3511 for the gift shop in Smithfield or 919-585-8570 for the gift shop in Clayton.
Mail
Mail and packages will be delivered to you by a hospital volunteer. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available at the gift shop. Any mail received after your discharge will be forwarded to your home address.

Medicines
You may give your medicines to the hospital pharmacy for safekeeping. When you leave the hospital, you must sign a form to get your medicines back. If you become unconscious or unable to make decisions, the hospital will secure your medicines for you.

Personal Belongings and Valuables
Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted person to watch over.
You may ask the hospital to secure your valuables in the hospital safe. If you are incapable of making decisions, the hospital will secure the valuables for you. Johnston Health cannot be responsible for replacing personal belongings.

Pharmacy
You or your loved one can pick up your prescription after discharge at our hospital pharmacy. You also can request Prescription Concierge Service, where your prescriptions are delivered to your room before discharge. Call the pharmacy at 919-938-7386 for more information.
Location: First floor of Johnston Health Smithfield
Hours: Mon.-Fri. 9:00 a.m. - 5:30 p.m.

Quiet Time
In order to provide rest and promote healing for our patients, we observe quiet time every night from 9:00 p.m. to 7:00 a.m. During these hours, lights will be dimmed in hallways and at workstations, and overhead paging will be minimal. The shades or blinds in your room will be drawn (unless you prefer otherwise). All phones and pagers must be on vibrate, and conversations should be quiet.

Security
Security can escort you to your car or help with minor car problems, like a flat tire. To reach Security, dial 209-3392 (Smithfield) or 585-8080 (Clayton).

Smoking
Smoking and/or the use of any tobacco product is not allowed anywhere in the hospital or on the hospital grounds. This includes electronic tobacco products.

Telephone
Your family and friends can call you directly by dialing the 10-digit number on the phone in your room. To place a call within the hospital, see page 7. To make a local call, dial "9" and the 10-digit number. Local calls are free of charge.

TV
Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the remote control attached to your bed. Closed captioning is available for the hearing impaired. Ask a staff member if you have questions about using your TV.
Rights & Responsibilities
Johnston Health Services Corp. (d/b/a Johnston Health) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Johnston Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

**Your Right to Program Accessibility for the Disabled (Section 504)**

The regulation implementation Section 504 requires that an agency/facility “shall adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities and facilities that are accessible to and usable by disabled persons” (45 C.F.R. 84.22(f)).

Johnston Health and all of its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision.

Access features include:
- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria and patient treatment areas, including examining rooms and patient wards.
- A full range of communication aids provided to persons with impaired hearing, vision, speech or manual skills, without additional charge for those aids. Communication aids include:
  - Qualified sign language interpreters for the deaf
  - Language Access Network MARTI
  - Telecommunications devices for the deaf (TTY/TDD) are available to connect the caller to the facility, for use by hearing or speech-impaired patients. Please contact the switchboard.
  - Readers and tape materials for the blind and large print materials for the visually impaired.
  - Flash cards, alphabet boards and other communication boards.
  - Helpful devices for persons with impaired manual skills.

**Concerns?**

If you have questions or concerns, please contact our 504 Coordinator, Donna Gibbons, Director of Compliance, Risk Management & Internal Audit, at 919-938-7121 or Fax: 919-934-7518.
All aids needed for this communication service will be provided without cost to the person being served. If you require any of the aids listed in this notice, contact the telephone operator at 919-934-8171.

Your Right to File a Grievance

If you believe that Johnston Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the Compliance Director, Compliance Office, Johnston Health, 509 N. Bright Leaf Blvd., P.O. Box 1376, Smithfield, NC 27577, 919-938-7121, fax: 919-934-7518. If you need help filing a grievance, the Johnston Health Compliance Director is available to help you.


Your Right to Language Assistance

To assist in communication, interpretation services are available 24/7. In addition to its Spanish-speaking interpreters, Johnston Health subscribes to a realtime interpretation service offering more than 150 languages. Via a computer screen, patients and staff can see and interact with their translators. All language assistance will be provided without charge. If you require language assistance, please let Johnston Health staff know.

Patient Bill of Rights

We at Johnston Health view health care as a partnership between you and your caregivers. We respect your rights, values and dignity. We also ask that you recognize the responsibilities that come with being a patient, both for your own well-being as well as for that of your fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined here. Should you or your designated guardian, advocate or representative feel at any time that your rights as a Johnston Health patient have been violated, please contact the Compliance Department at 919-938-7121.

Patient Rights

- You have the right to safe, high-quality medical care, without discrimination, that is compassionate and respects personal dignity, values and beliefs.
- You have the right to participate and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your care provider (doctor, nurse, etc.) will explain the medical consequences of refusing recommended treatment.
- You have the right to have your illness, treatment, pain, alternatives and outcomes be explained in a manner you can understand. You have the right to interpretation services if needed.
- You have the right to know the name and role of your care providers (doctor, nurse, etc.). At your request, you have a right to a second opinion.
- You have the right to request that a family member, friend and/or physician be notified that you are under the care of this facility.
- You have the right to receive visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend. You have the right to withdraw or deny such consent for visitors at any time. You will not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You will be ensured that all visitors will enjoy full and equal visitation privileges consistent with patient preferences.
- You have the right to be informed about transfers to another facility or organization, and be provided a complete explanation, including alternatives to a transfer.
- Prior to leaving the hospital, you will receive information about continuing your health care after leaving the facility.
You have the right to know the policies that affect your care and treatment.

You have the right to participate in or decline to participate in research. You may decline at any time without compromising your access to care, treatment and services.

You have the right to private and confidential treatments, communications and medical records to the extent permitted by law.

You have the right to receive information concerning your advance directives (living will, health care power of attorney or mental health advance directives), and to have your advance directives respected to the extent permitted by law.

You have the right to access your medical records in a reasonable timeframe to the extent permitted by law.

You have the right to be informed of charges and receive counseling on the availability of known financial resources for health care.

You have the right to be free from restraints that are not medically required or are used inappropriately.

You have the right to access advocacy or protective service agencies and a right to be free from abuse.

You and your family have the right to have your compliments, concerns and complaints addressed. Sharing your concerns and complaints will not compromise your access to care, treatment and services. You may share your compliments, concerns and complaints by calling the Compliance Office at 919-938-7121, or you may submit them in writing to the Compliance Office at P.O. Box 1376, Smithfield, NC 27577 or by email to Donna.Gibbons@unchealth.unc.edu. The North Carolina Division of Health Services Regulation can be reached at 800-624-3004; the Mental Health Branch can be reached at 919-855-3795. The address is 2711 Mail Service Center, Raleigh, NC 27699.

A patient has the right to notify the Joint Commission, a hospital accrediting organization, about complaints regarding patient safety or quality of care.

Patient Responsibilities

- You are responsible for providing as much information as possible about your health, medical history and insurance benefits.
- You are responsible for asking the care provider when you do not understand medical words or instructions about your plan of care.
- You are responsible for following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.
- You are responsible for following the hospital’s rules and regulations.
- You are responsible for acting in a manner that is respectful of other patients, staff and hospital property.
- You are responsible for meeting your financial obligation to the hospital.

Questions?

If you have questions about your patient rights and responsibilities, contact:

Compliance Department
919-938-7121

Care Line
919-938-7443

Email
jmhcareline@unchealth.unc.edu
Guest Visitation
Guest Visitation

Welcome Friends and Family

We welcome friends and family members to visit patients during their stay at Johnston Health. General visiting hours are 6:00 a.m.-9:00 p.m. Please note hours may be limited due to patient condition.

- **Intensive Care Unit (ICU):** Flexible visiting hours. However, visiting may be limited or postponed due to a patient’s condition or other unit-related emergencies. Visitation is limited to family, support persons, close friends and clergy. Children under age 12 may visit if approved by charge nurse, clinical coordinator, director or nursing administrative coordinator. Visitors will be educated on infection control guidelines related to hand hygiene and isolation.

- **Labor & Delivery:** 10:00 a.m. to 8:30 p.m. A father or significant other may visit a postpartum patient at any time. At the discretion of the nurse, a spouse or significant other and two other visitors may visit a patient in a labor and delivery room.

- **Behavioral Health:** 7:30 p.m. to 8:30 p.m. Monday through Friday. Saturday, Sunday and holidays hours are 3:30 p.m. to 4:30 p.m. and 7:30 p.m. to 8:30 p.m. In general, it is a good idea to ask in advance whether the patient wishes to see a particular visitor. Visiting will be supportive to our patients. Staff may terminate non-therapeutic visits.
  - Visitors must be 18 years old or older.
  - Each patient may have up to two visitors at a time.
  - Visitors must present ID and sign in.
  - Visitors may not bring anything on the unit.
  - Visitors must respect confidentiality.
  - Visiting exceptions are at the discretion of the psychiatrist.
  - Family members may call 919-938-7540 and will be transferred to a patient phone to speak to patients. Phone calls can be made or received between 8:00 a.m. and 10:00 p.m. Phone calls are limited to 10 minutes to ensure that everyone has time to make calls. Phones will be turned off during group sessions.

- **Emergency Department:** Visitation may be limited based on the activity of the department and the condition of the patient. Visitors may be asked to wait in the lobby during procedures. To protect the safety and confidentiality of our patients, waiting is not allowed in the hallways.

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Visitation Rights

As a patient, you have the right to receive visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member or a friend, and you have the right to withdraw or deny such consent at any time. You will not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You will be ensured that all visitors will enjoy full and equal visitation privileges consistent with patient preferences.
Spiritual Care
We understand becoming hospitalized can be a source of uncertainty and concern. Personal faith often plays a crucial role in the coping with illness and recovery process. Johnston Health is committed to providing our patients, their families and other visitors with an environment in which they feel comfortable practicing their faith.

Chaplain Support

Spiritual care is provided by three clinical chaplains: Rev. Greg McClain, D.Min., BCC, Director of Spiritual Care and Volunteer services, Rev Todd Higginson, M. Div., Clinical Chaplain for Johnston Health Home Care and Hospice and SECU Hospice House, and Chaplain Leigh Ross, M. Div., Clinical Chaplain/Volunteer Coordinator for Johnston Health Clayton.

All clinical chaplains have a Master of Divinity degree and four units of Clinical Pastoral Education (CPE). These chaplains are specially trained to provide spiritual support to all individuals, regardless of their personal faith background or belief system.

Chaplain Volunteers

Our chaplain volunteers are pastors and local clergypersons who volunteer their time at Johnston Health and receive special training from spiritual care services to provide spiritual care to patients and their families. The chaplain volunteer is easily identified by their Johnston Health identification badge. Chaplain volunteers are ordained (or its equivalency) or have at least one unit of Clinical Pastoral Education (CPE). An application and admission process is required prior to being admitted to this ministry.

Spiritual Care Facilities

Our Spiritual Care Library is housed next to the Spiritual Care Office in Smithfield. It offers a variety of resources to help patients, families and staff of Johnston Health to improve their spiritual wellness. Books, periodicals, and digital media are all available for checkout. Scriptures, spiritual and religious texts from a variety of religions are also available.

Our Interfaith Chapels are open to persons of all religious and spiritual preferences. The chapels may be used for private religious activities (prayer, meditation, scripture reading, etc.) any time that they are not scheduled for special events or programs.

The Johnston Health Chapel is located on Level 1 of the Patient Tower just to the right of the Grand Staircase off of the tower’s ground floor entrance in Smithfield. The SECU Hospice House Chapel is located to the right of the front lobby. The Johnston Health Clayton Chapel is located on the ground floor of the Patient Tower off of the Front Lobby.
Advance Directives
Who decides about my medical care or treatment?
If you are 18 years or older and mentally competent, you have the right to make decisions about your medical treatment. You should talk to your doctor or health care provider about treatments or procedures 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 medical or mental health, even if you become unable to make decisions or express them yourself, then you should be sure to tell your doctor or mental health provider, and your family and friends what you want. And you also should have an advance directive.

Do I have to have an advance directive and what happens if I don’t?
Making an advance directive is your choice. If you become unable to make your own decisions, and you have no advance directive, your doctor or mental health care provider will consult with someone close to you about your care. Discussing your wishes for medical and mental health treatment with your family and friends now is strongly encouraged, as this will help ensure that you get the level of treatment you want when you can no longer tell your doctor or other health care or mental health providers what you want.

What is a living will?
In North Carolina, a living will is a legal document that tells others that you want to die a natural death if you:
• become terminally sick with an irreversible condition that will result in your death within a short period of time

What Is an Advance Directive?
An advance directive is a set of directions you give about the medical and mental health care you want if you ever lose the ability to make the decisions for yourself. North Carolina has three ways for you to make a formal advance directive. These include living wills, health care powers of attorney and advance instructions for mental health treatment.
Advance Directives

Who is a Qualified Witness?

A qualified witness is a competent adult who sees you sign, is not a relative and will not inherit anything from you upon your death. The witness cannot be your doctor, a licensed employee of your doctor or mental health providers, or any paid employee of a health care facility where you live or that is treating you.

- are unconscious and your doctor determines that it is highly unlikely you will regain consciousness
- have advanced dementia or a similar condition that results in a substantial cognitive loss where it is highly unlikely the condition can be reversed

In a living will, you can direct your doctor not to use certain life-prolonging treatments such as a breathing machine (respirator or ventilator) or supplying food and water through a tube (artificial nutrition or hydration through feeding tubes and IVs).

A living will goes into effect only when your doctor and one other doctor determine that you meet one of the conditions specified in the living will. Discussing your wishes with family, friends and your doctor now is strongly encouraged so that they can help make sure you get the level of care you want at the end of your life.

What is a health care power of attorney?

A health care power of attorney is a legal document in which you can name a person(s) as your health care agent(s) to make medical and mental health decisions for you if you become unable to decide for yourself. You can say what medical or mental health treatments you would want and what you would not want. You should choose an adult you trust to be your health care agent. Discuss your wishes with that person(s) before you put his or her name in writing. Again, it is always helpful to discuss your wishes with your family, friends, and your doctor and eligible psychologist.

A health care power of attorney will go into effect when a doctor states in writing that you are not able to make or communicate your health care choices. If, due to moral or religious beliefs, you do not want a doctor to make this determination, the law provides a process for a non-doctor to do it.

What is an advance instruction for mental health treatment?

An advance instruction for mental health treatment is a legal document that tells doctors and mental health providers what mental health treatments you would want if you later become unable to decide for yourself. You also can name a person to make your mental health decisions. Your advance instruction for mental health treatment can be a separate document or combined with a health care power of attorney.

An advance instruction for mental health may be followed by a doctor or mental health provider when your doctor or an eligible psychologist determines in writing that you are no longer able to make or communicate mental health care decisions.

How do I make an advance directive?

You must follow several rules when making 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 mental health provider who may be asked to carry them out. A living will, a health care power of attorney and an advance instruction for mental health treatment must be: (1) written; (2) signed by you while you still are able to make and communicate health care decisions; (3) witnessed by two qualified adults; and (4) notarized.
What happens if I change my mind?

You can cancel your living will at any time by telling your doctor and those closest to you about your decision. It also is a good idea to destroy copies of it.

You also can cancel or change your health care power of attorney while you are able to make and communicate your decisions. You can do this by executing another document and telling your doctor and health care agents, or by communicating your intent to cancel it to the named health care agents and the attending doctor or eligible psychologist.

You can cancel your advance instruction for mental health treatment by telling your doctor or mental health provider.

Who 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. A trusted adviser or clergy member might be able to help with more personal questions.

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 mental health providers, your health care agent(s), and any family member or close friends who might be asked about your care should you become unable to make decisions. Always remember to take a copy of your advance directive with you for hospital admissions, emergency room visits, clinic visits for cardiac problems, etc., so it can be put into your chart.

Also consider registering your advance directives with the North Carolina Advance Health Care Directive Registry: www.sosnc.gov/ahcdr.

What if I have an advance directive from another state?

A living will or health care power of attorney created outside North Carolina is valid in NC, if it appears to have been executed in accordance with the applicable requirements of the place where it was created or of this state.

Where can I get more information?

Contact your health care provider or attorney, or visit the North Carolina Department of the Secretary of State Advance Health Care Directive Registry website at www.sosnc.gov/ahcdr.

This information was developed by the North Carolina Division of Medical Assistance in cooperation with the North Carolina Department of Human Resources Advisory Panel on Advance Directives. Revised 2009.

Advance Directive Form

A federal law called the Patient Self-Determination Act requires all hospitals and other health care institutions to inform patients of their right to agree to or refuse medical treatment. In addition, patients must be asked if they have an advance directive. If you are 18 or older and mentally competent, you have control over decisions about your medical treatment, even if you become unable to make or express them yourself.

If you want to control decisions about your health care in situations where you would not be able to communicate your choices, you will need a medical advance directive. In this form, you state your wishes about what happens to you when you are in a coma and unable to speak.

Once the Advanced Directive form is complete, please have your medical team contact Patient Relations to notarize the document. Please do not sign this form unless a notary is present.

In addition, an advance instruction for mental health treatment makes a declaration of instructions, information and preferences regarding your mental health treatment. It also states that you are aware that the advance instruction authorizes a mental health treatment provider to act according to your wishes. It may also outline your consent or refusal of mental health treatment. Please let your nurse know your desire to complete this form.

For Additional Information

Johnston Home Care & Hospice - 919-938-7560
SECU Hospice House - 919-209-5100

To Register Your Advance Directive Online

Advance Health Care Directive Registry
(919) 807-2167 or www.secretary.state.nc.us/ahcdr.

Do Not Resuscitate Order (DNR)

A Do Not Resuscitate Order tells medical staff not to perform CPR (Cardiopulmonary Resuscitation). Your medical provider will speak with you about CPR in case you stop breathing or your heart stops. It is helpful to decide about CPR before you are sick enough to need it.

In order to get a DNR order you must talk with your medical provider about your condition and your wishes. A medical provider will not write a DNR order without talking to you and/or your family. It is important to note that you will still receive all the care and medications you need even if you have a DNR order written by your medical provider.
Patient Care and Safety

Quality Care and Patient Safety is Our Goal

Pain Management

Controlling pain is an important part of your care. Good pain control can help you eat and sleep better, enjoy visitors, and maintain your usual activities.

Good pain control is different for every person. It may not be possible to completely relieve your pain, but your pain treatments should provide a level of comfort acceptable to you. It is very important for you to talk to your doctors and nurses about your pain and how well the treatment is working for you. In this way, your treatment can be adjusted according to your needs.

For any treatment to be effective, good communication is essential. As a patient or parent/caregiver at Johnston Health, you can expect:

- Useful written and spoken information about pain and pain relief measures
- A concerned and competent health care professional committed to pain prevention and control
- Health professionals who respond promptly to reports of pain
- State-of-the-art pain management
- Expressions of pain will be taken seriously

As a patient at Johnston Health, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain
- Discuss pain relief choices with your doctors and nurses
- Ask for pain relief medications when pain first begins, to aid in effective relief
- Describe your pain at regular intervals to assist staff in assessing effective relief

Medications/Alternative Therapies

Pain medicine may come as:

- A pill
- A suppository
- A shot
- Through a tube in your vein (IV)
- Through a tube in your back (epidural)

Non-drug treatments to try:

- Massage
- Hot or cold compresses
- Deep breathing exercises
- Music or television
- Positive thinking

Pain Scales

Use this scale as a guide to help you give your provider an accurate description of your pain. Reporting pain as a number helps your providers know how well your treatment is working and whether to make changes. For those who cannot understand or use this scale, your provider may use different methods to help assess your pain.

Wong-Baker FACES® Pain Rating Scale

Patient Care and Safety

Pain Management

STOP Act

Our medical staff will work with you during your hospitalization to control your pain effectively and safely. The Strengthen Opioid Misuse Prevention or STOP Act, enacted by the North Carolina General Assembly on June 29, 2017, limits doctors in North Carolina to prescribing no greater than a five-day supply of opioids during a hospitalization to manage your pain for acute issues. All chronic pain issues and prescriptions will be referred to your primary care physician or outpatient provider.

Your medical provider also will be required to submit prescriptions for controlled substances electronically to participate in North Carolina’s existing reporting system in effectively and safely managing your pain during your hospitalization and after discharge.

Infection Prevention

Hand Hygiene

We all have “good” germs that live on our bodies and help us stay healthy. We also pick up germs from touching objects and people. Many infections, like the common cold, are spread by contact with improperly washed hands. Washing your hands thoroughly and appropriately is one of the best ways to stop the spread of germs.

There are two ways to remove germs from your hands: Washing with soap and water or using an alcohol foam or gel rub that kills germs directly.

Wash your hands with soap and water:

- When hands look dirty
- Before preparing or eating food, or before feeding another person
- After touching any body fluids, like blood, urine or vomit
- After using or helping someone use the restroom
- After coughing, sneezing and blowing your nose

How to wash your hands

- Wet your hands with water
- Apply soap to palms
- Rub hands vigorously, covering all surfaces and fingers
- Count to 15—about the time it takes to sing “Happy Birthday” twice
- Rinse thoroughly
- Gently dry hands using an air dryer or clean paper towel
- Use a paper towel to turn off the faucet

You may use an alcohol rub to clean your hands:

- Whenever they are not visibly dirty
- Whenever soap and water are not available
- Before and after contact with someone who is sick
- After removing medical gloves

How to use alcohol rub:

- Place enough of the solution in your palm to thoroughly cover hands
- Rub hands together, covering all surfaces and fingers
- Continue rubbing until dry

We Stand For Clean

Your well-being depends on us doing everything we can to keep you safe and healthy. We are committed to keeping clean hands at all times to minimize your risk of infection. If you do not see your providers clean their hands, please ask them to do so.
Vaccinations

Influenza Vaccine

Seasonal influenza, commonly called “the flu,” is caused by influenza viruses, which infect the respiratory tract (i.e., the nose, throat, lungs). Even healthy people can get very sick from the flu and spread it to others.

The influenza vaccine usually protects patients against three types of the “flu” virus that cause illness during flu season each year. Flu affects 10–20% of the population each year and is a serious lung infection. All people 6 months of age and older should get vaccinated. The vaccine is especially important for:

- People 50 years of age and older
- Pregnant women or women within two months of giving birth
- People who live with or care for those at high risk for serious complications from the flu
- People who live in nursing homes and other long-term care facilities
- People who have chronic health problems such as diseases of the heart, lungs, liver, or kidneys
- People who have diabetes
- Children from 6 months to 18 years of age
- Close contacts of children younger than 6 months
- Health care personnel

Pneumococcal Vaccine

Pneumococcal disease can lead to serious infections of the lungs, the blood, and the covering of the brain. The pneumococcal vaccine protects against many types of the pneumococcal bacteria that can cause these infections. Some people are at greater risk of getting a pneumococcal disease than others. Pneumococcal vaccines are especially recommended for:

- People 65 years of age and older
- Anyone with chronic health problems such as diabetes, heart disease, lung disease, liver disease, or kidney disease
- Anyone with a disease or condition that lowers the body’s resistance to infection
- Anyone living in a nursing home or other long-term care facility

Some people should receive a shot of two different pneumococcal vaccines and an additional dose may be recommended. Please talk with your physician or nurse about receiving these vaccines during your hospital stay.

Speak Up™
To Prevent Infection

1. Clean your hands...

- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.

2. Remind caregivers to clean their hands

- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection

3. Stay away from others when you are sick...

- If possible, stay home.
- Don’t share drinks or eating utensils.
- Don’t touch others or shake hands.
- Don’t visit newborns.

4. If you are coughing or sneezing...

- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as you get to the doctor’s office or hospital.
- Ask for a mask as soon as you get to the doctor’s office or hospital.
- Keep a distance of about 5 feet between you and others.

5. If you visit a hospital patient...

- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patients room.
- Read and follow the directions on signs posted outside the patient’s room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse

6. Get shots to avoid disease...

- Make sure your vaccinations are current - even for adults.
- Help prevent diseases like the flu, whooping cough and pneumonia.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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Prevention of Urinary Tract Infections (UTI)

A urinary tract infection (also called “UTI”) is an infection in the urinary system, which includes the bladder (stores the urine) and the kidneys (filter the blood to make urine). Germs (for example, bacteria or yeasts) do not normally live in these areas; but if germs are introduced, an infection can occur. If you have a urinary catheter, germs can travel along the catheter and cause an infection in your bladder or your kidney; in that case it is called a catheter-associated urinary tract infection (or “CA-UTI”).

What can I do to help prevent a catheter-associated UTI?

- Health care providers should clean their hands with soap and water or an alcohol-based hand rub before and after touching your catheter. If you do not see your providers clean their hands please ask them to do so.
- A health care provider will perform catheter care once per day when you have an indwelling urinary catheter.
- Always keep your urine bag below the level of your bladder and off the floor.
- Do not tug or pull on the catheter tubing.
- Do not twist or kink the catheter tubing.

Ask your health care provider each day if you still need your catheter.*


Prevention of Catheter-associated Bloodstream Infections

A “central line” or “central catheter” is a tube that is placed into a patient’s large vein, usually in the neck, chest, arm or groin. The catheter is often used to draw blood or give fluids or medications. It may be left in place for several weeks. A bloodstream infection can occur when bacteria or other germs travel down a “central line” and enter the blood. If you develop a catheter-associated bloodstream infection you may become ill with fevers and chills or the skin around the catheter may become sore and red.

What can I do to help prevent a Catheter-associated bloodstream infection?**

- It is okay to ask your doctors and nurses to explain why you need the catheter and how long you will have it.
- Make sure that all doctors and nurses clean their hands with soap and water or an alcohol-based hand rub before and after caring for you. If you do not see your providers clean their hands, please ask them to do so.
- Tell your nurse if the dressing over your IV catheter becomes wet, loose, or comes off.
- Inform your nurse or doctor if the area around your catheter is sore or red.
- Do not let family and friends who visit touch the catheter or the tubing.
- Make sure family and friends clean their hands with soap and water or an alcohol-based hand rub before and after visiting you.
- Ask your health care provider each day if you still need your catheter.


Antibiotic Use and Stewardship

Antibiotic stewardship refers to methods used to improve the use of (antibiotic) medications with the goal of improving patient outcomes, reducing resistance to antibiotics, and decreasing unnecessary costs. You may be prescribed an antibiotic during your hospitalization. There are some important things you should know about antibiotic treatment.

- Your team may start you on an antibiotic while they are working to find out what is making you sick.
- Once your team has more information, they may change or stop the antibiotic if it is not necessary.
- Antibiotics should only be used for infections caused by bacteria. Illnesses caused by viruses, like the common cold and the flu, do not improve with antibiotics.
- It is important to use antibiotics only when needed.
- Staying on an antibiotic when you don’t need it is more likely to be harmful than helpful.
- Using antibiotics when they are not needed can cause harmful side effects, including the risk of getting an antibiotic-resistant infection later.
- Take antibiotics exactly as prescribed. Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your health care professional.
Patient Care and Safety

**Safe Patient Handling**

Johnston Health has special equipment for safely moving and lifting patients. Our goal is to protect you and help you go home as soon as possible. All the while, protecting our nursing staff.

By using the lift equipment to get you upright and out of bed, you will:
- Improve your recovery time
- Increase blood flow and reduce the potential for blood clots in your legs
- Assist with bowel and bladder functions
- Help keep your skin healthy
- Reduce your potential for falling

The key to helping you get better is to keep you as active as possible. In order to get you back on the go, your body needs to continue to move to activate your muscles and encourage blood flow.

To help protect you and provide safe and comfortable care, we may use lifting devices and transfer sheets for transferring or repositioning. Our trained staff will evaluate your transfer and mobility level, explain the use of this equipment prior to using it with you, and remain with you during all transfers.

Our goal is to make sure you have a safe and healthy experience during your stay at Johnston Health.

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**Tips for Healthy Living**

- **Maintain a healthy weight**
  - Weigh yourself periodically
  - If your doctor states that you have heart failure, weigh yourself daily and keep a written record.
  - If your weight changes by more than five pounds in one week, contact your physician

- **Eat a healthy diet as directed by your caregiver**

- **Follow activity guidelines given by your caregiver**

- **Know when to call your physician or seek emergency care:**
  - Trouble breathing
  - Chest pain
  - Swelling in your legs, ankles, arms or abdomen
  - Rapid weight gain or loss

- **If you smoke, you should quit**

Quitting smoking is the most important step smokers can take to enhance the length and quality of their lives. Patients who remain tobacco-free after leaving the hospital will recover more quickly and improve their health. While quitting is not easy, you don’t have to go it alone. Take advantage of the following resources:
- 1-800-QUIT NOW (1-800-784-8669) free support
- Johnston County Health Department - 919-989-5200

- **Maintain healthy blood pressure, cholesterol and blood sugar levels**

- **Manage stress in your life**

- **Keep all appointments with your health care providers**
Multi-Drug Resistant Organisms

MDROs refer to those bacteria that cause infections not treatable by several classes of commonly used antibiotics. Although there are some alternative antibiotics available for treatment, they may be less effective, or cause more side effects. Some examples are MRSA/ESBL/VRE/CRE. MDROs can normally be carried in people without signs or symptoms. However, immunocompromised or critically ill patients are more likely to be infected, causing pneumonia, urinary tract infection, wound infection, or even blood infection. MDROs are transmitted by direct contact with wounds, secretions of infected patients or contaminated objects and environmental surfaces. The first line of defense to protect yourself is hand hygiene.

What is MRSA?

Pronounced mersa, MRSA stands for methicillin-resistant Staphylococcus aureus. The germ can be found where you live, work or play—not just in the hospital. MRSA evolved as health care providers treated simple staph infections with mostly penicillin and oxacillin. Over time, the bug became resistant to the antibiotics, making it difficult to kill.

It’s estimated that one in three people have MRSA inside their nose or on their skin. The germ is harmless until it enters the body through a cut, rash or sore. MRSA can live inside your nose without causing an infection. However, you can pass along the germ and infect someone who has a weak immune system.

What is VRE?

VRE stands for vancomycin-resistant enterococcus. It is another drug resistant germ transmitted in a similar way as MRSA. And like MRSA, it can live harmlessly on the skin.

What is C-Diff?

C-Diff or Clostridioides difficile is a germ (bacteria) that causes life-threatening diarrhea. It is usually a side-effect of taking antibiotics. C-Diff forms spores that are NOT killed by alcohol-based hand sanitizer.

How does having an MDRO change my care?

If a health care provider has identified you as a carrier, then the hospital will take special precautions while you are a patient to prevent the germ from spreading to others. If you have an active infection, your doctor will prescribe the proper medication.

Will my length of stay in the hospital be longer because I have an MDRO?

Patients who have an active infection may have to stay longer because the germs are difficult to treat.
According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a health care-associated infection while staying at the hospital. The chart below lists common infections and steps you can take to prevent them.

<table>
<thead>
<tr>
<th>Type</th>
<th>How It Starts</th>
<th>Symptoms</th>
<th>Prevention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catheter-Associated Urinary Tract Infections (UTI)</td>
<td>Germs enter your urinary tract while using a line to drain urine</td>
<td>• fever</td>
<td>• clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• burning</td>
<td>• keep urine bag below level of bladder to prevent backflow</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• pain</td>
<td>• don’t tug, pull, twist or bend the line</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• bloody or frequent urination</td>
<td>• secure catheter to your leg and ask every day if it’s still needed</td>
</tr>
<tr>
<td>Surgical Site Infections</td>
<td>Germs affect the site of your surgery—either on your skin or internally</td>
<td>• redness</td>
<td>• do not shave surgery site (irritation increases risk of infection)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• pain</td>
<td>• clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• fever</td>
<td>• don’t let visitors touch or dress your wound</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• drainage of cloudy fluid</td>
<td>• ask your nurse to show you how to care for your wound</td>
</tr>
<tr>
<td>Central Line-Associated Bloodstream Infections</td>
<td>Germs enter your bloodstream through a large line that’s inserted in a vein near your neck, chest or groin</td>
<td>• fever</td>
<td>• clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• chills</td>
<td>• make sure staff perform hand hygiene and wear gloves when handling the line.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• red skin and soreness at site</td>
<td>• speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• avoid touching line or letting visitors touch line</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• ask that line be removed as soon as possible</td>
</tr>
<tr>
<td>Ventilator-Associated Pneumonia</td>
<td>Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe</td>
<td>• cough</td>
<td>• clean hands before touching area</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• mucus</td>
<td>• ask if it’s safe to raise the head of your bed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• fever</td>
<td>• know how often the inside of your mouth needs to be cleaned and speak up when it hasn’t happened</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• chills</td>
<td>• ask that line be removed as soon as possible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• shortness of breath</td>
<td></td>
</tr>
</tbody>
</table>
Preparing to Leave the Hospital
Preparing to Leave

At Johnston Health, we strive to keep you informed regarding all aspects of your care, including your discharge. Our goal, along with providing excellent care, is to ensure you have a safe discharge. It is important that you and your home caregiver have received all discharge teaching before leaving. The completion of the discharge process can sometimes take several hours from the time your physician advises you that you can go home. As a team, we are working hard to keep this time to a minimum, but please know that your safety is our main concern. We appreciate your cooperation and thank you for your understanding while we prepare a safe plan for your return home.

See a sample checklist below for some steps that may need to happen on the day of your discharge:

- **Discharge information**
  - Orders must be written by your medical provider
  - Directions must be written by your caregivers
  - Discharge Summary
    - Why you were in the hospital
    - Who cared for you
    - Your procedures & medicines

- **Information for your caregivers**
  - Test results may need to be received and reviewed by your caregivers
  - Patient and family education may be needed, including a review of your medicines
  - Your caregiver may need to make follow-up appointments

- **Follow-up care instructions**
  Beyond medicine this can include:
  - Foods or activities to avoid
  - Tests or appointments
  - How to care for incisions or use equipment
  - Warning signs to watch for daily living adjustments (like how to get into bed)
  - Who to call with questions

- **Prescriptions may need to be written**
  Check the pharmacy for your new prescriptions, and have a plan to get them filled and picked up.

- **Transportation arrangements may need to be made**

- **After Hospital Services**
  Know if you’ll need support in these areas and make a plan for getting it:
  - **Personal care:** bathing, eating, dressing, toileting
  - **Home care:** cooking, cleaning, laundry, shopping
  - **Health care:** taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

- **Local resources**
  Ask your discharge planner for help finding local after-care services or other support groups that you may need.
Support for Caregivers
How to Play a Role in Your Loved One’s Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)? Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.
- What new and former medicines does my loved one need to take? Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- What health warning signs do I need to watch for and what do I do if they happen? Help your loved one by writing these symptoms down as well as the name and contact number to call.

Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

- National Alliance for Caregiving
  www.caregiving.org
- Caregiver Action Network
  www.caregiveraction.org
- Family Caregiver Alliance
  www.caregiver.org
After-Hospital Care
Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home Health Care**—care provided by professionals in your home to help maintain or restore health. Includes: home, personal and health care services.

**Independent Living**—communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation.

**Assisted Living**—individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, social activities and transportation.

**Nursing Home**—long-term care facility for those who don’t need a hospital, but can’t be cared for at home. Includes: all daily living and personal care services, and 24-hour skilled nursing care. Special units often available for people with Alzheimer’s disease or memory loss.

**Hospice**—care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

**Johnston Health Home Care and Hospice**
Johnston Health Home Care and Hospice is dually licensed to provide home health and home hospice services. We help patients recover from illness or injury in the comfort of home and help those with life-limiting illness have quality time in familiar surroundings with their loved ones.

**SECU Hospice House**
If receiving care at home is not an option, we can provide 24/7 care in the beautiful setting of our SECU Hospice House, where three levels of care are provided:

**General Inpatient Care (GIP)**—for hospice patients who need pain control or symptom management. General inpatient care is short-term care. Once a patient’s pain is managed and symptoms are stabilized, the patient must return to a hospice routine level of care.

**Residential Care**—offered to patients who are in need of routine hospice care. The patient lives at the hospice house and receives care from our staff so loved ones can enjoy time with their loved one.

**Respite Care**—short-term stay at the hospice house for patients already enrolled in a hospice program who are being cared for at home, giving at home caregivers a break.

For any questions or further information, call:

Johnston Health Home Care and Hospice - 919-938-7582 • SECU Hospice House - 919-209-5100

**Insurance Tip**
Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.
Giving Back
The Johnston Health Foundation was formed in 1992 as a non-profit organization to raise awareness and funds for Johnston Health. Contributions to the foundation are used to expand and supplement services and assistance to patients, and to fund equipment and capital needs. All gifts ultimately enhance the quality of care that Johnston Health delivers to patients and their families.

Funds
Several funds help to fulfill the foundation’s mission to help bridge the gap to provide quality health care close to home:

• **Angel Fund:** Provides assistance to oncology patients with financial hardship by providing essentials like medication, transportation to and from treatment, wigs, and prostheses.

• **Heart Fund:** Supports heart patients going through financial hardships by providing funds for medicines, life-saving devices, co-pays and medications.

• **Healthy Kids Fund:** Provides scholarships for at-risk and underserved youth ages 9-18 to participate in a 12-week fitness and nutrition program at HealthQuest Fitness and Wellness Center.

• **Hospice Fund:** Helps supplement room and board expenses and other costs of patient care so that all patients needing end-of-life care can receive it at the SECU Hospice House, regardless of ability to pay.

• **Patient Assistance Fund:** Provides financial support to Johnston Health patients with financial need. Funds are used to help pay for medication, co-pays, transportation, and supplies for diabetic and wound center patients.

• **General Fund:** Money from the General Fund can be transferred to the fund with the greatest need.

Endowments
Two endowments have been established to provide a permanent and sustaining source of annual support for the Foundation, allowing interested donors to direct their charitable dollars to make a long-term impact.

• **Johnston Health Foundation Endowment:** is an important stream of income to sustain the work of Johnston Health Foundation. Donations from hospital naming rights go to this fund.

• **Kay S. Wallace Endowment for Cancer Patient Support:** is a restricted endowment that provides long-term income to the Angel Fund for the support of cancer patients in need.

How You Can Help

• **Naming Right Gifts:** Several naming rights are available at Johnston Health and can be named in honor/in memory of a loved one or to recognize individuals, civic groups or companies.

• **Event Sponsorships:** A great opportunity to support the Foundation while connecting with the community.

• **Tribute Gifts:** Support a meaningful cause by making a gift in honor or in memory of a loved one.

• **Planned Giving:** The Foundation has various options for you to leave your legacy through a planned gift or estate plan.

• **Volunteering:** Johnston Health Foundation hosts several annual community events to support patient care. Volunteers are always needed.

Connect With Us
Online: [www.johnstonhealth.org/foundation](http://www.johnstonhealth.org/foundation)
Mail: Johnston Health Foundation, PO Box 1376 | Smithfield, NC 27577
Phone: 919-938-7348
Email: foundation@johnstonhealth.org
Facebook: @JohnstonHealthFoundation
Giving Back

Johnston Health Volunteer Opportunities

Same Day Surgery
Assist staff in greeting patients and families, give directions, keep waiting family and friends informed about the patient’s progress and relay messages from physicians to a patient’s family. Opportunities available in Smithfield and Clayton.

Gift Shop
Greet customers and offer assistance in finding items, operate the cash register, keep displays neat and attractive, answer the telephone and take gift orders. Opportunities available in Smithfield and Clayton.

Main Entrance Desk
Provide visitors with directions and general information. Escort patients and families as needed. Opportunities available in Smithfield and Clayton.

Courtesy Cart Driver
Provide transportation from customers’ vehicles to the hospital entrance and vice versa via six passenger golf cart. Opportunities available in Smithfield and Clayton.

Office Support
Variety of responsibilities, including collating patient chart materials, filing, working with computers, answering the telephone. Opportunities available in Smithfield and Clayton.

Cancer Center Volunteer
Escort patients, deliver lab bags, distribute food and beverages to patients, and sanitize equipment. Opportunities available in Smithfield and Clayton.

Emergency Department Volunteer
Assist with patients in the waiting room and with getting information back to families, keep work area clear, may transport patients in wheelchairs or stretchers. Opportunities available in Smithfield and Clayton.

Patient Ambassador Volunteer
Welcome all patients and provide assistance needed to ensure a pleasant experience. Opportunities available in Smithfield and Clayton.

Five GREAT Reasons To Volunteer

1. **Have An Impact.**
Your service has a lasting impact on our patients, families and community.

2. **Socialize**
Meet new friends through your weekly service. Enjoy the annual holiday party, recognition lunch and much more.

3. **Know That You Are Needed.**
You can serve in one of over 20 areas of the hospital, where you can contribute a unique set of skills, experiences and perspective.

4. **Gain A New Perspective**
You will see things in a new light, learn new skills, and keep existing skills sharp.

5. **Enjoy Special Benefits**
Receive a $7 meal voucher on the day you volunteer, discounts to the hospital pharmacy and to HealthQuest.

GET STARTED TODAY!
For more information, contact
Farrah Nguyen
volunteer coordinator
919-938-7117
or
farrah.nguyen@unchealth.unc.edu
Notes About My Care