



WAYNE MEMORIAL HOSPITAL

An Affiliate of Wayne Memorial Health System, Inc.



PATIENT HANDBOOK AND RESOURCE GUIDE

Wayne Memorial Hospital
601 Park St.
Honesdale, PA 18431
Web Site: www.wmh.org
570-253-8100



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Welcome to Wayne Memorial Hospital



To our Patients, Families, and Visitors,

Thank you for choosing Wayne Memorial Hospital. Your care, comfort and safety are very important to us. Our goal is to provide excellent service, and we hope you'll let us know immediately if you have any concerns during your stay. We take great pride in our healthcare team, and we offer some of the most advanced medical treatments and technology available.

In 1920, Wayne Memorial Hospital (WMH) opened its doors to meet the healthcare needs of a growing rural community. Today, our hospital is a comprehensive medical center, with a staff of more than 100 physicians, close to 700 employees and 300 volunteers, including our hospital auxiliary and our board of trustees.

To assure you of quality care, our physicians are highly qualified in each of their specialties. Most are board certified in their respective fields of training. We continually seek new specialties for our service area and work with community groups to provide resources for wellness.

WMH is the heart of Wayne Memorial Health System, a network of services that may benefit you after you are discharged from our hospital, including:

Wayne Memorial Community Health Centers	570-251-6676
Wayne Woodlands Manor (Nursing Homes Services)	570-488-7130
Wayne Health Services (Durable Medical Equipment/Oxygen)	570-253-6770
Wayne Memorial Home Health/Hospice	570-253-8431
Good Shepherd/Wayne Memorial Inpatient Rehab Services	570-253-8728
Outpatient Rehabilitation Services	570-253-7322
Cardiac Rehabilitation Services	570-253-8253

To find out more about these services, please call their respective telephone numbers or visit our website at www.wmh.org.

Please take home this booklet and share it with your family and friends. It is designed to be a resource guide for our services and our affiliates.

Your questions and comments are always welcome. Feel free to contact my office with any questions at 570-253-8273 or by email at hoff@wmh.org.

Yours in good health,

A handwritten signature in black ink, appearing to read 'D. Hoff'.

David L. Hoff, FACHE
Chief Executive Officer
Wayne Memorial Hospital

Wayne Memorial Hospital

an affiliate of Wayne Memorial Health System, Inc.

Credentials & Affiliations

- Licensed by the Pennsylvania Department of Health
- Cancer Program accredited by the American College of Surgeons
- Laboratory is accredited by CLIA and American College of Pathologists
- Mammography accredited by the American College of Radiology
- Member of the American Hospital Association
- Member of the Hospital and Healthsystem Association of Pennsylvania
- Member Hospital of the Northeast Regional Cancer Institute
- Affiliated with the Upper Delaware Cancer Center
- Affiliated with The Commonwealth Medical College
- Affiliated with Wayne Memorial Community Health Centers
- Affiliated with Wayne Woodlands Manor (nursing home services)
- Affiliated with Wayne Health Services, Inc. (durable medical equipment)
- Affiliated with Good Shepherd Rehabilitation Network
- National and State safety and quality improvement initiatives

WHAT EVERY PATIENT SHOULD KNOW ABOUT THEIR STAY

Your Admission

You may be admitted to Wayne Memorial Hospital at the Registration Desk in the outpatient lobby or through the Emergency Department. Every effort will be made to protect your privacy, as you are assigned a room and given an identification bracelet. Staff will ask you questions to help complete your medical record. This information is held in strict confidence. You will also be asked to sign forms which allow us to provide treatment while you are in the hospital.

Sometimes your admission to the hospital can be arranged in advance. We may call you for information in order to complete our files and pre-register. If you have received such a phone call, you need to come to the front desk on the day of your scheduled admission. Your paperwork will be ready and waiting for you.

Please bring any written orders from your physician. Also bring current insurance cards and any other information you may have received from your insurance company regarding this admission.

After-Hours Entry

The main entrance into the hospital is locked at 9 pm. After that time, the only way to enter the hospital is through the Emergency Department.

What to Bring

We provide personal items such as toothbrush, toothpaste, etc., but you are welcome to bring your own. Dentures, contact lenses, eyeglasses, and hearing aids should be kept in protective containers and placed in the drawer of the over-the-bed table.

Patients are allowed to bring electrical appliances to the hospital subject to a hospital safety test to ensure the safety and operation of our electrical and monitoring equipment. This includes shavers, hair dryers, or anything that must be plugged in. Battery powered equipment that does not need to be connected to the building's electrical system must also pass a safety inspection.

Valuables

Wayne Memorial recommends that patients not bring jewelry, money, credit cards, cell phones, laptop computers, or other valuables to the hospital. The hospital cannot assume responsibility for personal items or valuables kept in your room. If you must bring valuable items with you, it is recommended that you place the valuables in the hospital safe, which will be done during the admission process by a nurse or nurse aide. A receipt will be kept in your hospital chart. This must be presented to reclaim the items. In the event you want to keep your valuables at your bedside, the hospital will not be responsible for the items.

What to Expect

Your physician and healthcare team will identify, plan, and provide the care you need while you are here. As a part of your care, the staff will teach you about your illness and how to stay healthy, and plan for your care when discharged. The nursing staff includes managers in nursing, registered nurses, licensed practical nurses, nurse aides, unit coordinators, nursing students and other health professionals.

Your physician and/or a specialist prescribes your treatment, which sometimes calls for round-the-clock monitoring and testing. Your sleep is important. Our staff will make every effort to work around your periods of sleep to assure as restful an experience as possible.

Medication

It is important that we know what medications you take at home, including vitamins, minerals, food supplements, and herbal preparations. Please bring a list of all the prescription drugs and over-the-counter drugs you are taking, as well as the dosage taken.

- All medications will be supplied by Wayne Memorial Hospital. Please DO NOT take medications brought from home.
- Your medications may not be given at the same time that you take them at home. They will be given based on orders written by your doctor.
- If WMH does not carry a medication that you take at home, the doctor may order a different medication that will work in the same way.
- Ask questions about the medications given to you at WMH, especially if they look different from the ones you take at home.
- Self-administered medications (pills, creams, eye drops, inhalers) dispensed to Medicare patients admitted under observation are considered non-covered under the Medicare program and will be billed to the patient.

Allergies: It is important that your doctor and the hospital staff be told of any allergies you have to medications, foods, latex, rubber, or the environment.

Learn about your medications by asking the hospital staff questions. These same questions can be asked when you are prescribed medications after discharge:

- What is the medicine for?
- How am I supposed to take it, and for how long?
- What side effects are likely? What do I do if they occur?
- Is this medicine safe to take with other medicines or dietary supplements I am taking?
- What food, drink, or activities should I avoid while taking this medicine? When your doctor writes a prescription, make sure you can read it. If you have any questions about the directions on your medicine labels, please ask.

Discharge Procedures

Shortly after admission, your physician and other hospital staff begin planning for your discharge. If you need post-hospital care, Social Services staff will visit you to assist with discharge plans. If you have any concerns about your discharge plan, please bring them to the attention of our staff.

Your personal physician will decide when you are able to go home and will give specific instructions for your care after you leave the hospital. Your nurse will review those instructions with you before you leave. You will also be given a discharge instruction sheet listing your physician's instructions, including when you should make an appointment to be seen in the physician's office. We may assist you in scheduling this follow-up appointment. The nursing staff will also help you prepare to leave on the day of your discharge, escorting you to your vehicle after stopping at the cashier's desk.



Registration

Financial Arrangements/Health Insurance

You will be asked about your health insurance when you are admitted. Please bring your insurance cards with you.

All patients should be familiar with the terms of their insurance coverage. This will help you understand Wayne Memorial Hospital's billing procedures and charges. If your insurance requires that your care be pre-authorized, you must make sure this has been done. If you do not do this, your insurance company may refuse to pay and you will then be billed. Your doctor's office can help you with pre-authorization.

Co-payments are appreciated at time of admission. They will be expected upon discharge.

If your hospitalization is not covered by insurance or your coverage is limited, you will be billed for any uncovered charges, as well as any unpaid deductible or co-payment amounts. The hospital accepts Visa, Master Card, and Discover.

If you have no insurance, you may be eligible for Medicaid, Charity Care services, or other financial assistance programs. We can assist you with the process through our Social Services office (253-8383) or Business Office (251-6580). A deposit may be required at the time of service. Interest-free payment plans may be arranged by calling the Business Office at 253-8180.

Financial Counselors

All Registration Staff are trained to assist Wayne Memorial Hospital patients regarding their financial responsibility. Medical Assistance applications are available at any Intake Station, as well as Charity Care applications. For those who do not qualify, payment arrangements can be set up. A discount of 20% is given if payment is made at the time of service or within a 30 day period from the first statement.

Questions about billing: Hospital bills can be confusing. We try to make your bill simple, but if you have questions please call our Business Office at 251-6580

What is not on your bill: Your hospital bill does not include your doctor's fees, ambulance service, consulting physicians, radiologists, emergency room, or other medical professionals involved in your care. If you have any questions about bills from these professionals, you need to call their office or billing service.

Patient Representative

As a patient at WMH, you are entitled to contact our Patient Representative to help resolve problems or concerns that cannot be solved by the management team and staff who are providing your care. The Patient Representative can be reached by calling 253-8273 Monday – Friday 7:30am to 4pm or by asking for the Nurse Supervisor after hours.

MAKING DECISIONS ABOUT YOUR HEALTHCARE

You have the right, in collaboration with your physician, to make decisions involving your healthcare. It is our policy to respect your wishes for treatment when consistent with federal and state laws. However, there may be circumstances under which you are unable to express your wishes. States have enacted laws which allow you to protect your right to make decisions about medical treatment with a written Advance Directive. If you do not have an Advance Directive, there is a form in your admission packet with steps to guide you through the process of its completion. Our Social Services Department can also answer your questions about this form.

An Advance Directive can be either a Living Will, Healthcare Power of Attorney or a combination of both. With a Healthcare Power of Attorney, you can appoint a healthcare agent to make healthcare decisions on your behalf. With a Living Will you can express your wishes and instructions for healthcare when it is determined that you are incompetent and have an end-stage medical condition or are permanently unconscious. You also have the right to designate a healthcare representative, either in a signed written document or by personally informing the healthcare provider. If you have no Advance Directive, Pennsylvania law provides for the default designation of a healthcare representative by a priority list in the law beginning with spouse and adult child who is not the child of the spouse, then adult child, parent, adult sibling, adult grandchild and close friend.

Upon admission or as soon as possible thereafter, you should give a copy of your Advance Directive to your nurse or doctor. If it is not readily available, you will be asked about the instructions it provides for end of life care.



WHO IS TAKING CARE OF YOU?

Some of the professionals who may take care of you

Physician/Hospitalist – Wayne Memorial has in-house physicians who specialize in inpatient care and do not have outside office hours. Working with your personal healthcare provider and our hospital staff, the hospitalists direct your medical plan of care from admission to discharge. They may ask a specialist, such as a cardiologist or surgeon, to be involved in your care.

Anesthesia Staff - If you are having surgery, one of our nurse anesthetists or an anesthesiologist (physician) will discuss what you can expect before, during and after your surgery.

Nurse Manager – An RN (registered nurse) responsible for a patient care area. Coordinates the delivery of quality patient care services. Supervises activities of the unit.

Nurse – Registered – Directs and prioritizes nursing care to an assigned group of patients and participates in patient care.

Nurse - Licensed Practical – Participates in patient care and other healthcare team activities.

Nurse Practitioner – A Master’s-prepared nurse who is trained to work in collaboration with the supervising doctor. He/she may make rounds and order tests, treatments and medications.

Nurse Aide – Provides basic nursing procedures and selected additional skills based on education and training. Also provides patient transport.

Dietitian/Nutritionist – Provides services to meet your nutritional needs. Provides education for diet plans to follow at home.

Dietary Personnel – Brings your food tray.

Housekeeper – Cleans the unit and patient rooms.

Medical Laboratory Technologist – Facilitates accurate diagnoses by analyzing blood and other body fluid samples to check for disease changes and medical therapy changes, bacteria, parasites and other microorganisms.

Nuclear Technologist – Facilitates accurate diagnoses with advanced medical equipment, such as gamma cameras, to attain function images; also performs non-imaging procedures. You may see this technologist during a stress test procedure.

Occupational Therapist (OT) – Helps patients of all ages who have limited abilities establish, develop and/or maintain the ability to complete daily functions and tasks.

OT/ Lymphedema Therapist – Registered Occupational Therapist who provides one on one therapy to ease lymphedema symptoms, including massage and compression garment fitting.

Patient Accounts Representative – Works with you and your medical insurance to get your health-care claims processed.

Patient Representative – Helps patients and families with their questions and concerns through direct intervention or referrals. The patient representative is an advocate for your care and can address your concerns with administration or the healthcare staff.

Pharmacist – Reviews all medication orders for appropriateness and dispenses medications to all patient care areas.

Pharmacy Certified Technician – Delivers medications to all patient care areas and assists the Pharmacists in all medication preparation.

Phlebotomist – Collects blood sample in a clinical environment, either at bedside or in another safe medical setting.

Physical Therapist (PT) – Helps individuals who have been injured or physically affected by illness to recover or improve function, enhance strength, flexibility, range of motion, and motor control, and to reduce any pain, discomfort and swelling.

Physician Assistant – Works with a physician. They are trained to take medical histories, examine and treat patients, order and interpret laboratory tests and x rays, and make diagnoses. They also treat minor injuries by suturing, splinting, and casting.

Radiology Technician – Performs imaging studies requested by physicians to help diagnose a variety of medical issues.

Registrar/Scheduler – Accurately obtains your demographic and insurance information for registration and scheduling.

Respiratory Therapist – Assists patients with breathing treatments, equipment, and breathing exercises.

Social Worker – Helps to coordinate your care and plans for discharge, transfer, and home care services.

Speech Therapist (ST) – Identifies and treats communication problems related to language, speech and daily functions, such as swallowing.

Ultrasound Technicians – Uses sound (sonic) waves to capture images of the internal organs and tissues for the diagnosis and treatment of medical problems.

Unit Coordinator – Performs clerical duties in the nursing unit, transcribes medical orders, answers the phone, and enters data and orders into the computer.

In addition, Wayne Memorial Hospital participates in a variety of clinical educational programs with institutions in Pennsylvania, New York, and other states. Therefore, our staff may be accompanied by a student, intern or resident when they meet with you.

WHERE YOU MAY BE OUR INPATIENT CARE UNITS

Medical/Surgical Units

2-West

570-253-8222

Primarily pediatric patients, as well as medical and surgical patients.

3-South

570-253-8321

Also known as our Progressive Care Unit or PCU, this is a 27-bed unit for medical and surgical patients. This unit is also equipped to provide telemetry monitoring for cardiac patients. If ordered by your physician, you will wear a non-invasive telemetry pack which will monitor your heart rate and rhythm.

4-South

570-253-8421

This 27-bed unit provides care for adult medical and surgical patients.

Waiting Areas are available on both the third and fourth floors for use by patients and their visitors. Cell phones may be used in the waiting areas.

Intensive Care Unit

570-253-8214

Patients in the Intensive Care Unit (ICU) are seriously ill, either medically or surgically. These patients require specialized nursing care, constant monitoring and observation, and the use of sophisticated medical equipment. Nurses trained to work in ICU have advanced education, which gives them the knowledge to provide specialized nursing care.

Each room in this eight-bed unit is a private room with sliding glass doors, arranged around the nurses' station to allow for constant observation by the staff.

The ICU has its own Family Waiting Room.

Ambulatory Care

570-253-8230

Also known as our Same Day Surgery/Endoscopy unit or SDS, this 10-bed unit provides comprehensive pre-and-post procedure care to endoscopy patients and surgical patients whose discharge is planned for the same day. Highly skilled staff possess many years of perioperative experience.

Good Shepherd Inpatient Rehabilitation **570-253-8728**

Our Inpatient Rehabilitation Unit, a partnership with the nationally-recognized Good Shepherd Rehabilitation Network, offers a full service rehabilitation program including physical, occupational, and speech therapies, rehab nursing, and discharge planning under the direction of a physiatrist (a physician who specializes in rehabilitative medicine). Our Inpatient Rehabilitation staff is dedicated to helping people regain their independence and be as functional as possible when they leave the unit.

New Beginnings Birthing Suites **570-253-8366**

This unit is staffed with certified personnel and equipped to care for the special needs of women, new mothers, and newborns. In addition to obstetricians, the hospital utilizes certified nurse midwives to provide services to the mother and pediatricians to provide services to the newborn.

Wayne Memorial Hospital is pleased to have one of the lowest c-section rates in the state of Pennsylvania.

Facilities for birth include five tastefully decorated birthing rooms. Active participation by the father or support person in labor and delivery is encouraged, as well as liberal visiting privileges. Every effort is made to make the first few days of an infant's life as joyful as possible — an experience to be shared by members of the immediate family.

New parent confidence is enhanced with pre- and post-natal care classes taught by certified perinatal educators and certified lactation consultants.

We also provide education on topics regarding women's health issues, including menopause, hormone replacement therapy, and osteoporosis.

Women having gynecological or mastectomy surgery may also be cared for in the New Beginnings Unit after their surgery.

Sleep Disorders Center **570 - 253-8727**

A specially designed facility where sleep studies, called polysomnograms, are conducted to diagnose up to 85 different sleep disorders in adults.



Good Shepherd Inpatient Rehabilitation



New Beginnings

ACCOMMODATIONS

Your Room

Making and Receiving Telephone Calls

Each patient room is equipped with a telephone, with local calls free of charge.

- To make a telephone call within the hospital, dial the last four digits of the telephone number.
- To make a local call, first dial "9" then the phone number.
- To make a long distance call, you must use a credit card, a calling card, or call collect Dial "9+0" then the area code.
- To Call Patient Rooms - To dial a patient's room directly, dial 253-8 plus the 3-digit room number. For example, a patient's number in Room 412 would be 253-8412.

Each patient phone is direct dial; please let your family know your phone number. In the ICU and the Labor & Delivery area, all phone calls are directed to the Nurses' Station and forwarded by the staff.

Television

Cable television service is available FREE in your room. The television can be operated from your bed. Please be considerate of your roommate if he/she is sensitive to the volume as well as early morning or late night television viewing.

Wireless Internet Service

Wireless internet service is available throughout the hospital. Please note that this is an unsecured service and you will be asked to agree to certain restrictions on the use of this service.

Cellular Telephone Usage

Cell phones are allowed in the front lobby, cafeteria, and all waiting rooms. Usage in other areas of the hospital is prohibited because it may interfere with sensitive medical monitoring equipment.

Tobacco-free Environment

As stated in the Visitor Information section and in the brochure in your admission packet, and in keeping with our mission to provide quality healthcare, tobacco use is not permitted at Wayne Memorial Hospital. This applies to all employees, volunteers, physicians, visitors and patients.

We are not asking you to quit smoking, although we strongly recommend it for your health and the health of others. We are asking you not to smoke while on Wayne Memorial Hospital property. To receive information on how to quit or curb the use of tobacco products, please contact our Community Health Department at 253-8990 or the free Tobacco Quitline at 1-877-724-1090. We appreciate your cooperation and assistance in providing a healthy environment to everyone who visits our facility.

FOOD SERVICE

Restricted Diets

We wish to provide meals to meet your preferences. A diet change, however, may not be possible due to your doctor's order. Your doctor may also ask that a Registered Dietitian counsel you on your prescribed diet. You can ask to have the Registered Dietitian visit you at any time during your stay — just ask your dietary aide or your nurse to arrange this.

Special Requests

Each unit is supplied with soda crackers, graham crackers, milk, instant coffee, tea, juice, and sweeteners. If these items are not restricted by your diet, please ask your nurse for any of these items.

HOSPITAL AMENITIES

Finding your way around

Finding your way around the hospital campus can be confusing at times. All areas of the hospital are clearly marked with overhead, wall, and elevator signs. You may also stop at the volunteer desk in the outpatient lobby or the front entrance desk and ask for assistance. In addition, each of our staff members will be happy to assist you

ATM

An automatic teller machine, available 24 hours a day, is located in the front lobby near the Hospital entrance.

Cafeteria & Vending Area

A cafeteria and vending machines are available for visitors. The cafeteria is located on the main floor of the hospital with normal hours of operation from 7am – 6:30pm daily. Major credit cards are accepted.

Vending machines are located near the cafeteria, opposite the patient-floor elevators marked "B" and in the ER waiting room.

Flowers and Mail Delivery

Mail is delivered daily to patients on the Medical-Surgical Units and New Beginnings Birthing Suites by staff or volunteers. In the Intensive Care Unit, the mail is delivered daily to the nursing station, and staff delivers the mail to the patient/family.

All mail received after a patient's discharge will be forwarded to the address provided to us upon hospital admission.

Local florists typically provide their own delivery person. Flowers are brought to the switchboard in the

front lobby and delivered to the unit by staff. Flowers may also be purchased at the hospital gift shop and will be delivered to patient rooms.

Gift Shop

The Gift Box, the hospital gift shop operated by the Wayne Memorial Hospital Auxiliary, is located in the front lobby area, near the switchboard. It is staffed by volunteers. All proceeds benefit the hospital and its services.

While the Gift Box is usually open everyday, please call for hours 253-3101. If there is no answer, it may be closed at that time. You may confirm by calling the switchboard operator at 253-8100.

Interpreter Services

Professional interpreter services may be obtained when necessary for patients who speak a foreign language or are deaf. Communication boards are available for patients who can identify pictures that describe their needs or symptoms. Please contact Social Services at 253-8383 or a staff member if any of these services are needed.

Newspapers

Newspapers may be purchased at coin-operated newspaper machines located at the main entrance of the hospital.

Public Restrooms

Patient restrooms are only for patient use. Public restrooms are available on each floor of the hospital. Ask staff for their location. Barrier-free restrooms are available on the first floor near the front lobby, outpatient lobby and in the Emergency Department.

Spiritual Care Services

Wayne Memorial Hospital's nondenominational Chapel is located across from the elevators on the second floor. The Chapel is open to all patients, visitors, families, and friends 24-hours a day, seven days a week.

Upon registration, you will be asked if you would like your spiritual care needs to be met while you are in the hospital. To assure that your clergy visit you during your hospital stay, you or a family member should contact them.

Telephone numbers of churches and clergy are available at the registration and information desk areas in the outpatient lobby.

In the event that a patient's church or clergy is not on our list, staff may assist in notifying the patient's designated church to provide spiritual care.

Your Satisfaction

Wayne Memorial Hospital is always striving for excellence in our service to our patients. Our goal is to make sure you and your families always receive very good care from our healthcare team.

If we are not meeting your expectations, let us know while you are in the hospital.

Talk to any member of your healthcare team if you believe we can do something to improve your experience at the hospital. Call Administration at 253-8273 to provide us further feedback or to ask for assistance. We want to know the following:

- If someone has done an outstanding job
- If you have concerns about the care you or your family member is receiving
- If you have questions that are not getting answered by your healthcare team
- If we are not providing you with excellent service

You are encouraged to speak up! Your input will help us serve you better and/or recognize the outstanding service that individuals on our healthcare team provide on a regular basis. At Wayne Memorial, YOU come first.

Patient Satisfaction Surveys are sent out on a random basis to collect information about patients' impressions of their hospital experience. These important surveys are used to acknowledge departments and staff that are doing a fantastic job and also to look for areas for improvement throughout the hospital. Soon, these surveys will also be used by Medicare as part of its reimbursement structure for payment to hospitals. The surveys help us compare ourselves to other hospitals both regionally and throughout the nation, so please take the time to participate if you receive a survey.

Our Service Priorities for Your Care

Always & Very Good

Several service priorities have been established with our staff at the Hospital to make your experience with us the best it can be—**always satisfying, always very good**. Help us address these priorities by participating in your care. Notepads entitled “Questions to ask; Answers to remember” are available for your use.

- **Excellent nurse and doctor communication with you and your family about your course of treatment**

Tell us if you are not always treated with courtesy and respect and listened to carefully or if we have not explained things in a way you could understand. Very good communication is key to the healing process.

- **Cleanliness of your room**

Please let our housekeepers know if there is anything we missed while cleaning your room. We always receive top ratings in this area and our staff takes pride in keeping it that way.

• Quietness and restfulness of your experience in the hospital

Sometimes, it is not possible to keep your door closed at night because of clinical issues or concerns. Your sleep may have to be interrupted for medication or laboratory tests. We apologize in advance for these issues and strive to make your night-time hours as restful as possible. If the area around your room is not always as quiet as possible, please give us the opportunity to do our best to accommodate you.

• Responsiveness of staff

If you need immediate attention in getting to the bathroom or using a bedpan, please use your call button. Our priority is to always respond as soon as you need us. To enhance response to other needs or queries, our nurses engage in periodic rounding.

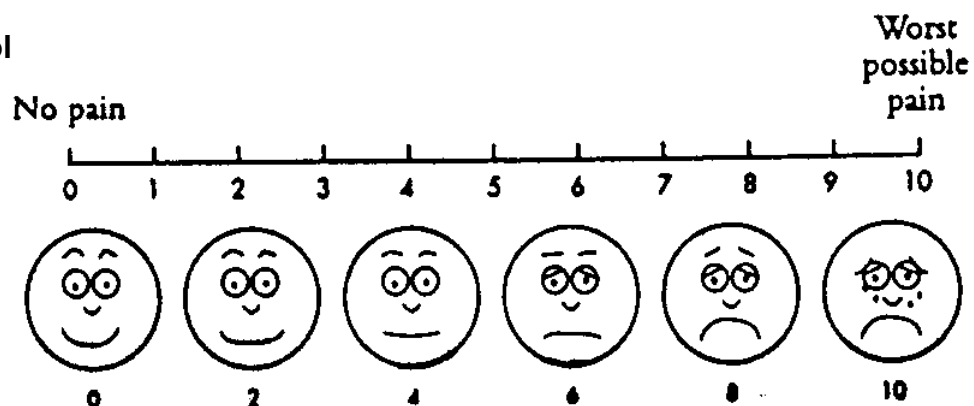
• Pain Management

Pain control is important for your recovery as well as for your comfort. Pain can affect your activity, appetite, sleep, energy, mood and relationships. Although you may not be totally pain free at all times, when your pain is controlled, you can enjoy greater comfort while you heal, and you may leave the hospital sooner.

- Ask your doctor or nurse what to expect regarding pain and pain treatments
- Discuss pain relief choices with your doctors and nurses
- Work with your doctor and nurse to develop a pain relief plan
- Help your doctor and nurse measure your pain by using our pain assessment tool
- Ask for pain relief when it first begins
- Tell your doctor or nurse about any pain that will not go away
- Talk to your doctor or nurse about any worries you have about taking pain medication
- Expect to be asked about your pain and to be informed about pain relief measures
- Expect to be cared for by a committed staff concerned with preventing and managing pain
- Expect that your healthcare professionals will try to respond quickly to your reports of pain
- Expect that your doctor will use appropriate methods to deal with your pain
- Expect reasonable access to professionals who are committed to pain relief

The best way we will know you are having pain is by you telling us. We need to know how your pain feels (achy, throbbing, burning, stabbing, pressure) and how much it hurts in order to always provide effective pain control. We may ask you to rate your pain by using this scale:

• Pain Assessment Tool



This scale helps us to know how to treat your pain and will let us know how the pain medication is working.

- **Communication about medications**

Ask questions, e.g., did staff explain why new medications are being given and describe their potential side effects? Again, if you have any medication questions, please let us know.

- **Discharge Information**

Please make sure you understand your discharge instructions and know what symptoms or health problems to look out for after you leave the hospital. If you have any concerns about your discharge plan and the help you will need after discharge, please bring them to the attention of our staff.

- **Overall rating of our hospital**

We hope you are always given very good, “top notch” care and excellent service during this hospital stay. If you are not able to definitely recommend Wayne Memorial as a result of your experience, please tell us what we can do now to make your visit more satisfactory. Please let everyone know how good your experience was at the Hospital and be sure to complete a survey if sent to you.



ICU Nurses' Station

Your Safety

Patient Safety is a priority in all hospitals across the nation and here at Wayne Memorial Hospital. Everyone has a role including physicians, employees (front-line and behind-the-scenes) board members and you as the patient. Don't be afraid to "speak up" if you don't understand or if something doesn't seem quite right about your care. Educate yourself, ask us for additional information, know your medications and participate in decisions about your treatment.

Our staff is also encouraged to tell us about their concerns and recommendations for improving patient safety. A team of professionals from many areas of the hospitals meet monthly to coordinate patient safety activities in both inpatient and outpatient service areas.

Your concerns regarding patient safety issues may be reported to the PATIENT SAFETY OFFICER, ext 8276.



Bedside Medication Verification

Patient's Rights and Responsibilities

As a healthcare facility, we are committed to your right for delivery of quality medical care and to a stay as pleasant as possible. It is our goal to provide medical care that is effective and considerate within our capacity, mission, and philosophy, applicable law and regulation. In turn, we expect you as a patient to act responsibly while at Wayne Memorial Hospital.

A Statement of Patient Rights and Responsibilities” has been included in your admission packet. Please review for more information. It is also available from Social Services at 253-8383 and Administration at 253-8273.

Visitor Information

Wayne Memorial recognizes that a patient's family and friends can contribute greatly to the healing process. Our hospital is open to visitors at any time.

Open visitation 6 am – 9 pm
Visitation with a pass 9 pm – 6 am

- Patients choose who may visit them during their hospital stay and have the right to withdraw consent to visitation at any time.
- The healthcare team may limit visitors allowed at a patient's bedside. Three visitors at a time at a patient's bedside—two for Intensive Care and Telemetry—is preferred. Special rules may apply to other specific units as well.
- Please wash hands upon entering AND leaving the room. Hand sanitizer canisters are mounted in patient rooms and waiting rooms.

Please refer to our brochure for more visitor information. It is included in your Admission packet.

Please note that Wayne Memorial Hospital is a tobacco-free campus. No smoking is permitted. Thank you, your family and other visitors for your cooperation!

WHEN YOU LEAVE THE HOSPITAL

Before You Leave

- Please check the closet, bedside furniture, and bathroom for personal items.
- Withdraw any personal items or valuables you had stored in the hospital safe.
- Make sure you have received all prescriptions from your physician and understand the instructions about your medication or diet to be followed at home. For your convenience, your prescriptions can be filled at our Outpatient Pharmacy before you go home. The Outpatient Pharmacy is open Monday through Friday from 8 am to 4:30 pm. Please ask your nurse for assistance.
- Request that all medications brought from home and placed in the pharmacy for safekeeping be returned to you.
- Make sure you understand all of your discharge instructions about medications, diet, exercise and any restrictions on activities of daily living. It is very important to comply with your discharge instructions to return to your maximum health status.
- If you receive a survey about your hospital experience, your response would be very helpful. If you cannot give your experience the highest rating, please let us know while you are here. You are welcome to call the Patient Representative in Administration at 253-8273 to tell us about your experience.

We wish you a speedy recovery

If you return in the future, even just to visit, you'll be welcomed as a friend by all of us at Wayne Memorial Hospital. We truly hope you had an excellent experience with us.



Hospitalists

RECOVERING AFTER YOUR HOSPITAL STAY

You will either be discharged home, to another facility such as a nursing home or inpatient rehabilitation hospital, or to a swing bed program.

If you need additional healthcare services, you have many choices in the area. Here are some of the most common post-acute/followup services offered by Wayne Memorial Health System.

Home Care Durable Medical Equipment

Your physician may order medical equipment or supplies to continue or assist in your home care. You may choose from whom you wish to rent or purchase this equipment. Wayne Memorial is affiliated with Wayne Health Services.

Wayne Health Services - a Joint Commission accredited provider offering a vast supply of home medical equipment, including wheelchairs and other assistive devices, oxygen equipment, diabetic shoes and humidifiers. Staff is available for free consultation in the privacy of your own home. Located at the Stourbridge Mall on Maple Avenue, Honesdale, 570-253-6770. Also offers Personal Alert Systems with 24/7 monitoring, connected to a Response Center.

Home Healthcare

Even though your physician has discharged you from an inpatient setting, you may be prescribed continued care to be received at your home. Your social worker can make arrangements for you to receive home care or private duty services.

Home care services can be useful for conditions such as chronic illness management, recovery from surgery, major medication changes or education toward self-care. Private duty staff helps with long-term self-care needs.

We hope you choose **Wayne Memorial Hospital's Home Health Services**. Please call 570-253-8431 or 1-800-675-3003 toll-free or visit www.wmh.org for more information. Wayne Memorial Home Health serves both Wayne and Pike Counties.

Inpatient Rehabilitation Services

If you are prescribed an inpatient physical, occupational or speech therapy program, we hope you choose the **Good Shepherd Wayne Memorial Inpatient Rehabilitation Center**. Under the medical direction of a physiatrist (a doctor who specializes in inpatient rehabilitative medicine), the unit is focused on helping patients achieve their highest level of independence and function in all aspects of daily living, including physical, emotional and social issues.

Services are provided by specially trained staff in a comfortable space. Please call 570-253-8728 for more information or to arrange a tour or visit www.wmh.org.

Chemotherapy

Our **Chemotherapy and Infusion Clinic** is headed by a board-certified hematologist/oncologist. Our Cancer Program is accredited by the American College of Surgeons' Commission on Cancer. 570-283-8398

Long-Term Care Services

Wayne Memorial offers a comfortable and safe long-term care option.

Wayne Woodlands Manor, Waymart – A 121-bed skilled nursing facility offers high-quality medical, restorative and rehabilitative care. Wayne Woodlands staff of registered nurses, nurse aides and therapists use a holistic, interdisciplinary approach. Each person is treated with respect and dignity and encouraged to be independent in thought and action. Activities, including gardening, are offered, along with meal choices. Please call 570-488-7130 for more information or to arrange a tour.

Outpatient Rehabilitation

Wayne Memorial Hospital Rehabilitation Services offers a full range of rehabilitation services including Audiology, Physical Therapy, Occupational Therapy and Speech Therapy. Our Rehabilitation Services also has a certified lymphedema therapist.

Route 6 Mall, Honesdale	570-253-7322
Stourbridge Mall Outpatient Services	570-253-7325
Milford Outpatient Center	570-296-6358
Wayne Memorial Hearing Solutions, Honesdale	570-253-7323

Radiology

Our full-service **Radiology Department** offers advanced diagnostic and therapeutic services.

- CT – scan, state-of-the-art 64-slice computerized tomography scanner
- MRI – Magnetic Resonance Imaging
- Digital Mammography in a private Women’s Imaging Suite in Honesdale. Mammography services also available in Lords Valley, Pike County
- X-ray in Honesdale, Waymart and Lords Valley
- 3D/4D Ultrasound
- Bone Densitometry
- PET/CT Scan

Our radiology tests are interpreted by Foundation Radiology, a group of 50+ board-certified radiologists who also offer subspecialty, interventional radiology interpretations.

Radiology Services are available at three convenient locations:

- Wayne Memorial Hospital (570-253-8124)
- Pike County Medical Center (570-775-4278)
- Waymart Medical Center (570-488-9580)

Call 570-253-8124 or visit www.wmh.org/Patients & Visitors, Health & Medical Services, Imaging/Radiology.



Mammography

Laboratory Services

Your physician may want to monitor your progress by performing lab tests after your discharge.

Wayne Memorial Hospital's **Laboratory Department** has seven convenient blood draw stations, no appointments required.

HONESDALE

Wayne Memorial Hospital
601 Park Street, Honesdale
570-253-8127

Wayne Memorial Outpatient Services
Route 6 Mall, Honesdale
570-253-7322

HAMLIN

Women's Healthcare Center
Route 191, Hamlin
570-689-4670

LORDS VALLEY

Pike County Medical Center
Route 739, Lords Valley
570-775-4278

TAFTON

Pinnacle Health Partners, Inc.
Route 507, Tafton
570-470-2705

WAYMART

Waymart Medical Center
Woodlands Drive, Waymart
570-488-9580

LAKE COMO

through our affiliate WMCHC
Northern Wayne Family Health Center
412 Como Road, Lake Como
570-798-2828



PATIENT & FAMILY HEALTH EDUCATION

Providing health education is an important part of patient care at Wayne Memorial Hospital. During a hospital stay, education will be provided by nursing staff, registered dietitians and other healthcare providers.

Wayne Memorial Hospital's **Community Relations Department** regularly sponsors health education seminars for community groups and the public at large.

- Health Fairs
- Health Screenings
- School-based education programs, including Together for Health for 7th and 11th grade area students
- Smoking cessation courses
- Diabetes education classes

Support Groups

Stroke • Diabetes • Suicide Loss • Compassionate Friend
Look Good, Feel Better, an American Cancer Society program for cancer patients

Visit [www.wmh.org/Community Services/Calendar of Events](http://www.wmh.org/Community%20Services/Calendar%20of%20Events) for more information.

Physician Referral

570-253-8990



Diabetes Program

OTHER SERVICES

WAYNE MEMORIAL HEALTH SYSTEM, INC.

Cardiology

570-253-8203

A full array of services, including EKG (Electrocardiogram), Cardiac Stress Testing, Holter Monitor and Echocardiology procedures. Our highly trained staff performs both treadmill and non-treadmill (Lexiscan) stress testing.

Cardiac Rehabilitation

570-253-8253

This medically-supervised, fully accredited program is designed to improve the health and well-being of anyone who has experienced a heart event. Team includes a physician, registered nurse, and exercise physiologist.

Regional Wound Care Clinic with Hyperbaric Medicine 570-251-6644.

Team includes registered nurses with wound-care certification, surgeons, podiatrists and other medical personnel. Non-healing wound debridement and other techniques, include hyperbaric oxygen treatment. Hyperbaric Oxygen (HBO) therapy improves wound healing in many patients with poor perfusion or compromised oxygenation.

Nutrition Services & Diabetes Education

570-253-8164

Registered dietitians provide one-on-one counseling. Our Certified Diabetes Educator Carol Kneier has been teaching diabetes management classes for more than a decade. Services are offered in Pike and Wayne Counties.

Wayne Memorial Hearing Solutions

570-253-7323

A highly trained audiologist performs testing in an advanced multi-sound, interactive environment and offers a variety of hearing aids and hearing assistive devices, many at discounted prices. Staff is dedicated to restoring quality of life through effective hearing healthcare. Located at 909 Main Street, Honesdale.

Wayne Memorial Hospice

570-253-8431

An interdisciplinary team approach to helping patients live life to the fullest as they approach end-of-life due to a terminal illness. Medical Director is certified in Palliative Medicine.

FORMS/Health Information

570-253-8263

WMH's Medical Records Department has advanced electronic medical recordkeeping and retains complete detailed records of patients' treatment. Copies of your personal records are available. A Release of Health Information form, along with a form for the Authorization for Treatment and Surgery can be found on the home page of www.wmh.org

Volunteer Services

570-253-8737

Come volunteer with Wayne Memorial! Any amount of your time is welcome. Volunteers provide clerical duties, errand running, patient transport, mail and flower delivery and other services that are essential to making our hospital convenient, safe and friendly.



Cardiac Rehabilitation

WAYNE MEMORIAL

COMMUNITY HEALTH CENTERS

Wayne Memorial Community Health Centers is a federally qualified health center, supported in part by a federal grant. It serves the under-and-uninsured, as well as the privately insured. The Centers also offer a sliding-fee scale for those who qualify.

Outpatient Primary Care

Honesdale Family Health Center	570-252-6672
Waymart Family Health Center	570-488-9770
Pike County Family Health Center	570-775-7100
Northern Wayne Family Health Center	570-798-2828

Dental Services

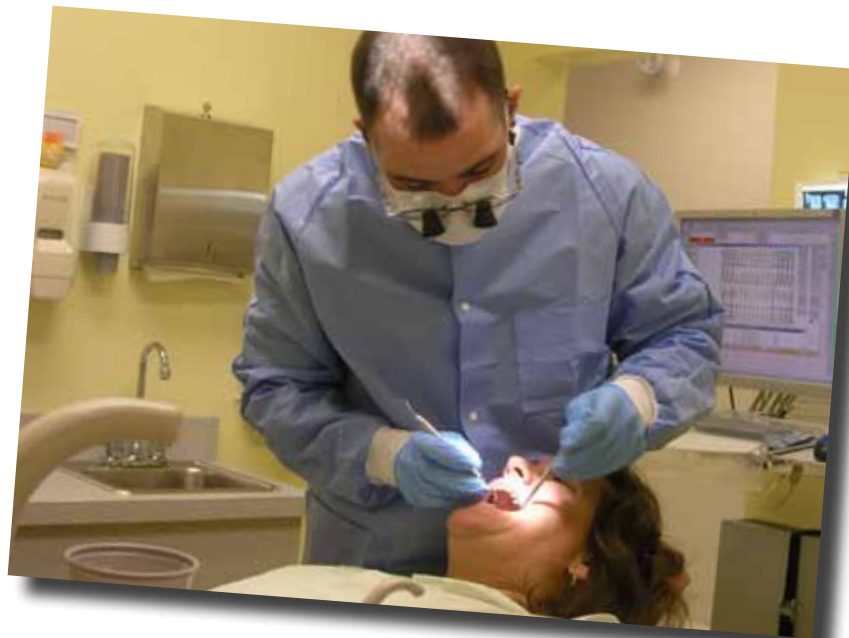
Together for Health Dental Center	570-251-6534
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Behavioral Health

Behavioral Health Center	570-252-8219
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Women's Healthcare

Women's Health Center	570-253-3005
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Dental Center

TELEPHONE DIRECTORY

The main telephone number for Wayne Memorial Hospital is 570-253-8100

The following is a list of services provided by the Hospital and/or Health System affiliates that may be helpful to you during your stay or after discharge. (You only need to dial the last 4 digits if calling from the hospital.)

Audiology	253-7323
Blood Disorders	253-8398
Business Office	251-6580
Cardiac Rehabilitation	253-8253
Cardiology Services	253-8203
Cast Care Clinic	253-8129
Childbirth Education	253-8366
Chemotherapy	253-8398
Community Relations	253-8990
Dental Clinic	251-6534
Diabetes Education	253-8149
Gift Shop	Ext. 3101
Good Shepherd/Wayne Memorial Inpatient Rehabilitation Service	253-8728
Health Education	253-8422
Health Information/Medical Records	253-8263
Hearing Aids	253-7323
Hearing Solutions	253-8920
Home Health/Hospice	253-8431
Inpatient Rehabilitation	253-8728
Laboratory	253-8127
Long-Term Care	488-7130
Lymphedema Service	253-7322
Maternity Services	253-8366
Medical Equip/Oxygen	251-6770
Nursing Units:	
Fourth Floor	Ext. 8421
Third floor	Ext. 8321
Second Floor	Ext. 8222
Ambulatory Care	Ext. 8230
ICU	Ext. 8214
New Beginnings	Ext. 8366
Nutritional Counseling	253-8164
Occupational Therapy (outpatient)	253-7322
Oncology Clinic	253-8398
Patient Education	253-8270
Patient Representative	253-8273
Patient Safety Officer	253-8276

Physical Therapy (outpatient)	253-7322
Physician Referral	253-8990
Pulmonary Medicine	253-8643
Radiology	253-8124
Rehabilitation	253-7322
Scheduling (Central)	251-6689
Security	253-3153
Sleep Medicine	253-8643
Social Services	253-8383
Surgery Service	253-8110
Utilization Review	253-8252
Wayne Memorial Community Health Centers	
Behavioral Health	253-8219
Honesdale FHC	251-6672
Northern Wayne FHC	798-2828
Pike County FHC	775-7100
Together for Health Dental Services	251-6534
Women's Healthcare Center	
Honesdale	253-3005
Lords Valley	775-8838
Hamlin	689-9965
Waymart	253-3005
Wayne Health Services	
(medical equipment)	253-6770
Wayne Memorial Health Foundation	253-8272
Wayne Woodlands Manor	
(Nursing Home)	488-7130
Wound Care Clinic	251-6644
Volunteer Services	253-8737



Wayne Memorial Hospital C.A.R.E.S.

Our Mission Statement

Wayne Memorial Hospital provides quality healing and comfort
to those in need guided by
Compassion, Advocacy, Respect, Excellence and Service.

THANK YOU

We appreciate your choosing Wayne Memorial Hospital for your healthcare needs. If you receive a survey about our services, we hope you will be able to rate us ***Always & Very Good.*** Again, thank you for considering using us and our ancillary and affiliated programs.

To learn about supporting our current needs through annual, memorial or honorary gifts and future needs with charitable gift annuities, trusts, and bequests visit the Wayne Memorial Health Foundation at www.wmh.org or call 570-253-8272.



WAYNE MEMORIAL
HOSPITAL

An Affiliate of Wayne Memorial Health System, Inc.

601 Park St.
Honesdale, PA 18431

Telephone: 570-253-8100

Website: www.wmh.org

Follow us on Facebook as Wayne Memorial Health System

