

Welcome to Mobile Infirmary. We are pleased that you and your physician have selected us to provide your medical care. If you have any questions or concerns, please don't hesitate to ask your physician or your nurse.

PATIENT SAFETY

Please follow these guidelines to help provide a safe environment during your hospitalization:

- Tell caregivers about your medical history, allergies, medications you are taking and existing health conditions such as diabetes.
- Provide a list of your current medications, including herbal supplements, vitamins and over-the-counter products. Do not take medications or products from home while at the hospital unless instructed by your nurse or physician.
- Ask questions about your treatment plan, tests, procedures, medications and discharge instructions. A pharmacist is available to provide information about your medications.
- Ask caregivers to identify themselves before they give medication to you or begin a treatment. All employees are required to wear hospital-issued photo identification badges.
- Your nurse explains medication side effects. Tell your caregivers if you believe you are experiencing side effects.
- Your caregiver asks your name and checks your armband to verify your identity.
- Remind physicians, caregivers and visitors to wash their hands before caring for you or your child. Clean hands help protect you from germs.
- Request assistance from a caregiver before getting out of bed in order to prevent the risk of a fall.
- Do not leave the nursing unit without permission from your nurse.
- Speak up if a situation feels unsafe or seems out of the ordinary.

If you perceive a safety risk and have suggestions for improving safety in the hospital, please call ext. 5705.

RAPID RESPONSE TEAM

This team is available to provide additional medical assistance if an unexpected change occurs in the patient's condition. If you have a medical concern, please follow these steps:
1. Contact your nurse immediately.
2. If you desire additional assistance, please dial ext. 3377.

FALLS PREVENTION

Help us to ensure your safety and the safety of your loved ones in the prevention of falls. Fall prevention information is provided on each nursing unit, please become familiar with the measures you can take to help prevent falls, such as: sitting with the patient, calling staff for assistance to the restroom and making sure staff are notified when you leave the patient unattended.

CASE MANAGEMENT

Case managers and social workers are available at ext. 3509 to assist you and your family with social, emotional, insurance or discharge needs. They are available to discuss the help you may need when you leave the hospital.

MOBILE INFIRMARY VISITING HOURS

General visiting hours are from 8 a.m. until 8:30 p.m. Our medical staff recommends that visits from friends and relatives be limited to 20 minutes. Children under 12 years of age must be accompanied by an adult. Family Plaza "quiet time" hours for mom and baby are from 1 p.m. to 3 p.m. daily. Information concerning the visiting hours of specialty areas is available at the nursing station. Visitation privileges are not restricted, limited or otherwise denied on the basis of race, color, national origin, sex, gender identity or sexual orientation.

INTENSIVE CARE UNIT VISITING GUIDELINES

Visiting is encouraged from 8 a.m. until 8:30 p.m. Visitors arriving at or after 8:30 p.m. should register in the lobby before proceeding to the patient's room. Visitors are important to the patient's well-being and recovery, however for the comfort and safety of your loved one, please follow the following guidelines:

- Visits are limited to two people at a time;
- Family members may rotate during visits;
- Children under the age of 14 are not allowed in critical care areas. (Special permission must be granted by the nurse in charge);
- Please limit cell phone usage;
- Visits may be interrupted or postponed if the patient requires special care, or if there is a medical emergency in the unit.

J.L. BEDSOLE/ROTARY REHABILITATION HOSPITAL VISITING GUIDELINES

General visiting hours are from 8 a.m. until 8:30 p.m. However, patients are normally in therapy sessions Monday through Saturday from 8:30 a.m. to 4 p.m.

PSYCHIATRIC SERVICES VISITING GUIDELINES

The following visiting guidelines are observed so that visitations do not interfere with the patient's participation in the treatment program.

General Psychiatric Unit (5100's)

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| Monday through Friday | 5 p.m. - 6 p.m. |
| Saturday and Sunday | Noon - 1 p.m., 5 p.m. - 6 p.m. |

Geriatric Unit (5200's)

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|-----------------------|-----------------------------------|
| Monday through Sunday | Noon - 1 p.m., 5 p.m. - 6 p.m. |
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SMOKING/TOBACCO POLICY

Mobile Infirmary is a tobacco-free campus. The use of smoking or tobacco products is not permitted on any Infirmary Health properties.

FOOD SERVICE

Please tell your doctor or nurse about any special food needs or intolerances that you may have. You can select your meals from a menu for the type of diet that your doctor prescribed. A dietitian may provide special nutrition education before discharge. For family members and other visitors, the Oakhill Café is located on the ground floor and is open from 6 a.m. to 8 p.m. Au Bon Pain bakery and café located in the atrium, is also open from 6 a.m. to 2 a.m.

TELEPHONES

- Local calls: dial 9 plus the seven digit number;
- Long distance calls: dial 9 – 0 – the area code; and number. Please note you will be responsible for long distance charges.
- Patient rooms: dial 435 plus the patient room number between the hours of 6 a.m. - 10 p.m. Patients will not be able to receive calls from 10 p.m. to 6 a.m.
- Courtesy telephones are located in the atrium, in the waiting areas and in several other locations on each floor;
- Arrangements may be made for alternative means of communication by calling the Guestline at ext. 2020;
- Cell phones may not be used within arm's reach of medical devices.

GUESTLINE

Patient satisfaction is our priority, and we anticipate that you will be pleased during your stay. However, if you experience any dissatisfaction or have concerns about your care, please call the Guestline at ext. 2020. We wish to address any issues before you leave the hospital.

PATIENT QUESTIONNAIRE

After being discharged, you may receive a telephone call from our survey vendor, J.L. Morgan & Associates, asking you to rate your hospital experience. We encourage you to take the time to complete the survey as your feedback gives us the opportunity to recognize our staff and address any areas of opportunity for improvement. Your satisfaction is our expectation and priority.

TELEVISION

- Healing Channel—On-demand health education programming is designed to help you learn more about your health. Your nurse can recommend programs based on your health needs. To access the program, dial extension 7250 on your telephone and follow the voice prompts.

GAILLARD'S GIFT SHOP

Gaillard's Gift Shop offers such items as plants, flowers, cards, collectibles, jewelry, baby items and toiletries. Room delivery is available upon request by calling ext. 2242 or online at mobileinfirmary.org. Gift shop hours are 8 a.m. to 8 p.m., Monday through Friday; 9 a.m. to 5 p.m. on Saturday and noon to 5 p.m. on Sunday.

GET WELL E-CARDS

Electronic greetings may be sent through the hospital website, mobileinfirmary.org, at no charge to the sender. Messages are printed on cards and delivered to patient rooms by our volunteers.

NEWSPAPER DELIVERY

The *Press-Register* and *USA Today* can be purchased and delivered upon request. Please call the Gift Shop at ext. 2242 to receive a newspaper.

TELEPHONE EXTENSIONS

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|------------------------------|----------|
| Main Hospital/Operator | 2400 |
| Admitting | 2547 |
| Billing Inquiries | 3541 |
| Childbirth Education..... | 2000 |
| Financial Counseling | 2547 |
| Gift Shop | 4438 |
| Guestline | 2020 |
| Guesthouse | 4801 |
| Infirmary Home Care | 450-3300 |
| Infirmary Home Medical | 478-5111 |
| Pastoral Care | 4003 |
| Protective Services..... | 3560 |
| Quality Management..... | 5705 |
| Rapid Response Team..... | 7788 |
| Valet | 7400 |
| Volunteers..... | 2187 |

MAIL

Patient mail is handled by the nursing staff. A nurse makes sure that your letters are mailed. Mail received after your discharge is forwarded to your home. Please inform your family and friends of our mailing address for prompt delivery of your mail:

Mobile Infirmary
Attention: patient name
P.O. Box 2144
Mobile, AL 36652

PASTORAL SERVICES

Our chapel is located on the first floor near the front lobby and is open at all times for meditation and worship.

- Chapel service is held each Thursday at 9:30 a.m.;
- If you want the chaplain or a clergy member to visit you while in the hospital, contact the hospital chaplain at ext. 4003;
- Contact the Guestline at ext. 2020 if you would like a Bible delivered to your room.

INFIRMARY GUESTHOUSE

The Infirmary Guesthouse is located within the hospital. The Guesthouse accommodates out-of-town and/or extended stay families of inpatients. Patients are not permitted to stay in the guesthouse prior to or after procedures. You may obtain more information or make reservations at the information desk in the Atrium or by calling ext. 4801, Monday through Friday from 6:30 a.m. to 8 p.m., and on weekends from 8 a.m. to 3 p.m.

VALET PARKING

We offer complimentary valet parking at the main entrance of the hospital. This service is available to all patients, families and guests from 6 a.m. until 6 p.m., Monday through Friday. We encourage you to take advantage of this free service, especially on the day of discharge.

More, devoted to your care.

