

Welcome to Thomas Hospital. For more than 50 years, we have provided excellent patient care and compassionate service that has earned us the distinction as one of the nation’s 100 Top Hospitals® by Thomson Reuters. 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 nurse.

WE BELIEVE OUR PATIENTS DESERVE:

- To feel welcome
- To be treated ethically with dignity, courtesy and respect
- Quality care
- To participate in personal treatment and care decisions
- Personal privacy and confidential management of information
- Safety and security

FOOD SERVICE

Patients receive a daily menu or meals are prepared with specific diet requirements. If your physician orders a special diet, our clinical dietitian may visit you to discuss the diet. If you would like to meet with the dietitian, please notify your nurse. Occasionally, a visitor may want to bring you a special food item from home. In that case, you must get permission from your physician or nurse allowing them to bring food.

VISITOR MEALS

Visitors who wish to eat with you may take advantage of the guest tray service by purchasing guest meals at a reduced rate from the registration department located on the first floor. Tray requests must be made before 6 a.m. for breakfast, 11 a.m. for lunch and 4:15 p.m. for dinner. Meals are provided free of charge to one adult staying with a pediatric patient.

THOMAS HOSPITAL CAFE’

The Thomas Hospital Cafe’ is located on the ground floor of the hospital and offers healthy meal options. The café features several food stations: pizza and pasta, chef’s selections, grill and hot entrées, salads and wraps.

- Breakfast - everyday from 7 to 10 a.m.
- Lunch and dinner - Monday – Friday 11 a.m. to 10 p.m.
- Saturday and Sunday - 11 a.m. to 6 p.m.

CASE MANAGEMENT

Case Managers are available to assist you and your family with discharge planning and referrals to community resources. If you need assistance or would like more information, please call ext. 21609

THOMAS HOSPITAL INFECTION PREVENTION PROGRAM

Our primary goal is to eliminate all healthcare acquired infections. Using best practice guidelines and innovative technologies, we strive to prevent our patients from acquiring infections. Proper hand hygiene (soap and water or Purell waterless) is the most effective way to prevent the spread of infections in healthcare. Clean your hands frequently throughout the day. Plus, do not be afraid to remind friends, family and healthcare providers to clean their hands before getting close to you.

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. 22020. 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.

THOMAS HOSPITAL FOUNDATION

The Thomas Hospital Foundation raises funds to help provide exceptional healthcare and finance state-of-the-art equipment at Thomas Hospital. Since its inception, the Foundation has raised more than \$19 million and has funded worthwhile projects such as high definition laparoscopic surgical equipment, digital mammography, orthopedic equipment and an award-winning open heart program. For more information call ext. 21512.

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 patient safety risk and have suggestions for improving safety in the hospital, please call ext. 21269.

TELEPHONES

Local calls: dial 9 plus the seven digit number;
Long distance calls: dial 9 - 0 - the area code; and number;
Patient rooms: dial 2 plus the patient room number between the hours of 6 a.m. to 10 p.m.;
Courtesy telephones are located in the main lobby, in the waiting areas and in several other locations on each floor.
Cell phones may not be used within arm’s reach of medical devices.

TELEPHONE EXTENSIONS

| | |
|---------------------------------|-------|
| Patient Information | 0 |
| Admitting and Registration..... | 21542 |
| Auxiliary | 25525 |
| Cardiac Rehab | 21697 |
| Childbirth Education | 21373 |

RAPID RESPONSE TEAM

Thomas Hospital has a Rapid Response Team of critical care nurses and respiratory therapists to provide additional medical assistance when necessary. If a sudden change in breathing or level of alertness occurs, contact your nurse immediately or call 88 from any hospital phone and ask for the Rapid Response Team.

VISITING HOURS

General visiting hours are from 8 a.m. to 8:30 p.m. Children under 12 years of age must be accompanied by an adult. Information concerning the visiting hours in the intensive care units and other specialty areas is available at the nurses’ stations or by calling ext. 21188. For patient information, call ext. 21500.

GIFT SHOP

Located just inside the main entrance, the Gift Shop offers plants, flowers, cards, collectibles, jewelry, baby items and toiletries.
Monday – Friday 8 a.m. – 5 p.m.
Saturday 9 a.m. – 5 p.m.
Sunday Closed

GET WELL E-CARDS

Electronic greetings may be sent through the hospital website (infirmaryhealth.org) at no charge. Messages are printed and delivered to patient rooms by our volunteers.

PASTORAL SERVICES

Caring, trained ministers/chaplains are available to you and your family for spiritual support. If you would like to see a minister/ chaplain, please call ext. 21609 during regular business hours. If you need to speak to someone after business hours, please dial 0 and the operator will be able to assist you. Bibles are available for any patient or family member. If you would like a bible, please request one from the nurse on duty. The bibles are yours to keep. Thomas Hospital has a prayer line staffed by volunteers. If you or a family member would like to be placed on the prayer list, please dial ext. 21935. The hospital chapel is located on the second floor for your convenience.

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| Community Programs | 24008 |
| Diabetes Center | 21700 |
| Emergency Department | 21151 |
| Thomas Hospital Foundation | 21512 |
| Gift Shop | 21115 |
| The Harbor (outpatient counseling center) | 21119 |
| Health & Fitness Center..... | 21684 |
| Human Resources | 21601 |
| Physician Referral | 928-6363 |
| Patient Accounts..... | 21551 |
| Patient Scheduling | 21042 |
| Rehab Services | 21640 |
| Sleep Services | 21940 |
| Thomas Medical Center (Daphne)..... | 626-6646 |

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 7 a.m. to 3 p.m., Monday through Friday. We encourage you to take advantage of this free service, especially on the day of discharge.

SMOKING POLICY

Thomas Hospital is a tobacco-free campus.

GOING HOME

Your doctor writes a discharge order and follow up instructions when he or she decides you are ready to leave the hospital. The actual time for discharge may vary due to your specific needs. Your doctor and nurse provide instructions about post-hospital care, including symptoms and health problems to look out for after you leave. Please ask any questions about your diet, activities or other matters.

LIFESOUTH COMMUNITY BLOOD CENTERS

Located on the first floor, LifeSouth, volunteer blood center is open.
Monday, Tuesday and Wednesday 10 a.m. to 6 p.m.
Thursday 10 a.m. to 7 p.m.
Friday 8 a.m. to 3 p.m.

ORGAN DONATION

Thomas Hospital participates in the organ and tissue referral program in collaboration with the Alabama Organ Center. If you have questions about this important role in supporting community health needs, please ask your nurse.

BILLING NOTICE

Physicians bill separately for the services they provide. For example, if you require a radiology procedure, such as an X-ray, a separate bill is sent from the radiologist. Likewise, if you have a lab test that requires a pathology examination, you will receive a bill from the pathologist. If you are treated by an emergency department physician, you will receive a separate bill. Also, if anesthesia is administered, you will receive a bill from the anesthesiologist. These fees are separate and are not included in your hospital bill.

More, devoted to your care.