

A Message From SRMC

Thank you for choosing Southside Regional Medical Center for your healthcare needs and welcome to our facility. We are committed to providing you with the very best service. Our goal is to not only meet your expectations but to exceed them.

If you have any questions or concerns during your stay, please do not hesitate to tell your nurse or the nurse manager of the unit, or contact our Director of Patient Relations at 804.765.5066. If you are calling from your patient room, simply dial extension 5066.

Following your stay at the hospital, you may receive a patient satisfaction survey by mail in a self-addressed envelope. Please take the time to fill out survey; your feedback is important to us. Let us know if we exceeded your expectations or how we might improve our services in the future.

We invite you to become more active in your healthcare by signing up for "CareNotify™." CareNotify™ is an online patient portal that provides you with 24/7 access to your hospital inpatient records. Your privacy is important to us, and all personal and medical information will be kept confidential. Signing up is quick and easy; it can be done at the time of registration or, once admitted, you can call extension 5728 for help getting started.

Quiet hours are from 2 - 3 pm. If you find the noise level unacceptable, please notify the nursing staff.

We offer discharge medication bedside delivery service. Ask your nurse about signing up and skip the pharmacy stop on the way home.

Again, thank you for allowing Southside Regional Medical Center to serve you. We wish you a speedy recovery.



YOUR GUIDE TO SRMC INFORMATION

Welcome to Southside Regional Medical Center. We are committed to providing you with the optimum level of medical care in a comfortable setting. Our mission is to exceed your expectations. We will strive to provide healthcare which respects your dignity, trust, time and resources.

PHONE DIRECTORY

(area code 804)

General Hospital Information	765.5000
Business Office	888.877.5298
Care Partners	765.5683
Dietary/Food Services	765.3663
Financial Counselor	765.5909
Gift Shop	765.5970
Patient Information	765.5001
Patient Relations	765.5066
Security	765.5838
Senior Circle	765.5781
Spiritual Care	765.5593
Volunteer Services	765.5280

Nursing Units

2 East	765.5130
2 West (CVU)	765.5600
2 West (ICU)	765.5100
3 East	765.5165
3 West (Labor & Delivery)	765.5670
3 West (Nursery)	765.5180
4 East	765.5160
4 West	765.5120
4 South (Joint & Spine)	765.5155
5 East	765.5150
5 West	765.5140
Same Day Services	765.5125

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Billing

Please contact us directly with your questions and/or concerns at the numbers listed below:

General Business Office: 888.877.5298
Financial Counselor: 804.765.5591
To Set Up Payment Arrangements:
888.877.5298

Payment for services may be made online at SRMOnline.com.

Cafeteria

The *Southside Café* is located on the ground floor and serves three meals and snacks each day for visitors and staff. For your convenience, food and drink machines are accessible 24 hours, 7 days a week adjacent to the Emergency Department and ICU waiting rooms.

Hours

- Breakfast 6:45am – 10:00am
- Lunch 11:00am – 2:00pm
- Snack 2:00pm – 3:30pm
- Dinner 4:30pm – 6:30pm

Care Partners

A Care Partner is a family member or friend who assists in the care of their loved one during a hospitalization. It can be as general as assisting with a bath, changing linens or ordering a meal. It can be as specific as assisting staff with turning, tube feeding or even wound care. The primary goal of

the Care Partner program is to increase the confidence and skill of loved ones who will be caring for patients once they are discharged. Patients may have two Care Partners per admission. If you would like to become a Care Partner during your loved one's hospital visit, call 765.5683. Specific instructions, training and education will be provided to help you feel more comfortable and confident while caring for your loved one.

Communication Resources for Patients with Special Needs

At Southside Regional Medical Center we believe that patients are a key member of the healthcare team and that it's important that all patients have access to the tools they need to fully understand their treatment plan. We are pleased to provide communication solutions for our non-English speaking, deaf, hard of hearing, speech-impaired and visually-impaired patients. Please ask your nurse for assistance.

Community Education Classes

Southside Regional Medical Center offers a diverse range of classes and seminars led by experienced staff and healthcare providers.

Baby Care Basics, Breastfeeding, Infant and Child Safety & CPR, Labor and Delivery, Siblings are Special 765.5381

Joint Pain 765.5652

Diabetes Education, HeartSaver/AED/First Aid, and more 765.5729

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Consent Forms

The Patient Registration Representative will ask you to sign consent forms authorizing your physician and the hospital to care for you during your hospital stay. The consent form allows us to release information for the purposes of billing your insurance company. During your stay, you may also be asked to sign additional consent forms which are specific to certain surgeries or procedures. These forms may be signed by you or your authorized representative or a guardian for minors. You have the right to speak with your attending physician or the physician who will perform the procedure and have your questions answered before signing.

Emergency Management Drills

As part of our concern for your welfare and care, the staff feels that reactions to possible internal and external disasters must be prompt. During your stay, we may have various drills to maintain our state of preparedness. The drills will not interrupt your care.

Ethical Issues

Sometimes healthcare decisions are difficult to make. You and your family have our Ethics Committee available to you as a resource. The Ethics Committee can also provide assistance in resolving conflicts with families and care providers or with discharge issues. If you would like an ethics consultation, please call extension 5593.

Gift Shop

Located near the main lobby on the ground floor, the Twig Shop (the hospital's gift shop)

offers an exquisite, original and unique experience. The Hospital Guild has provided this special service for many years. You will find a wide variety of gifts, cards, magazines and snacks. The Shop is open seven days a week, Monday – Friday, 9:00am – 8:00pm, and Saturday, Sunday and holidays, 12:00pm – 6:00pm.

Insurance Coverage & Pre-Certification

Your health insurance is verified by an Insurance Verification Representative within 24 hours of admission, Monday through Friday, and within 72 hours for weekend admissions. Hospital insurance plans often do not provide full coverage of the hospital bill. Your health insurance coverage is a contract between you and your insurance company. We will work with you in the effort to collect the full amount of benefits from your insurance company. However, you are ultimately responsible for your hospital bill.

You will be required to make a deposit at the time of admission or prior to discharge if:

- You have no insurance coverage
- A deductible is due
- Your insurance coverage is less than 100%
- You request a private room and your insurance does not provide for it
- You owe previous outstanding balances

If you are having outpatient surgery or a special procedure, you and your physician are responsible for the pre-certification of

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services according to your health insurance coverage. An SRMC Insurance Verification Representative will contact your physician's office for the authorization or pre-certification numbers.

Questions concerning your bill can be answered by contacting our Business Office at 888.877.5298.

Lost and Found

If you should misplace or lose an article, please report it right away to a staff member. If you discover an article missing after discharge, call our Lost and Found at 765.5838.

Mail, Flowers & Balloons

Patient mail is delivered Monday through Friday by the hospital volunteers. No flowers are permitted in ICU or CVU patient rooms, and only mylar balloons are allowed in patient care areas.

Meals & Nutrition

Southside Regional Medical Center provides a complete room service program with a restaurant-style menu and the availability to speak with a Food Service Representative. The menu also reflects which items are appropriate for the particular dietary restrictions you may be under at your physician's request.

Clinical Dietitians are members of the healthcare team who care for your nutrition needs. The dietitians are available to answer questions, provide personalized diet consultations (24-hour notice required)

and/or arrange for an outpatient appointment after discharge.

Medical Records

If you choose not to use the patient portal and wish to request a copy of your medical record, you will be required to complete a special form which is available from our Health Information Management department. There is a nominal fee for copies. Call 765.5764 for assistance.

Parking

Complimentary valet parking is available Monday through Friday from 7:00 am to 4:00 pm at the hospital's main entrance. Patients and visitors may also park in the designated visitor parking lots.

Patient Portal

Visit SRMConline.com or call 765.5728 to learn about *CareNotify*[™], our free, secure patient portal. *CareNotify*[™] gives you convenient online access, day or night, to your inpatient hospital records – including test results, medication list, diagnoses, procedure information and discharge instructions.

Personal Items

It is recommended that items such as eyeglasses, dentures, personal wheelchairs, walkers, and canes be labeled with your name. For safety reasons, personal hygiene appliances (curlers, hairdryers, etc.) and personal entertainment appliances are permitted only if they are battery-operated.

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You are strongly encouraged to leave all valuables at home. The hospital is not responsible for the loss of any items brought into the facility. A valuables safe is available in an emergency situation or in the event you have no other option. Call our Security office at extension 5838 if you need assistance.

Quiet Zones

Quiet Zones are specific areas in the hospital that need to remain quiet so our patients have a more pleasurable recovery. However, some noise is necessary to ensure your safety, such as machine alarms.

If it becomes too noisy at night, please call extension 5000 from the phone in your room and let the operator know about the noise level and what unit you are on. A member of our staff will check the unit and alert the nursing staff.

Senior Circle

Senior Circle is a program for individuals age 50 or better who are interested in pursuing an active lifestyle, learning about health and wellness, and meeting others. Our events and activities are designed to help members stay healthy, vibrant and active. Membership is free; to join, call extension 5781 or visit SRMOnline.com.

Smoking

In an effort to promote health and wellness, the hospital is a smoke and tobacco-free facility. The use of tobacco products will not be permitted on any SRMC property or adjacent properties. Smoking cessation classes are offered to patients, employees

and the public; call 765.5729 for more information. Patients can discuss tobacco-free alternatives with their physician.

Spiritual Care

The services of a chaplain are available to you and your family at any time. Area clergy of various denominations and faiths assist the hospital chaplain in providing emotional and spiritual support during illness or other medical crisis. The nursing staff will be glad to contact the chaplain for you or you may call Spiritual Care Services directly at extension 5593. The Chapel, located on the ground floor adjacent to the Main Lobby, is always open. Bibles and other religious materials are available upon request.

Support Groups

SRMC offers several support groups, including Bariatric/Weight Loss Surgery, Bereavement and Cancer. Call 765.5789 for more information.

Telephone

You may give your direct dial number to family and friends. If you are in a private room your direct dial phone number is 765.6 + your room number. For example, room 410 would have a direct dial number of 765.6410. If you are in a semi-private room, your nurse will provide you with the number.

To dial a local number, dial 9, then the number. To dial a long distance number, ask your nurse for assistance.

TDD telephones and amplifiers for the hearing impaired are available upon request. Ask your nurse for assistance.

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Television

Please see the final page of this guide for our television channel directory.

Visiting Hours

We understand the importance of family members and friends participating in your care and recovery. Quiet time and rest are equally important. We recognize quiet time throughout the facility from 2:00 p.m. - 3:00 p.m., which is a time for rest and healing for all patients.

Critical Care

Visiting hours are open in Critical Care. However, in the interest of patient safety, the following guidelines are encouraged:

ICU/CVICU

Visitation can be at the discretion of the primary nurse to promote immediate care delivery for critical care patients.

No more than 2 visitors at a time in the room, unless otherwise discussed with the care team.

Visitors in the critical care area should be ages 12 and up.

Neonatal Intensive Care

Parents of infants in the Neonatal intensive Care unit may visit at any time unless at the request of the physician or nurse during an emergency situation.

Behavioral Health

- Only two visitors at a time
- Visitors must be at least 18 years old

Tuesday and Thursday 6:00 p.m. - 7:00 p.m.
Saturday and Sunday 4:00 p.m. - 5:00 p.m.

**SRMC has flexible visiting hours based on patient needs. All visiting hours are subject to change based on patient condition and unit specific activities. Care Partners, identified by their badges, may stay with their loved ones 24/7. If you are visiting your loved one between the hours of 9:00 p.m. and 5:00 a.m., you will need to enter and exit the facility through the Emergency Department.*

Volunteers

The Hospital Guild, known as the TWIGs, and the SRMC volunteers play a vital role in the care and comfort of our patients. These volunteers contribute their time, energy, and talent assisting the hospital in accomplishing its mission.

WiFi

SRMC offers guest wireless internet access in most areas of the hospital. To connect via wifi, search for the Hospital Guest Wireless Access wireless network. If not automatically taken to the Guest Wireless Access page, open a web browser and attempt to connect to any valid website. Click or tap the *Accept terms and conditions* and Submit button. If you do not agree to the terms and conditions of service, you will be unable to connect to the internet.

TV CHANNEL GUIDE

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6	msnbc	24	Lifetime
7	CBS - WTVR 6	25	Food Network
8	Fox News Channel	26	TBS
9	ABC - WRIC 8	27	TNT
10	ESPN	28	USA Network
11	ESPN2	29	Investigation Discovery
12	AccuWeather Channel	30	PBS - WCVE 23
13	NBC - WWBT 12	31	FX
14	Cartoon/Adult Swim	32	AMC
15	Nick Jr.	33	Hallmark
16	Relaxation Channel	34	HGTV
17	Nickelodeon	35	FOX - WRLH 35
18	SYFY	36	INSP
19	Freeform	37	TV Land
20	Animal Planet		

Southside Regional Medical Center is owned in part by physicians.

Hospital's Physician Ownership Disclosure

There is a federal regulation that requires hospitals, under certain circumstances, to tell patients if one or more physicians have an ownership or investment interest in the hospital. This hospital DOES have physician ownership and/or investment as set forth in the regulation (i.e., this hospital meets the definition of a "Physician-Owned Hospital" in 42 CFR §489.3).

You have the right to request a list of the hospital's physician owners or investors, and the hospital will make that list available to you at the time the request for the list is made. To request a list of the hospital's physician owner(s) or investor(s) (if applicable), please:

1. Call the administration department at (804) 765-5136, OR
2. Send an e-mail to meggin_kieff@chs.net, OR
3. Write to: Southside Regional Medical Center ATTN: Administration, 200 Medical Park Boulevard, Petersburg, VA 23805.

YOUR REQUEST must include the patient's name and mailing address. Otherwise, the request will not be completed.

If you have any questions about this, please contact the administration department at (804) 765-5136.

Thank you for choosing Southside Regional Medical Center for your health care.