Welcome to CAMC
Your guide through your hospital stay

Charleston Area Medical Center
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Thank you for choosing Charleston Area Medical Center for your health care needs. On behalf of the hospital employees, medical staff and the board of trustees, I extend to you a warm welcome.

I hope your stay is as comfortable as possible.

CAMC’s mission is to strive to provide the best health care to every patient, every day.

Please take the time to read this guidebook and keep it as a reference tool. It contains information and should answer most of the questions you may have during your hospital stay.

If you still have any questions, please do not hesitate to request assistance from any member of your health care team.

Sincerely,

Dave Ramsey
President/CEO
Charleston Area Medical Center
About CAMC

Mission

★ Striving to provide the best health care to every patient, every day.

Vision

★ Charleston Area Medical Center, the best health care provider and teaching hospital in West Virginia, is recognized as the:

• Best place to receive patient-centered care.
• Best place to work.
• Best place to practice medicine.
• Best place to learn.
• Best place to refer patients.

Values

• Quality
• Service with Compassion
• Respect
• Integrity
• Stewardship
• Safety
CAMC Health System is honored to be a Malcolm Baldrige National Quality Award recipient. CAMC was one of only four recipients, the only health care winner and, the first and only organization in West Virginia to ever receive the honor.

Named after the 26th Secretary of Commerce, the Malcolm Baldrige National Quality Award was established in 1987 by Congress to promote quality awareness, to recognize quality and business achievements of U.S. organizations, and to publicize these organizations’ successful performance strategies.

America’s highest honor for innovation and performance excellence, the Baldrige Award is presented annually to U.S. organizations by the office of the President of the United States. Manufacturing, service, small business, education, health care, and nonprofit sectors are eligible. In conjunction with the private sector, the National Institute of Standards and Technology (NIST) manages the award and the Baldrige Performance Excellence Program.
CAMC services

For the latest information about CAMC programs and services, visit camc.org where you can:

• Find a doctor
• Get patient and visitor information
• Access PatientLink, CAMC’s patient portal
• Find health information
• Pay your bill online
• Access maps and directions to CAMC locations

THE BEST WAY TO FIND A DOCTOR.

camc.org

You can also use your mobile device to do these things via CAMC GO.

The app provides quick and convenient access to key CAMC services for patients and visitors.

Search CAMC Go in the Apple Store or Google Play to download it to your device.

Visit camc.org/camc-go for more information about the app.
Your care team

While you receive treatment at CAMC, you are likely to have a team of healthcare professionals involved in your care. This well-rounded team enhances your care.

🌟 Physician team

• **Attending Physician** – doctor that supervises your treatment.

• **Consulting Physicians** – doctors specializing in a selected field of medicine who create your treatment plan.

• **Nurse Practitioners/Physicians Assistants** – licensed professionals who work closely with the attending physician in planning your care.

• **Fellows/Resident Physicians/Medical Students**

🌟 How to identify our friendly staff
Nutrition services

Meals
Your meal is based upon the diet ordered by your physician. A nutrition services representative will visit you daily to assist you in your meal selection. Special requests may be provided if they are in compliance with your doctor’s orders.

For a guest tray please speak to your Nutrition Technician.

Cafeterias / Coffee Shop / Vending

General Hospital
- Cafeteria located in the basement below the front lobby
- Open Daily: 6:15 – 10 a.m. and 10:45 a.m. – 7:30 p.m.

Outtakes located in the front lobby
- Open Monday – Friday: 6:30 a.m. – 11 p.m.
- Open Saturday: 10 a.m. – 5:30 p.m.
- Closed Sunday

Memorial Hospital
- Cafeteria located in the basement
- Open Daily: 6:30 – 10 a.m. and 10:45 a.m. – 7:30 p.m.

Outtakes located on the first floor
- Open Monday – Friday: 6:30 a.m. – 6 p.m.
- Closed Saturday and Sunday

Uptown Café located on the first floor near the gift shop
- Open Monday – Friday: 7– 10 a.m. and 10:45 a.m. – 11 p.m.
- Open Saturday: 7 a.m. – 5 p.m.
- Closed Sunday

Teays Valley Hospital
- Cafeteria located on the first floor near the lobby
- Breakfast: 7 – 9 a.m.
- Lunch: 11:30 a.m. – 1:30 p.m.
- Dinner: 5:15 – 7 p.m.

Women and Children’s Hospital
- Cafeteria located on the first floor near the lobby
- Open Monday – Friday: 6:30 – 10 a.m. and 11 a.m. – 7:30 p.m.
- Open Saturday and Sunday: 8 – 10 a.m. and 11 a.m. – 7:30 p.m.

Outtakes located in the front lobby
- Open Monday – Friday: 7 a.m. – 11 p.m.
- Open Saturday: 8:30 a.m. – 4:30 p.m.
During your stay

Vending
Vending machines are located throughout the hospitals. Sandwiches, soups and fruit are available as well as sodas, coffee, snacks and candies.

Either the machines take and change dollars or a dollar changer will be nearby. Vending areas are open 24 hours.

Housekeeping services
CAMC cares about you and we strive to provide you a comfortable environment during your stay. If you have any special needs or requests, please ask our staff – it would be our pleasure to accommodate you.

If you have any concerns regarding the cleanliness of your room, please call Housekeeping Services by dialing the number written on your whiteboard from your bedside phone.
Your personal belongings

The hospital is **not responsible** for belongings that are not secured in the hospital safe or for any lost or stolen items. Please ask your nurse about the process of securing your belongings with us.

**To keep personal items secure you should:**
Keep eyeglasses, hearing aids, dentures and clothing in the top drawer of your bedside table when you are not using them.

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Telephone and personal electronic devices

To make a local call, dial “9” and the area code plus the number of the person you are trying to reach. For all other calls, including long distance, please dial “0” for the operator.

You are welcome to use your cell phone or wireless device at CAMC. We also offer free wireless internet service for patients and visitors throughout the hospital.

When in public areas, please speak in a low voice so as not to disturb the privacy and comfort of other patients and visitors.

**Interpreter and TDD services**
CAMC offers special Telecommunication Devices for Deaf (TDD) for patients who are deaf or hearing impaired. Please notify our staff if you require this device. Video electronic interpreter services are also available upon request.
Patient and family TV

Turn to Channel 2 on your hospital TV to learn about your hospital stay. Information about the cafeteria hours, parking, gift shops, Wi-Fi access and much more can be found on this home channel.

Turn to Channel 5 for programs that will help you unwind and relax. CAMC also offers FREE videos on your hospital TV! These videos help you learn more about your condition and how to manage your health. Call the number to select your video, or ask a nurse to help you.

General Hospital: 8-1940
Memorial Hospital: 8-8806
Teays Valley Hospital: 533
Women and Children’s Hospital: 8-2099

Parking

Visitor parking areas at General, Memorial and Women and Children’s hospitals have ticket dispensing machines at each entrance. Users may pay with cash, credit card or debit card at kiosks in hospital lobbies or as they exit the parking area.

Parking areas are monitored 24 hours a day, 7 days a week by security.

Closed circuit TVs and intercom boxes at the parking exits allow customers to communicate with security.

Discounted parking passes (10 passes for $20) may be purchased from the cashier’s office. Business hours are 8 a.m. to 4 p.m. Monday – Friday.

Valet service is offered at General and Memorial hospitals. Parking is free at Teays Valley Hospital.
Your health and safety

Health care organizations across the country are working to make health care safety a priority. At Charleston Area Medical Center we are committed to providing a safe environment. We are sharing this information so you, the patient, can be involved in the safety processes.

**Speak up** – If you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

**Pay attention to the care you are receiving.**

Ask questions about your treatments and medications to make sure you understand your care. Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

**Ask a trusted family member or friend to be your advocate.**

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

Participate in all decisions about your treatment. You are the center of the health care team.

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Visitor information

CAMC supports the following visitation rights for patients:

- To receive visitors whom the patient designates, including a spouse, a domestic partner (which includes a same-sex domestic partner), another family member, or a friend, to withdraw or deny such designation at any time, and to limit the visiting privileges of visitors, including providing for more limited visiting privileges for some visitors than those for others.

- The patient has the right to make these designations, or the patient may delegate these decisions to a medical power of attorney (MPOA), surrogate decision maker (surrogate), or care partner. If the
Care partners

A care partner is a key person in the patient’s life. In certain situations there may be more than one care partner designated. We understand that patients may desire to surround themselves with family and/or friends to heal physically, emotionally, and spiritually.

A care partner may be a family member, friend, or other individual who supports the patient during his or her course of the hospital stay. This includes, but is not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend.

The patient may withdraw or deny the consent for a care partner/visitor(s) at any time.

patient is incapacitated or incapable of communicating his/her wishes, these decisions will be made by the MPOA, surrogate or care partner.

• To be provided with an explanation of visitation rights and any clinical limitations or restrictions on such rights, including the reason for the limitations or restrictions.

• To be ensured that visitors enjoy full and equal visitation privileges consistent with the patient’s preferences and reasonable clinical limitations or restriction.

• To be assured that visitation privileges will not be restricted on the basis of race, color, national origin, religion, culture, language, disability, socioeconomic status, sex, sexual orientation, gender identity or expression.

• To designate a care partner(s), either orally, or in writing. To allow the MPOA, surrogate, or care partner to exercise visitation rights if the patient is unable to do so.

• To have the clergy of their choosing visit them while in the hospital.
Infection prevention

Hand hygiene

Frequent cleaning of hands can prevent spread of infections. Health care providers clean hands before touching patients and after touching a patient and his/her immediate surroundings.

If you do not see members of the health care team cleaning their hands, ask them to do so.

Clean your hands before eating, after using the restroom and any time your hands are soiled.

1. Rub hands together with palm open
2. Rub between fingers
3. Rub hands and palms
4. Rub fingers under the nose
5. Rub fingers under the thumb
6. Rub hand under fingers
7. Rub fingers
8. Rinse hands with soap

Wash your hands under a faucet with soap and water for at least 20 seconds.
Cough etiquette
Steps should be taken to prevent spread of respiratory infections.

• Cover mouth/nose when coughing or sneezing.

• Use tissues to contain secretions and dispose of them in the nearest waste container.

• Clean hands after having contact with secretions or contaminated material.

CONTACT PRECAUTIONS
in certain circumstances additional protective steps are needed. If additional protection such as gloves, gowns and masks are required, you will receive an explanation and special signs will be posted.

Hospital equipment
For the safety of any patient whose care includes infusion pumps and telemetry packs, these devices must not be taken outside the facility.

If you have questions, please talk to your nurse.
Preventing falls

Falls can have bad effects on your health, and an injury from a fall can lead to losing your independence. We want you to stay safe while in our care. Here are a few tips to help you.

When you are in the hospital, it’s important to do what the health care team asks you to do. This is for your safety. You may be asked to call for help to get out of bed or to a chair. You should use your call light and wait for help to arrive. You may be asked not to get out of bed or walk by yourself until the staff makes sure you can do so safely.

Canes, walkers, and crutches are called “assistive devices.” They provide extra stability for walking and can help avoid falls. Use them even when you are in your hospital room. If you need help with your device, talk with your physical therapist or nurse.

Take a good look around your hospital room. Things will look a lot different than your home environment. Be aware of your surroundings. There may be furniture in your path that could cause you to stumble or an intravenous (IV) line, urinary catheter or oxygen tubing that may get in your way or cause you to lose your balance. Call for help before you get up. Awareness reduces your chance of falling.

Multiple factors can increase your risk of falling in the hospital including:

- Medicines
- Footwear
- Lighting
- Vision
- Drops and spills
- Disease
- Confusion
Medication safety

Your medication safety is of utmost importance to us while you are in the hospital and when you go home. Our nurses will take the time to review your medications and potential side effects with you. We also have pharmacists available to assist in explaining your medications in a way you can understand. Please do not hesitate to ask questions so that we can make sure that you all have the information that you need.

Smoking

In a continuing effort to promote a healthy and safe environment for all employees, patients and visitors, CAMC is a designated tobacco-free campus. In support of this, the use of all tobacco (including but not limited to cigarettes, cigars, pipes, chewing tobacco, and snuff) or tobacco-like products (including but not limited to E-cigarettes or any electronic smoking device) is prohibited at CAMC.

Please let us know if you need direction, help or support for not using tobacco products while you are here. Also, for your safety, hospital equipment such as infusion pumps and telemetry packs must stay inside the buildings.
Silent Hospitals Help Healing

We are committed to providing an environment which promotes adequate rest for healing. Every effort will be made to minimize noise and disruptions, while continuing to provide excellent care. If you are experiencing difficulty sleeping please let us know.

Thank you.
Concerns and complaints

We will always strive to meet your needs and expectations. If you have a feeling that something is wrong that has not been addressed or your condition is worsening, the first step to ensure the best care is to talk with the nurse or physician. You may ask to speak to the nurse (or person) in charge. If we fail to meet a need, you may voice your concern to any staff member or call the help line at (304) 388-9623 for assistance. You may also notify our management staff with any concerns:

- General Hospital Vice President      (304) 388-6203
- Women and Children’s Hospital Vice President  (304) 388-2286
- Memorial Hospital Vice President    (304) 388-5972
- Outpatient Services Vice President    (304) 388-7784
- Teays Valley Hospital Vice President   (304) 757-1782

If a complaint is not resolved to your satisfaction, you may file a grievance with CAMC by mail, email, telephone or direct contact with any CAMC staff or administrator.

You also have the right to file your complaint with the WV Office of Health Facilities Licensure and Certification at (304) 558-0050 and/or Kepro Area 2 (Medicare or Medicaid patient) at Kepro Area 2 at 1-844-455-8708.

CAMC is accredited by Det Norske Veritas (DNV-GL) Healthcare. If your concerns cannot be resolved by our management staff or your complaint resolved through the grievance process, you may contact DNV-GL directly by email at hospitalcomplaint@dnvgl.com or by calling 1-866-523-6842.
Your discharge begins at admission and our goal is to get you home as soon as possible. Our priority is to make sure that you leave us feeling comfortable and confident that you can take care of yourself safely at home. A case coordinator/social worker will work closely with you to assess your needs and arrange for health and home care needs after you go home from the hospital or transfer to another type of care facility. Your health care team meets daily to discuss your discharge needs and will update you on your readiness for going home.

Before you leave the hospital, your physician will write an order for your discharge, and you will receive some information from your nurse about continuing medications and other care at home during your recovery. When your family arrives to take you home, your nurse or another staff member will accompany you to the front door.

For your convenience, CAMC has drive-through patient pick up areas outside our entrances where a family member or friend may pick you up.

Your satisfaction

CAMC takes part in the Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS) survey, which measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may receive a Patient Satisfaction Survey in the mail. Please take a few moments to fill it out and return it in the self-addressed envelope.

Your input is very important to us as we strive to always provide you with excellent care.

Thank you for choosing CAMC!
We Care About Your Experience in the Hospital.

WHAT YOU NEED TO KNOW ABOUT YOUR Follow-Up Phone Call

You will receive a call from our automated system 24 hours after leaving the hospital from a 304 number with caller ID CAMC.

You will be asked a few questions about your recent hospital experience. You will be given instructions on how to use the numbers on your phone to answer the questions.

If we are unable to reach you by phone call, you may receive questions by text message if you provided us with a cell phone number. We will attempt to reach you 4 times by phone call or text.

Based on your answers, someone from CAMC may call you back to get more information about how we could have improved your hospital experience. These calls are very important because it helps us understand what we do well, and what we need to work on to get better.

Thank you for choosing CAMC for your health care needs.
Financial assistance
CAMC offers an uninsured discount to self-pay patients. If you are interested in applying for charity care, or if you need to discuss special payment arrangements, please ask a registration clerk or call a CAMC financial counselor at the numbers below. You may also meet with a financial counselor in the registration area at any of the hospitals, Monday through Friday, from 8 a.m. to 4:30 p.m. We also have financial counselors available in the emergency departments to assist you.

- General Hospital     (304) 388-6095, (304) 388-6093
- Memorial Hospital     (304) 388-4260, (304) 388-8263
- Teays Valley Hospital   (304) 757-1742
- Women and Children’s Hospital  (304) 388-2729

A summary bill
A summary bill will be mailed to your home. This statement includes phone numbers of financial services representatives you may call for assistance or further information.

Obtaining your medical records
The release of information office is open Monday – Friday from 8 a.m. to 4:30 p.m. and can be reached by calling (304) 388-1308.

Proof of identity is required when you pick medical records up in person (driver’s license or some type of government issued photo ID).

If you need information from your medical record sent to another provider, please call (304) 388-1308. There is no charge for this service.

An example would be a specialist to whom you have been referred.) Please provide the name, address, phone and fax number of the physician/provider to whom you want the information sent. If you are requesting your record for your own use, there is a per-page fee.
Have you registered for CAMC PatientLink?

PatientLink is a free service that allows you to view your health information on your time. You can view your Continuity of Care document, which is a summary of all your office visits, and you can also send secure messages to your doctor’s office.

Learn more at camc.org/patientlink.
## Medication Log – in the hospital (fill one page)

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<th>OFFICIAL: Name and generic name of medication</th>
<th>REASON for medication</th>
<th>DATE started/stopped</th>
<th>DOSE</th>
<th>NUMBER of dosages per day</th>
<th>SIDE EFFECTS you are concerned about</th>
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Notes/questions for your care team

Want to say thanks?
Ask your nurse for a thank you card!
CAMC recognizes the workforce in a variety of ways including:

Heart & Soul Award
designed to honor people whose contributions lead to compassionate, respectful and positive experiences for our patients; whose actions exemplify our mission, vision and core values; and whose work helps us achieve excellence in safety and satisfaction.

The Daisy Award
an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day.
WHEN YOU'RE GRATEFUL
WE'RE GRATEFUL!

Did someone make your stay or visit at CAMC special?

Consider honoring your doctor, nurse, or staff member with a donation to the CAMC Foundation Grateful Patient Program. The person you are honoring will be notified of your donation and will receive a note with a message of appreciation.

Your gift allows CAMC to continue to provide the best, most advanced patient-centered care right here in West Virginia, and you might just make somebody’s day!

THANKS!
HOUSING FOR CAMC PATIENT FAMILIES

The CAMC Foundation Hospitality House is a 10-bedroom house that provides free or significantly reduced cost lodging to patients and their families while receiving medical care away from their home communities.

The CAMC Foundation Hospitality House can provide for the physical comfort and emotional needs of families during a medical crisis so that they may participate fully with the medical team as partners in care.

The house is located one block away from CAMC Memorial Hospital campus and is funded and maintained by the CAMC Foundation.

Who’s eligible?
- Guests who have traveled more than 50 miles away
- Have a family member in a CAMC facility
- A social worker referral is required.

Cost:
$20 per night (cash, check or credit card).

Services Provided:
- Free Meals • Fully Stocked Kitchen
- Library • Free Wifi • Free Laundry Facilities

To refer a guest, social workers should call:
(304) 744-1056