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with your Doctors and Nurses
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as Patient Advocate?
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STAY SAFE
while in the Hospital
* Prevent Falls
* Fight Infections
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What’s on Your TV?
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Patient Story
A STORY WITH HEART
Clinical Educator Saved by the Same Life-Saving Interventions She has Taught to Thousands
Page 15
Our patients are the real winners.

Every day, thousands of patients benefit from the exceptional care provided by Duke nurses. So even though Duke nursing is recognized by numerous awards year after year, our patients are the real winners.

During National Nurses Week and always, Duke appreciates our nurses.

Congratulations to Duke Nurses: Duke University Health System is the only health system in the Triangle with all of its hospitals having Magnet designation from the American Nurses Credentialing Center—the highest level of national recognition to health care organizations that demonstrate sustained excellence in nursing care.

DUKE UNIVERSITY HOSPITAL • DURHAM REGIONAL HOSPITAL • DUKE RALEIGH HOSPITAL • DUKE UNIVERSITY MEDICAL CENTER • DUKE PRIMARY CARE • DUKE HOMECARE & HOSPICE • PRIVATE DIAGNOSTIC CLINIC, PLLC • DUKE UNIVERSITY SCHOOL OF NURSING

Dukehealth.org
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Stay Safe
You can contribute to healthcare safety.

Don’t Leave Until...
6 things to know before you walk out that hospital door.

Duke University Hospital
DUKE UNIVERSITY HEALTH SYSTEM

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MAIN NUMBER: 919-684-8111
OUR MISSION
Our mission is to provide exceptional and innovative care to patients, families, and the community through the finest integration of clinical care, education, and research while respecting the needs of the human spirit.

OUR CORE VALUE
Caring for our patients, their loved ones and each other.

OUR VALUES
■ Excellence: We strive to achieve excellence in all that we do.
■ Safety: We hold each other accountable to constantly improve a culture that ensures the safety and welfare of all patients, visitors and staff.
■ Integrity: Our decisions, actions and behaviors are based on honesty, trust, fairness and the highest ethical standards.
■ Diversity: We embrace differences among people.
■ Teamwork: We have to depend on each other and work well together with mutual respect to achieve common goals.

At Duke University Hospital, you’ll find world-class treatments and services delivered by an expert team of compassionate individuals who are committed to supporting the Duke legacy of excellence.

Your health and well-being are important to us, and we believe in not just taking care of our patients, but also believe in supporting our patients’ loved ones throughout the care process. Our team is committed to creating the best Duke Experience possible for you and your loved ones. During your stay, please let members of your care team know if they can help further improve your Duke Experience.

Thank you for choosing Duke University Hospital to meet your healthcare needs.

Sincerely,

Kevin W. Sowers, RN, MSN, FAAN
President

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Thank you for choosing Duke University Hospital to meet your healthcare needs.

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Kevin W. Sowers, RN, MSN, FAAN
President

Opened in 1930, Duke University Hospital is a full-service academic medical center with 957 licensed beds. Our team provides patient/family-centered care with state-of-the-art technology and cutting-edge research.

Duke University Hospital began as a vision by James B. Duke, who willed funds to establish Duke University Hospital and its medical and nursing schools. His goal: to improve healthcare in the Carolinas, then a poor rural region lacking in hospitals and healthcare providers.

Through the years, Duke University Hospital has continued to honor James B. Duke’s vision in support of his enduring legacy of excellence and service to the community. Today, Duke University Hospital is recognized as one of the nation’s top healthcare providers, having received accolades by such publications as TIME and U.S. News & World Report.
YOUR Satisfaction

We encourage your feedback to improve care.

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures the patient’s perspective of your hospital experience. It is a tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. Please take the time to fill it out. Your feedback is valuable!

What is HCAHPS?
The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

YOU ARE PART OF THE TEAM

COMMUNICATE: It’s your health; don’t be afraid to ask your doctors and nurses questions.

PARTICIPATE: You are the center of your healthcare team so ask questions, understand your treatment plan and medicines, and communicate with your doctors and nurses.

APPRECIATE: There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

YOUR OPINION COUNTS

Soon after your discharge, you may receive a mail survey on behalf of this hospital. Please take the time to complete and return the survey in order to share your opinions about your hospital stay. Your feedback is an important part of our goal of improving the care and services we provide.

HOSPITAL COMPARE is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results.

www.hospitalcompare.hhs.gov

THE JOINT COMMISSION has created quality and safety standards for healthcare organizations. The Joint Commission reviews, accredits and certifies healthcare organizations that meet its high standards. Quality reports for all accredited organizations are available on its website.

www.qualitycheck.org

“TRUTH IS WHAT STANDS THE TEST OF EXPERIENCE.”

ALBERT EINSTEIN 1879-1955
Our Commitment TO CARE

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn’t resolved, please call Patient & Visitor Relations at 919-681-2020 and choose option 3. You may call at any time during or after your stay to share your complaints, concerns or compliments.

In addition, you have the right to file a complaint or concern with:
North Carolina Department of Health Service Regulation
2711 Mail Service Center
Raleigh, NC 27699
919-855-4500 or 800-624-3004

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
complaint@jointcommission.org

ETHICS COMMITTEE
When a healthcare choice involves an ethical concern—such as a loved one’s wish to refuse life-sustaining treatment, or a disagreement between loved ones or other caregivers concerning Advance Directives—decision making can become overwhelming. Our Bioethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a loved one, the physician, nurse or other staff member.

To find out more, or to request a consultation, call 919-970-8209. This corresponds to a pager available 24 hours a day, seven days a week.
DURING YOUR STAY

We have policies and procedures in place to help you and your loved ones work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Patient Experience

YOUR ROOM
All of the patient rooms at Duke University Hospital are private and are arranged by service line (clinical service unit).

YOUR HOSPITAL BED
Your care nurse will orient you to your bed and to your room at the time of admission.

ROOM TEMPERATURE
The temperature can be managed in each patient room. Please let your nurse know or call the Service Response Center at 919-681-2727 if you have concerns with the temperature.

HOUSEKEEPING SERVICES
A housekeeper will visit your room each day to empty your trash and tidy your room. If you need a housekeeper at other times, please call Environmental Services (Housekeeping) at 919-681-9700.

TELEPHONE
Telephones are provided in all patient rooms. The number for your room is located on the telephone and on the communication board in your room. To place a local or long distance call you may dial the area code and telephone number. To make an international call you must use a prepaid calling card or contact Patient and Visitor Relations at 919-681-2020 for assistance.

WIRELESS INTERNET SERVICE
Duke University Health System is pleased to provide free Internet access points for portable computers and devices capable of receiving specific wireless signals.

If you have any questions, please feel free to call the office of Patient and Visitor Relations at 919-681-2020. Computers are also available for patient and family use in the Medical Center Library, located in the Searle Center, the Duke Medicine Pavilion Resource Center and the Duke Cancer Center Resource Center.

MEDICINES FROM HOME
Please do not bring any medicines (prescription, over-the-counter, or illegal drugs) to the hospital. All medicines you take while a patient at Duke University Hospital have been prescribed by your doctor, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medicines or to keep personal medicines, unless approved by their doctor.

SMOKING
All Duke Medicine sites (that are solely owned or leased by Duke Medicine) are 100% tobacco-free. No tobacco use is allowed within Duke Medicine buildings or on grounds.

CALLING YOUR NURSE
Your care nurse will show you how to use the call light in your room at the time of admission.

FIRE SAFETY
We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will help you know what to do next.

NEWSPAPER SERVICES
To have a newspaper delivered to your room, please turn on your call light by 10 a.m. to place your order with the Health Unit Coordinator on each nursing unit. Payment due at time of delivery: Monday – Saturday, 75¢; Sunday, $1.50.
DURING YOUR STAY continued

CONDITION H CALL 919-613-4444

What is Condition H?
The “H” stands for help. Condition H gives patients and/or loved ones another way to alert staff when they feel there is a real or potential medical emergency.

When to Call a Condition H
- A noticeable change in a patient’s medical condition is seen but that the healthcare team has not recognized.
- If, after speaking with the healthcare team (i.e. doctors, nurses) and/or unit manager, you continue to have serious concerns about how care is provided or managed.

How to Call a Condition H
Dial 919-613-4444 from the hospital room phone—please tell the operator you are calling a Condition H. The operator will ask for your name, the patient’s name, if the patient is a child or an adult, room number and concern. The Condition H team will then be called to respond. A member of your healthcare team will respond to your call.

sidewalks, streets, parking garages and/or areas maintained by Duke Medicine. This policy applies to all individuals, including vendors and contractors, working, visiting, receiving medical care, or onsite for educational purposes within the boundaries of Duke Medicine properties. Upon request, tobacco replacement therapies (i.e. nicotine patch, nicotine gum, etc.) may be ordered by the patient’s doctor.

PATIENT MEALS
We are committed to doing everything possible to make your mealtime pleasant. Patients are served breakfast between 8 a.m. and 9 a.m., lunch between 12 p.m. and 1 p.m. and dinner between 5 p.m. and 6 p.m. Late meal trays are available up to 9 p.m. Please let your nurse know if you have a late tray request.

MENU CHOICES AND ORDERING
A daily selective menu is offered for your dining enjoyment. To place a menu order, a host/hostess will visit your room to assist you with your menu choices for breakfast, lunch and dinner. Also, please note that your menu selections may be changed due to special diet restrictions ordered by your doctor.

If you desire menu choices not offered on the selective menu, we would be happy to offer you our “Or You May Prefer” menu. This contains a variety of traditional favorites available every day. Please ask a member of the Food Services team for a copy of this menu. Kosher and vegetarian meals are available upon request.

GUEST MEALS
Your loved ones or friends may wish to dine with you at bedside. For this reason the daily menu is offered at a nominal cost of $4 for breakfast and $5 for lunch or dinner. Please check with your host/hostess to order guest meals.

HAIRCARE SERVICES
Please call Patient & Visitor Relations at 919-681-2020 to set up a haircare appointment (real shampoo and water with a gentle head massage). Patients must have care nurse and/or physician approval prior to scheduling the appointment.

The following services are provided for men and women: Haircut – Blow dry – Curl – Flat Ironing. Facial Grooming is also available (using hospital razors or patient’s grooming equipment). No chemical services offered. Pricing available upon request. Payment of cash or credit cards due at time of service.

BEDSIDE REPORT AND PURPOSEFUL HOURLY ROUNDING
Duke Nurses are committed to you and your loved ones. To show this commitment, we provide excellent care that is safe, timely, patient- and family-centered.

To keep you safe, the off-going and on-coming nurse will share information about your care at change of shift in your room. You can choose loved ones who can stay in your room during this time. You and your loved ones are requested to join in the report process.

Also, to keep you safe, nursing staff will check on you every one to two hours. This is based on your needs. Nursing staff will tell you or your loved ones the schedule when they are rounding.

Please talk to your nursing staff for more information.
To create your free, personalized CarePage:

1. Visit carepages.com/dukehealth
2. At the top of the page, click on “Create”
3. Register and create a CarePage
GENERAL VISITING HOURS
5:30 a.m. to 9 p.m.

Designated Support Persons & Family
Open Access - 24 hours, 7 days a week

VISITOR ACCESS
Between the hours of 5:30 a.m. and 9 p.m., only patient support persons may access the patient towers. Support persons are named by the patient, guardian, or next of kin at the time of admission. All support persons must be wearing a Duke issued identification to access the patient towers during these hours.

WHO CAN VISIT ME?
You have the right to see visitors you would like to see. You also have the right not to see visitors. Ask your care team about getting a password, so a person you appoint can receive updates about your care over the phone. In the event you are unable to designate who can visit, you can select a "support person" to make that designation for you.

More details about visitation, titled Your Rights and Responsibilities, can be found on pages 16-17.

CELL PHONES
Cellular phones may not be used in some areas of the hospital. Please ask hospital staff before using a cell phone.

Information For & About Visitors

VISITOR GUIDELINES
Duke University Health System strives to provide patient and family-centered care to our patients and their families. These guidelines intend to include patients’ families as support persons, in accordance to patient preference. It is our philosophy to sensitively respond to patients’ individual needs and wishes regarding family presence and support while maintaining and promoting a restful and therapeutic environment for all.

DUH allows each patient to choose family members, friends, or other individuals to be present for support during the course of his or her hospital stay. Each patient has the right to withdraw or deny support persons at anytime.

To promote safety for our patients, our loved ones and each other, support persons will receive a Duke issued identification pass after general visiting hours are over (between the hours of 5:30 a.m. and 9 p.m.). These passes are distributed on the patient care unit or at the information desk in the Duke North main lobby or the lobby of the Duke Medicine Pavilion.

To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:
- Wash your hands with soap and water or alcohol-based sanitizer before entering and upon exiting a patient’s room.
- Please be considerate of other patients by keeping noise to a minimum.
- Observe “No Visiting” and precaution signs before entering a patient room.
- Do not use any tobacco products while on Duke University Hospital property.
- We support the presence of loved ones at the bedside. We ask that if you step out of the room briefly to provide or seek privacy that you go to the family lounge.
- Do not visit our patients if you have been exposed to a communicable disease, such as chickenpox and measles, until a physician has determined the illness is past the incubation period and deemed noninfectious.
- For everyone’s safety, strict adherence to our infection control policies must be maintained.
- Support persons and guests (adults and/or children) who are currently ill or have had a fever, conjunctivitis, symptoms of gastrointestinal illness or respiratory infections within the last 24 hours should not visit until they have been symptom free for at least 24 hours.
- Do not visit our patients if you have been exposed to a communicable disease (such as chickenpox and measles), until a physician has determined they are past the incubation period and deemed noninfectious.
- Single overnight visitor must be 18 years or older.
- Babies of breast-feeding mothers are welcome to spend the night as long as there is another responsible adult (non-patient) present at all times.

PRIVACY AND SOCIAL MEDIA
While you are a patient at Duke, and you or your family are engaging in social media activities, please remember to respect the privacy of the people surrounding you including other patients, their families/friends, and Duke employees.
- Duke healthcare providers are not allowed to accept a Facebook “friend” request from you. Our staff members are ethically bound by patient confidentiality, professional boundaries and Duke policies.
Duke healthcare providers are not permitted to send a “friend” request to you.
Duke policy prohibits providers from posting pictures of patients or being “tagged” in a picture of a patient on a social media site. Please be mindful of your healthcare providers’ privacy, professional boundaries and confidentiality. They have been instructed to remove any tags from pictures on social media sites that patients have posted.

Our patients and their families/friends appreciate you respecting their privacy by not posting their pictures or discussing their experiences at Duke on any social media sites.

Thank you for helping protect the privacy and confidentiality of our patients and employees at Duke.

**CONCIERGE SERVICES**

Concierge Services is a full-service “personal touch” to the patient experience.

Concierges:
- Assist patients and visitors with lodging, transportation, dining, community events and any other special amenities that may be needed while visiting Duke University Hospital and/or clinics
- Location: On site: Duke Hospital, Duke Clinics, Cancer Center and Children’s Health Center
- Hours of Operation: Monday- Friday, 8 a.m. to 5:30 p.m. Available on call via pager after hours and on weekends

Call Center Specialists:
- Assist patients, families and friends with general information via telephone
- Contact Information: 919-684-2410

Navigation Relations Specialists: “Royal Blue Coats”
- Assist patients and visitors with:
  - way finding needs throughout the hospital and clinics
  - location of appointments and requesting transportation needs while onsite
  - researching general information while in hospital or clinics

**Duke University Hospital Services**

**INTERPRETERS**

Patients have the right to request a medical interpreter for all their communication needs at Duke University Hospital. It is the policy of Duke University Hospital to provide non-English speaking patients with qualified and screened medical interpreters in person or through remote interpreting at no cost to the patient. For Spanish, Arabic and French medical interpretation, call 919-681-3007, 24 hours per day, seven days per week.

Languages not provided through staff interpreters are supported by CyraCom International. CyraCom provides interpretation in more than 150 languages twenty-four hours per day, seven days per week.

Requests can be made 48 hours in advance for interpreters of languages that are not provided in-house are needed on-site.

**FOR THE HEARING IMPAIRED**

We offer complimentary sign language interpreters, listening devices for the hard of hearing, closed-caption television devices, visual door sensors and telecommunications devices for the deaf (TDD) to our hearing-impaired patients.
DURING YOUR STAY continued

PASTORAL CARE
Duke University Hospital chaplains are available to provide spiritual and emotional support for all people. If you would like to speak with a chaplain, please ask your nurse to contact us. If you have religious requests regarding your faith/belief, the chaplain will assist you. The Duke Medicine Pavilion Chapel is open 24 hours a day. Weekly services for Catholic, Jewish, Muslim, and Protestant patients, families and staff are scheduled. Please see the announcement board outside the chapel for times. Duke North Hospital Chapel, located on the sixth floor, is open 24 hours a day for prayer, meditation, reflection and quiet. Duke University Chapel services are broadcast on Sunday’s at 11 am on Channel 12.

LOST AND FOUND
If you lose a personal item during your stay, tell your nurse immediately so that every effort can be made to find it. You may call Patient & Visitor Relations at 919-681-2020 to see if your lost item has been turned in to Lost & Found.

FAMILY LOUNGES
There are specially designated lounge areas for visitors on most patient floors and on the main floor in the lobby. Specific Family Lounges have been designated for families of patients in the critical care units, the Emergency Department, and Surgery.

Call 919-681-2020 or speak to a member of your healthcare team to make arrangements for this free service. For urgent sign language interpreter needs, please ask your provider to make arrangements for our video sign language service.

FOR THE BLIND OR VISUALLY IMPAIRED
Resources include a Patient Rights in Braille materials, Touchable Art Gallery, and materials on audiocassette tape. Call 919-681-2020 for more information.

Hospital Amenities

PARKING
You may park in the decks next to Duke University Hospital and Duke Clinic for an hourly fee of $1, not to exceed $6 per 24-hour period.
- In order to access the underground walkway, take an elevator to “T” level.
- Parking for oversized vehicles is located adjacent to the Duke University Hospital deck.
- Discount parking books for inpatients and their families can be purchased in the Hospital and Clinic gift shops.
- Valet parking is available for a nominal fee at the entrances to Duke University Hospital, Duke Clinic, Duke Cancer Center, and Duke Eye Center. Complimentary valet parking is offered for one car per patient when coming to the Emergency Department.
- For more information on parking, call 919-684-7275.

CAFETERIA
The Duke Hospital Atrium Café features a full salad bar, pizza station, deli, grill, home station, expo station, and grab-and-go items.

COFFEE BAR, CAFÉS
- Starbucks is located at the back of the Atrium Café and is open 24 hours per day - seven days a week.
- The Cancer Center Café features a healthy choice menu and Starbucks coffee and is open Monday through Friday from 7 a.m. to 5 p.m.; closed weekends.
- Einstein Bagels is located on the “T” level of the Children’s Hospital and is open weekdays from 6 a.m. to 4 p.m.; closed weekends.
- The DMP Café is located on the lobby level of the building. It is open Monday to Friday from 6:30 a.m. to 9 p.m., and weekends from 10 a.m. to 9 p.m. The Café menu features a wide variety of delicious sandwiches, salads, soups, and daily hot entrees. On the run? Try a sandwich or snack from our extensive grab n go menu. Starbucks coffee and espresso beverages are also available. DMP Café focuses on bringing fresh ingredients together that provide a healthy meal, with nutrition information proudly displayed for customers to review.

DUKE CLINIC
Featuring Chick-fil-A, Subway, Seattle’s Best Coffee, Grill, and Chop’d & Top’d Salads. Visitors are welcome to dine in any of these venues.
Hours are: Breakfast, 6 a.m. to 11 a.m.; Lunch, 11 a.m. to 4 p.m.; Dinner, Closed.
MAIL AND FLOWERS
Mail and flower deliveries should be addressed to you with your first and last name (for example, Mary Smith, rather than Mrs. John Smith), Duke University Hospital, and Room Number, if available. Please ask friends and family to mark your letters clearly as “Patient Mail.” After you leave the hospital, we will forward your mail to your home address. Please note that for the safety of our patients, flowers are not allowed on some intensive care units, as well as some oncology units. Latex balloons are not allowed within the hospital or clinics. (Mylar balloons are permitted).

SEND A CARD TO A PATIENT
If you have a friend or family member staying at Duke University Hospital, send a free personal message of encouragement. Enter your message on http://www.dukehealth.org/patients_and_visitors/ecard/ecard_form, click send, and we’ll take care of the rest.

Your card will be printed and hand delivered by a Duke Auxiliary volunteer within two business days. If the patient leaves the hospital before the card is delivered, every effort will be made to forward the message to the patient’s home. To protect patient privacy, we are unable to confirm a patient is in Duke University Hospital or confirm that the message was delivered.

GIFT SHOP
There are four gift shops on-site. Proceeds from the gift shops are donated back to the hospital through the Volunteer Auxiliary to assist the needs of our patients. Cash and credit cards accepted. Hours of Operation:
- Duke University Hospital Gift Shop: 919-681-6186, Monday - Friday: 9 a.m. to 6 p.m., Saturday: 10 a.m. to 3 p.m., Sunday: 1 p.m. to 5 p.m.
- Duke Clinic Gift Shop: 919-684-6165, Monday - Friday: 9 a.m. to 4 p.m.
- Bouncing Ball Gift Shop–McGovern-Davison Children’s Health Center: 919-668-4112, Monday - Friday: 9:30 a.m. to 4 p.m.
- Duke Medicine Pavilion Gift Shop: 919-385-1393, Monday - Friday: 9 a.m. to 4 p.m.

DUKE MEDICINE PAVILION RESOURCE CENTER
Visit the Duke Medicine Pavilion Resource Center located in room 1E17, just inside the front door of the DMP. The center is open Monday – Friday 8 a.m. to 4 p.m. You may contact the center at 919-385-1340. The Resource Center offers educational resources to patients and families:
- Disease specific educational materials
- Information related to hospital amenities
- Comfortable areas for reading, relaxation and work
- Computer kiosks
- Community information

BANKING SERVICES
Full-service banking is available at Wells Fargo Bank, located on the first floor of Duke Clinic. The bank is open Monday through Friday from 9 a.m. to 5 p.m. U.S. Postal Service money orders can be cashed at the Bryan Center Post Office, located on the Duke University Campus, Monday through Friday from 8:30 a.m. to 4:30 p.m.

WHERE’S THE CAFETERIA?
LOCATION:
Duke Hospital Atrium Café,
First floor Main Building
Visitors are welcome to dine in the cafeteria.

HOURS:
Monday through Sunday from
6:30 a.m. to 9 p.m.; closed
10:15 a.m. to 11 a.m. daily
Breakfast
6:30 a.m. to 9:45 a.m.
Lunch
11 a.m. to 2:30 p.m.
Dinner
4 p.m. to 7 p.m.

ATM
For your convenience, automated teller machines (ATMs) are located in the “T” level of Duke University Hospital and the ground floor (close to the food court) at the Duke Clinic.

PUBLIC RESTROOMS
Public restrooms are located near the visitor elevators on each floor.

VENDING MACHINES
Vending machines offering beverages and snacks are located on each floor in the staff elevator core and in the dining area of the cafeteria. They are available 24 hours a day, 7 days a week.
### TELEVISION LINEUP

#### DUKE CHANNEL
- **2** Duke Employee Channel
- **39** Duke Information Channel
- **35** Patient Education-Children
- **38** Patient Education-Diabetes
- **34** Patient Education-Heart
- **36** Patient Education-Cancer
- **33** Patient Education-Relaxation
- **37** Patient Education-Women’s Channel

#### LOCAL PROGRAMMING
- **22-1** WLFL-HD (CW22)
- **22-2** WLFL-SD (Country)
- **23** WLFL-TV (CW22)
- **17-1** WNCN-HD (NBC)
- **17-2** WNCN-D2
- **10** WNCN-TV (NBC)
- **5-2** WRAL-D2 (This TV Network)
- **5-1** WRAL-HD (CBS)
- **5** WRAL-TV (CBS)
- **50-1** WRAZ-HD (FOX)
- **50-2** WRAZ-SD (MeTV)
- **3** WRAZ-TV (FOX)
- **28-1** WRDC-HD (MyNetwork)
- **6** WRDC-TV (MyNetwork)
- **47-1** WRPX-HD (IND) ION Media
- **11-2** WTVD-D2 (LWN)
- **11-3** WTVD-D3
- **11-1** WTVD-HD (ABC)
- **11** WTVD-TV (ABC)
- **4-2** WUNC-D2 (PBS Kids)
- **4-4** WUNC-D3 (PBS MX)
- **4-3** WUNC-D4 (PBS Explorer)
- **4-1** WUNC-HD (PBS)
- **4** WUNC-TV (PBS)
- **4-5** WUNC-TV (PBS)
- **84-3** Durham Community Access
- **84-5** Durham Community Channel
- **84-4** Durham Education Channel
- **84-8** Granville Community Channel
- **84-6** Orange County Channel
- **84-1** Triangle TV Durham
- **84-9** The Weather Channel

#### KIDS & FAMILY
- **67-3** ABC Family HD
- **71-2** Cartoon Network HD
- **71-1** Disney HD
- **78-6** Nickelodeon
- **59** Nick Junior
- **98** Pediatric Movie Channel-Movies English
  *Children’s Units Only
- **99** Pediatric Movie Channel-Movies Spanish
  *Children’s Units Only

#### SPORTS
- **65-4** ESPN Classic
- **76-1** ESPN HD
- **76-2** ESPN2 HD
- **67-2** ESPNews HD
- **72-2** ESPNU HD
- **74-2** Fox Sports South HD
- **73-2** Golf Channel HD
- **69-2** NBC Sports-HD
- **73-3** Fox Sports 1 HD

#### HOME & LEISURE
- **67-1** Food Network HD
- **69-1** HGTV HD
- **68-3** Travel Channel HD

#### LOCAL PROGRAMMING
- **22-1** WLFL-HD (CW22)
- **22-2** WLFL-SD (Country)
- **23** WLFL-TV (CW22)
- **17-1** WNCN-HD (NBC)
- **17-2** WNCN-D2
- **10** WNCN-TV (NBC)
- **5-2** WRAL-D2 (This TV Network)
- **5-1** WRAL-HD (CBS)
- **5** WRAL-TV (CBS)
- **50-1** WRAZ-HD (FOX)
- **50-2** WRAZ-SD (MeTV)
- **3** WRAZ-TV (FOX)
- **28-1** WRDC-HD (MyNetwork)
- **6** WRDC-TV (MyNetwork)
- **47-1** WRPX-HD (IND) ION Media
- **11-2** WTVD-D2 (LWN)
- **11-3** WTVD-D3
- **11-1** WTVD-HD (ABC)
- **11** WTVD-TV (ABC)
- **4-2** WUNC-D2 (PBS Kids)
- **4-4** WUNC-D3 (PBS MX)
- **4-3** WUNC-D4 (PBS Explorer)
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- **84-6** Orange County Channel
- **84-1** Triangle TV Durham
- **84-9** The Weather Channel

#### FOR TECHNICAL ISSUES, PLEASE CALL 919-684-3232

**ENTERTAINMENT**
- **75-3** A&E HD
- **74-1** AMC HD (American Movie Classics)
- **78-3** BBC America
- **65-7** BET
- **66-3** Bravo HD
- **65-5** Comedy Central
- **65-6** E!
- **68-2** FX HD
- **65-8** Lifetime
- **65-3** MTV
- **41** Spike TV
- **70-2** SyFy HD
- **75-2** TBS in HD
- **77-1** TNT HD
- **8** TV Land
- **66-2** USA HD
- **19** WGN

#### LEARNING & DISCOVERY
- **68-1** Animal Planet HD
- **71-3** Discovery Channel HD
- **70-3** History HD
- **77-2** National Geographic HD
- **69-3** Science Channel HD
- **72-3** TLC HD

#### NEWS & INFORMATION
- **65-1** Bloomberg
- **72-1** CNBC HD
- **66-1** CNN HD
- **73-1** CNN Headline HD (HLN HD)
- **65-2** C-SPAN
- **70-1** Fox News Channel HD
- **75-1** MSNBC HD
- **78-1** News 14 Carolina
- **78-2** The Weather Channel (Local to market)

#### INTERNATIONAL
- **78-4** Univision
- **78-5** Telemundo (Hispanic)
- **40-1** WUVC-HD (Univision)
MUSIC

87-05  Kids Only
87-06  Throwback Jamz
87-07  Rock Hits
87-08  Gospel
87-09  MCU
87-10  Hit List
87-11  Party Favorites
87-12  Today's Country
87-13  Hip-Hop Classics
87-14  RAP
87-15  Hip-Hop and R&B
87-16  Classic Rock
87-17  R&B Classics
87-18  R&B Soul
87-19  Alternative
87-20  Metal
87-21  Rock
87-22  Reggae
87-23  Soft Rock
87-24  Pop Hits
87-25  Y2K
87-26  90's
87-27  80's
87-28  Pop Rhythmic
87-29  Dance/EDM
87-30  Contemporary Christian
87-31  Pop Latino
87-32  Classic Country
87-33  Romances
87-34  Sounds of the Season: The Pulse
87-35  Country Hits
87-36  70's
87-37  Solid Gold Oldies
87-38  Pop Country
87-39  Tropicales
87-40  Mexicana
87-41  Soundscapes
87-42  Smooth Jazz
87-43  Toddler Tunes
87-44  Stage & Screen
87-45  Teen MC
87-46  Musica Urbana
87-47  Love Songs
87-48  Adult Alternatives
87-49  Jazz
87-50  Blues
87-59  Singers & Swing
87-61  Easy Listening
87-62  Classical Masterpieces
87-63  Light Classical

Arts & Health at Duke provides quality literary, performing and visual arts programming to the Duke Medicine community. During your stay, you and your loved ones can enjoy arts programming such as journaling sessions, free concerts in the hospital courtyard, performing artists on the hospital units, and art exhibits in galleries on the first floor of Duke University Hospital and on the second floor of Duke Eye Center. You can also request an art kit for delivery to your bedside. Art kits regularly include options such as watercolor painting, adult coloring books and crayons, origami and journaling. You, a caregiver or a loved one can request an art kit by calling 919-684-6124.

To learn more about arts programming available during your stay, please contact the Arts & Health office at 919-684-6124 or visit us online at artsandhealth.duke.edu.
**Speak UP!**

**Take charge of your care.**

During your stay, the doctors, nurses and staff of your hospital will treat you and your loved ones as partners in your own care. One important way that you can be involved is to speak up. Ask questions and voice your concerns, and don’t be afraid to raise any issues related to your care, treatment and to overall hospital services.

In the pages that follow, you’ll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.

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**SPEAK UP & STEP UP**

**SPEAK UP**
Ask questions and voice concerns. It’s your body and you have a right to know.

**PAY ATTENTION**
Make sure you’re getting the right treatments and medicines.

**EDUCATE YOURSELF**
Learn about the medical tests you get and your treatment plan.

**FIND AN ADVOCATE**
Pick a trusted loved one or friend to be your advocate.

**WHAT MEDS & WHY**
Know what medicines you take and why you take them.

**CHECK BEFORE YOU GO**
Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission’s quality standards.

**PARTICIPATE IN YOUR CARE**
You are the center of the healthcare team.

---

**REMEMBER**
- Write down any questions you have.
- Choose a loved one to communicate with the doctors and staff.
- Keep a list of doctors you see and the meds they prescribe.

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*WHO QUESTIONS MUCH, SHALL LEARN MUCH AND RETAIN MUCH.*

Francis Bacon 1561-1626

“WHO QUESTIONS MUCH, SHALL LEARN MUCH AND RETAIN MUCH.”

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Courtesy of The Joint Commission.
Nurse Mary Holtschneider has been teaching Basic Life Support (BLS) for nearly three decades. Working mainly in hospital settings, she has trained clinicians and non-clinicians in CPR and other methods of sustaining life during emergency situations. The former Duke Hospital and current Veterans Administration Hospital employee would often tell her students, “That could be you or me on the ground, and I want to know that you know how to save me.”

She never imagined just how fateful those words would be.

Dec. 30, 2013 began just like any other Monday. Mary turned off of Erwin Road and pulled her car into a parking space near the Durham VA Hospital. She got out of her vehicle and began walking toward the building. She can’t recall what happened next and has to rely on eyewitness accounts of the story.

“I don’t remember going down,” says Mary, who was told that a co-worker found her lying unconscious and initiated CPR. Other colleagues rushed to help, and one of them dialed 911. Durham County Emergency Medical Services (EMS) personnel arrived and took over before transporting her to Duke University Hospital’s Emergency Department (ED).

Once at DUH, the team found that Mary’s heart was active but wasn’t pumping blood through her body, a sign that she had a blood clot. They initiated multiple lifesaving interventions, including providing clot-busting drugs that ultimately saved her life.

Unbeknownst to Mary, her care team members would wake her up, ask her to perform tasks such as moving her hands to test responsiveness, and then would sedate her for further care. She was transferred to Duke’s Heart Center on the 7th floor, where many colleagues from her eight years working at DUH provided care. Husband Dave, an electrical engineer, tells Mary that, while she was sleeping, staff from Duke and the VA visited often.

A week after falling ill, she awoke and realized she was in an ICU at Duke. It took several more weeks of healing before she was discharged and able to go home. Today, Mary is back at work, showing the next generation of health care workers how to save her life and the lives of others like her. After teaching thousands of students how to perform life-saving interventions, Mary has a new story to tell: her own.

“Everyone doing what they did, working together, saved my life,” she says. “The American Heart Association calls it, ‘The Chain of Survival.’ It includes receiving good CPR, someone calling 911, defibrillating if necessary, EMS arriving and providing care and transport, further interventions in the ED... The fact that each individual along that chain of survival did what they did kept me alive. It makes all that teaching worthwhile.”

A Story with Heart
Clinical Educator Saved by the Same Life-Saving Interventions She Has Taught to Thousands

By: Antoinette Parker

Holtschneider, center, shown with members of the Duke Hospital team who helped to save her life
Duke Medicine includes: Duke University Health System, Duke University Affiliated Physicians/ Duke Primary Care and Private Diagnostic Clinic. We view health care as a partnership between you and your caregivers. We respect your rights, values, and dignity. Patients will receive safe, high quality medical care regardless of an individual’s race, color, national origin, religion, gender, age, sexual orientation, gender identity or expression, genetic information, veteran status, or disability. We ask that you recognize the responsibilities that come with being a patient, both for your own well-being and that of fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined below.

**PATIENT RIGHTS**

*You have the right* to safe, high-quality, medical care, without discrimination, that is compassionate and respects personal dignity, values and beliefs.

*You have the right* to participate in and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your care provider (such as your doctor or nurse) will explain the medical consequences of refusing recommended treatment.

*You have the right* to have your illness, treatment, pain, alternatives, and outcomes be explained in a manner you can understand. You have the right to interpretation services if needed.

You have the right to know the name and role of your care providers. At your request, you have a right to a second opinion.

You have the right to request that a family member, friend, and/or doctor be notified that you are under the care of this facility.

You have the right to receive the visitors whom you designate, including, but not limited to, your spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend. You also have the right to withdraw or deny their consent to visitation at any time. In the event you are unable to designate who can visit, the person you have designated as your “support person” can make that designation. Hospital visitation will not be limited or denied based on race, color, national origin, disability, religion, sex, sexual orientation, gender identity or expression. However, it may become clinically or otherwise reasonably necessary for a patient’s care, safety or well-being to impose restrictions on visitation. Reasons to limit visitation, if deemed necessary, may include but are not limited to:

- Patient is undergoing care interventions with which visitation may interfere
- Infection control issues
- Visitation may interfere with the care of other patients
- Existence of court orders restrict visitation or other contact
- Disruptive, threatening, or violent behavior by a visitor of any kind
- Patient or others’ in room need for privacy or rest
- Need for limitation on the number of visitors in particular space or during specific time period
- Minimum age requirements for child visitors
- Visitation limitation protocols for substance abuse or mental health treatment of patient

You have the right to be informed about transfers to another facility or organization and be provided complete explanation including alternatives to a transfer.
You have the right to receive information about continuing your health care at the end of your visit. You have the right to know the policies that affect your care and treatment.

You have the right to participate in research or decline to participate in research. You may decline at any time without compromising your access to care, treatment, and services.

You have the right to private and confidential treatments, communications, and medical records to the extent permitted by law.

You have the right to receive information concerning your advance directives, (living will, health care power of attorney, or mental health advance directives), and to have your advance directives respected to the extent permitted by law.

You have the right to access your medical records in a reasonable time frame, to the extent permitted by law.

You have the right to be informed of charges and receive counseling on the availability of known financial resources for health care.

You have the right to be free from restraints that are not medically required or are used inappropriately.

You have the right to access advocacy or protective service agencies and a right to be free from abuse.

You have the right to have your compliments, concerns and complaints addressed. Should you or your designated guardian, advocate, support person or representative feel at any time that your rights as a patient have been violated or you wish to share a compliment, concern or complaint, please call the number below at the facility where you are a patient. Sharing your concerns and complaints will not compromise your access to care, treatment, and services.

Duke University Hospital
Patient and Visitor Relations
919-681-2020

North Carolina Department of Health Service Regulation
800-624-3004

Mental Health Branch
919-855-3795

2711 Mail Service Center
Raleigh, NC 27699

The Joint Commission Office of Quality Monitoring
800-994-6610
jointcommission.org

PATIENT RESPONSIBILITIES

You are responsible for providing as much information as possible about your health, medical history, and insurance benefits.

You are responsible for asking the care provider for clarification when you do not understand medical words or instructions about your plan of care.

You are responsible for following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.

You are responsible for following the facility’s rules and regulations.

You are responsible for acting in a manner that is respectful of other patients, staff, and facility property.

You are responsible for meeting your financial obligation to the facility.
You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

WHO MUST FOLLOW THIS LAW?

✓ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
✓ Health insurance companies, HMOs and most employer group health plans
✓ Certain government programs that pay for healthcare, such as Medicare and Medicaid

WHAT INFORMATION IS PROTECTED?

✓ Information your doctors, nurses and other healthcare providers put in your medical records
✓ Conversations your doctor has with nurses and others regarding your care or treatment
✓ Information about you in your health insurer’s computer system
✓ Billing information about you at your clinic
✓ Most other health information about you, held by those who must follow this law

YOU HAVE RIGHTS OVER YOUR HEALTH INFORMATION.

Providers and health insurers who are required to follow this law must comply with your right to:

✓ Ask to see and get a copy of your health records
✓ Have corrections added to your health information
✓ Receive a notice that tells you how your health information may be used and shared
✓ Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
✓ Get a report on when and why your health information was shared for certain purposes
✓ File a complaint

To make sure that your health information is protected in a way that doesn’t interfere with your healthcare, your information can be used and shared:

✓ For your treatment and care coordination
✓ To pay doctors and hospitals for your healthcare and help run their businesses
✓ With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
✓ To make sure doctors give good care and nursing homes are clean and safe
✓ To protect the public’s health, such as by reporting when the flu is in your area
✓ To make required reports to the police, such as reporting gunshot wounds

WITHOUT YOUR WRITTEN PERMISSION, YOUR PROVIDER CANNOT:

✓ Give your health information to your employer
✓ Use or share your health information for marketing or advertising purposes
✓ Share private notes about your mental health counseling sessions
If you are 18 or older and mentally competent, you have the right to make decisions about your medical care. Advance Directives are legal forms that help you do that. There are three kinds of Advance Directives:

- A **Living Will** lets you state your wishes about medical care, or choose another person(s) to make medical decisions for you if you lose the ability to do so.
- A **Health Care Power of Attorney** lets you name a person to make healthcare decisions for you if you become unable to decide for yourself.
- An **Advance Instruction for Mental Health Treatment** allows you to give instructions and preferences about mental health treatment. You may select someone to make these decisions for you if you lose the ability to decide for yourself. This document automatically expires in two years.

If you already have a North Carolina Advance Directive, we must have a copy in order to follow your wishes. If you cannot give us a copy, we will be happy to complete another form for you, in case one is needed while you are in Duke University Hospital.

If you have an Advance Directive from another state, it may not be recognized in North Carolina. In order to ensure we are able to follow your wishes, we recommend that you have an Advance Directive in North Carolina. We will be happy to help you complete a North Carolina form so that your wishes can be followed.

If you want to complete an Advance Directive, or have questions, talk to your nurse, doctor, patient advocate or staff in Pastoral Services.

For more information about your rights as a patient, see the “Rights and Responsibilities” section of this guide.

For more information about Advance Directives or to obtain forms, please speak with your nurse or call Patient and Visitor Relations at 919-681-2020.

**Please take a moment to visit this link and review available Advance Directive Videos to learn more about a Living Will and Health Care Power of Attorney**

http://www.dukehealth.org/patients_and_visitors/advance_directives/advance-care-planning
While you are in the hospital, many people will enter your room, from doctors and nurses to aides and patient transporters. The following information will help make your hospital stay safe and comfortable.

**PATIENT IDENTIFICATION**

Any time staff enters your room to give you medicines, transport you or perform procedures and treatments, they must check your medical record number, birth date and name before they proceed. You may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand that this process is a critical part of our patient safety program to guarantee that all of our patients receive the correct medicines and treatments.

**DON’T BE AFRAID TO ASK…**

A number of people may enter your hospital room. Be sure to:

- **Ask for the ID** of everyone who comes into your room.
- **Speak up** if hospital staff don’t ask to check your ID.
- **If you are told you need certain tests or procedures**, ask why you need them, when they will happen and how long it will be before you get the results.

**EMPLOYEE IDENTIFICATION**

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job title. If you do not see an ID badge on an employee, please call your nurse immediately.
Know Your MEDS: Remember—you play an important role in decreasing medicine errors all through your hospital stay.

WHEN YOU GET TO THE HOSPITAL

You play an important role in decreasing medicine errors all through your hospital stay. Bring all of the medicines you were taking at home in the original containers. All of the following are important to report to your doctors and nurses:
- Your prescription medicines
- Vitamins and dietary supplements
- Natural and herbal remedies
- Recreational drugs
- Over-the-counter medicine
- Alcohol
- Tobacco

Knowing this information will help us help you better. After your health team writes down your medicines, please send them home with a family member or friend. You will not be allowed to take your home medicines in the hospital.

NOW THAT YOU ARE HERE

Preventing Medicine Errors
Be sure that all of your doctors know what medicines you have been taking.

Be sure they know of any allergies you may have to:
- Medicines
- Anesthesia (if you are having surgery)
- Foods
- Latex products

When you are brought medicines or IV fluids, ask the person to check to be sure are you the patient who is to receive the medicines.
Show that person your ID bracelet to double check.

Check It Out!
Know this information about any prescribed or over-the-counter medicine, vitamin, herbal remedy or supplement will help you protect yourself from medicine interactions.
- What are the brand and generic names of the medicine?
- Why do I need to take this medicine?
- What dose will I be taking?
- How often and for how long will I take this medicine?
- What are the possible side effects?
- How do I manage the side effects?
- Can I take this medicine while taking my other medicines or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

BEFORE YOU GO HOME

You will get a listing of all the medicines you should take at home. Be sure you understand all about the medicines. Ask any questions you may have. Knowing your medicines will help you take them safely.
The single most important thing you can do to help prevent infections is to clean your hands. Make sure that everyone who touches you—including your doctors and nurses—clean their hands, too.

**YOU, YOUR FAMILY AND FRIENDS SHOULD CLEAN HANDS:**

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It is also important that your healthcare providers clean their hands with either soap and water or with an alcohol-based hand cleaner every time, before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your loved ones should speak up. Ask them to wash their hands.

**NO SOAP? NO PROBLEM.**

Alcohol-based hand cleaners are effective in killing most germs. To use, apply the cleaner to the palm of your hand. Rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry. However, alcohol-based cleaners do not stop all the germs. Soap and water are still best.

**HAPPY BIRTHDAY TO YOU!**

Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice.

**Prevent the Spread of INFECTIONS**

When you are admitted to the hospital you may have a nasal swab done to see if you have MRSA (methicillin-resistant Staphylococcus aureus). This is a multi-drug-resistant organism (MDRO) that is often found in patients. MDROs are bacteria that are resistant to most antibiotics. Precautions must be taken to ensure that the MDRO does not spread.

If your culture is positive, you will be placed on isolation. This means staff will wear gowns, gloves or masks when they treat you. Your loved ones and visitors are expected to wear the same to help prevent the spread of bacteria. Help us to help you prevent the spread of these germs. Be sure to clean your hands.

**MRSA: METHICILLIN-RESISTANT STAPHYLOCOCCUS AUREUS:** MRSA is a bacterium that is carried on the skin or in the noses of healthy people. It is a common cause of:

- minor skin infections
- surgical wound infections
- bloodstream infections
- pneumonia

**To prevent the spread of MRSA:**

- Cover your wound: Keep areas of affected skin covered with clean, dry bandages.
- Clean your hands: Anyone in close contact should clean hands with soap and warm water.
- Do not share personal items: Avoid sharing clothing, towels or razors.
- Do not wear socks that have been on the floor to bed: before getting into bed, take off socks, slippers and nonskid socks that have been on the floor.
- Talk to your doctor: Tell any of your healthcare providers that you have a MRSA infection. If you have a wound that does not heal or a boil or “spider bite” that looks infected, see your doctor.

**IF YOU HAVE QUESTIONS ABOUT OTHER MDROS, SUCH AS C.DIFF (CLOSTRIDIUM DIFFICILE) OR VRE (VANCOMYCIN-RESISTANT ENTEROCOCCI), PLEASE ASK YOUR DOCTOR OR NURSE.**
STAY SAFE
PREVENTING Falls

Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medicines make them dizzy, or because they’ve been sitting or lying down for too long. Duke University Hospital cares about our patients’ safety.

PATIENTS OF ALL AGES ARE AT RISK OF FALLS BECAUSE OF MEDICINES AND PROCEDURES THAT MAY MAKE THEM DIZZY, WEAK OR UNSTEADY

Please help us keep you safe. Follow these guidelines during your hospital stay:

- If the nurse determines you are at high risk for falling, a yellow armband will be placed on your wrist, yellow socks will be put on and a yellow sign will be placed on the room door.
- Your bed alarm will also be set to alert staff when you attempt to get out of bed without assistance. Lift equipment might also be used to assist with getting you in and out of bed. These are for your safety.
- If your loved one is unsteady, call a nurse.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet or with shoes/slippers with slick soles. Make sure your robe or pajamas don’t drag on the floor; they can cause you to trip.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.
- Tell your nurse if you feel woozy or dizzy.
- Tell your nurse if you use a cane or walker at home. We can provide one for you.
- Do not grab anything with wheels for support. You may lose your balance.
- Move slowly. Walk as tall as you can.
- Make sure your room and bathroom lights are turned on before you start to walk.
- Side rails may not support your weight. Do not climb over them. Make sure they are locked before leaning on them.

Help Prevent DVT

DVT sounds like it should be another germ. But, DVT means deep-vein thrombosis. DVT occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you’re in bed with limited physical activity, your risk of DVT increases. Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:

☐ A leg cramp or charley horse that gets worse
☐ Swelling and changes in color in your left upper arm or neck
☐ Unexplained shortness of breath
☐ Chest discomfort that gets worse when you breathe deeply or cough
☐ Light-headedness or blacking out

IF YOU NEED SOMEONE WITH YOU AND YOUR LOVED ONES ARE NOT AVAILABLE, ASK YOUR NURSE ABOUT HIRING A SITTER.
STAY SAFE

QUESTIONS for My Health Team

BE INFORMED: You and your caregiver need to stay informed about your medical condition and treatments while you are hospitalized. Once you are released from the hospital, it is important to have this information available so you can share it with your primary care physician during your next visit. These checklists will help you ask questions while in the hospital and keep track of vital health and medicine information.

ABOUT MY MEDICAL TESTS
- Why do I need this test?
- What will this test show about my health?
- What will the test cost? Will my insurance cover the costs?
- What do I need to do to get ready for the test?
- How is the test done? What steps does the test involve?
- Are there any dangers or side effects?
- How will I find out the results of my test? How long will it take to get the results?
- What will we know after the test?
- Will I get a written copy of the test results?

ABOUT MY ILLNESS
- What is the purpose of this hospital stay for my illness?
- Is it cured or just under control?
- How can I help improve my illness?
- What is the treatment plan?
- What long term effects may I expect?
- How can I learn more about my illness?

NOTES

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**My Medicine List**

For your safety keep this form current. Always bring the list with you to all doctor and hospital visits or anytime you go for tests.

Name

Doctor ___________________________ Phone ______________________

Pharmacy _________________________ Phone ______________________

### IMMUNIZATION RECORD

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Date Last Received</th>
<th>Allergic to</th>
<th>Describe Reaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tetanus</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pneumonia</td>
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Other

List all medicines you are currently taking: prescription and over-the-counter medicines. Examples: aspirin, vitamins, herbs, oxygen, inhalers. Include medicines taken as needed (prn).

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Do You Have **PAIN**?

Manage your pain so your hospital stay is as comfortable as possible.

You are the expert about how you are feeling. Tell your doctor or nurse when you have any kind of pain.

Tell the nurse when your pain is small. Think about pain like a candle. You want to blow it out before it starts a fire. It is important to treat your pain before it becomes large and severe.

**TO HELP DESCRIBE YOUR PAIN, BE SURE TO REPORT:**

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What makes the pain feel better?
- What makes the pain feel worse?
- How much pain is your medicine taking away?
- How many hours of relief do you get?

**USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.**

**HOW TO HELP YOUR PAIN**

**WHAT YOU CAN DO.** If your current pain treatment is not working, talk with your provider about finding other ways that will help reduce or relieve your pain.

Some things you can do:

- Hold the incision or painful area with a blanket or pillow when coughing or moving
- Walk if your doctor allows
- Take your mind off the pain by watching a movie, reading, or playing a game

In addition, there are other non-medicinal ways to relieve pain. Speak with your doctor about whether any of these treatments may be right for you:

- Acupuncture, which uses small needles to block pain
- Physical therapy
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Exercise
- Massage
- Hypnosis
- Heat or cold
- Relaxation

Are you afraid that you’ll become addicted to pain medicine? This is a common concern of patients. Studies show that addiction is unlikely, especially if you have never had a history of addiction to drugs or alcohol. Talk to your doctor or nurse about your fears.

**COURAGE IS RESISTANCE TO FEAR, MASTERY OF FEAR, NOT ABSENCE OF FEAR.**

**MARK TWAIN 1835-1910**
Stop Smoking TODAY

Millions of Americans have quit smoking—so can you.

Quitting smoking will help you live a longer, healthier life by reducing your risk of heart attack, stroke, lung disease, and lung and other cancers. The benefits start right away and last a lifetime:

▼ **20 minutes** after quitting your heart rate and blood pressure drop.

▼ **2 weeks to 3 months** after quitting your circulation improves and your lungs work better.

▼ **1 year** after quitting your risk of heart disease is half that of a smoker’s.

▼ **5 years** after quitting your risk of mouth, throat, esophagus and bladder cancers is cut in half.

▼ **10 years** after quitting your risk of lung cancer is half that of a smoker’s.

▼ **15 years** after quitting your risk of heart disease is the same as a nonsmoker’s.

**WHEN YOU QUIT SMOKING, YOU:**
- save money
- breathe better and cough less
- have whiter teeth and fresher breath
- set a good example for your loved ones, especially if you have children

**WHAT’S IN A CIGARETTE?**
You probably already know that tar and gases are in your cigarette. What may surprise you is that there are **more than 4,000 chemicals** in cigarette smoke. Some of them are also in wood varnish, the insect poison DDT, arsenic, nail polish remover and rat poison. The ashes, tar, gases, and other poisons in cigarettes damage your heart and lungs, make it harder for you to fight infections and affect the way you taste and smell food.

**IT’S NEVER TOO LATE TO QUIT SMOKING!**
Here’s how you can start today:

**S**et a quit date.

**T**ell your family, friends and coworkers that you plan to quit, and ask for their support.

**A**nticipate the challenges you’ll face.

**R**emove cigarettes and other tobacco products from your house, car and workplace.

**T**alk to your doctor about getting help to quit.
Duke University Hospital has become the first hospital in North Carolina to achieve the highest level in the N.C. Awards for Excellence program that recognizes exemplary business practices.

The Level 4 designation positions Duke to participate at the national level in the Baldrige Performance Excellence Program, which assesses and designates model organizations for their leadership, strategic planning, customer service, workforce initiatives and other functions. Organizations that advance through the national program can apply for the prestigious Malcolm Baldrige National Quality Award.

“This is an important milestone in Duke’s journey substantiating its high performance,” said Deborah Manzo, program director of the N.C. Awards for Excellence. “This is about visionary leadership, innovation throughout the hospital, and patient-driven excellence that results from listening to the voices of patients and families.”

Kevin Sowers, president of Duke University Hospital, said the Level 4 designation recognizes the dedication of staff members and faculty to provide superior patient-centered care and to strive for innovation in all areas of the hospital. “At every level of our organization, we have focused on our core value of caring for patients, their loved ones and each other,” Sowers said. “Any rewards that result from that mission are secondary to the primary goal of providing the best and most compassionate care to our patients.”

The Level 4 designation requires a rigorous process of setting and meeting performance goals based on Baldrige criteria. Examiners provide independent reviews and site visits to produce a feedback report, detailing strengths and opportunities for improvement in every aspect of an organization’s operations. A Level 4 designation represents “world-class” processes that are considered role models.
While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the Caregiver list at left.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or just be by yourself for a while. But down time is important. Don’t be reluctant to ask for help in caring for your loved one.

Find out more about how you can ease the stress of caregiving at www.caregiver.org.

IN COMPASSION LIES THE WORLD’S TRUE STRENGTH.

BUDDHA
Don’t **LEAVE** Until...

**Six things to know before you walk out that hospital door.**

**When** it’s time to be released from the hospital, your physician will authorize a hospital discharge. This doesn’t necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see If You Disagree, below).

You may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things to which you or your caregiver must attend.

The first step is to know who will be involved in your discharge process. This starts with the hospital’s discharge planner, who may be a nurse, social worker or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay. Find out who this person is and be sure to meet with them well before your expected discharge date.

**HAVE THE FOLLOWING INFORMATION BEFORE YOU LEAVE THE HOSPITAL:**

**1. Discharge instructions.** This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done, and what medications were prescribed.

**2. Medicine list.** This is a listing of what medicines you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

**3. Rx.** A prescription for any medicines you need. Be sure to fill your prescriptions promptly, so you don’t run out of needed medicines.

**4. Follow-up care instructions.** Make sure you have paperwork that tells you:
- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can’t do, and for how long
- how to properly care for any injury or incisions you have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your doctor
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

**IF YOU DISAGREE**

You or a relative can appeal your doctor’s discharge decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital’s discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

**BE SURE TO MEET WITH THE HOSPITAL’S DISCHARGE PLANNER EARLY IN YOUR STAY TO ENSURE A SMOOTH DISCHARGE PROCESS LATER ON.**

**IN THE FIELD OF OBSERVATION, CHANCE FAVORS ONLY THE PREPARED MIND.**

LOUIS PASTEUR 1822-1895

MAIN NUMBER: 919-684-8111

©2014 PatientPoint®, LLC
5. **Other services.** When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center or have in-home therapy. Be sure to speak with your nurse or doctor to get all the details you need before you leave.

6. **Community resources.** You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care, and agencies that can help with patient care and respite care.

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**AFTER-HOSPITAL CARE**

THAT IS TAILORED TO YOUR NEEDS

CAN SPEED YOUR RECOVERY

AND HELP YOU GET BACK TO YOUR NORMAL ROUTINE.

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Here’s a brief explanation of the various services that you may use during your recovery.

**Home Healthcare:** Part-time healthcare provided by medical professionals in a patient’s home to maintain or restore health. It includes a wide range of skilled and non-skilled services. These include part-time nursing care, therapy and assistance with daily activities and homemaking services, such as cleaning and meal preparation. Medicare defines home healthcare as intermittent, doctor-ordered medical services or treatment.

**Durable Medical Equipment (DME):** Medical equipment that is ordered by a doctor for use in a patient’s home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

**Independent Living:** Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, and social outings and events are provided.

**Assisted Living:** An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don’t need a high level of care. Assisted-living facilities provide assistance with medicines, meals in a cafeteria or restaurant-like setting and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctors’ appointments, shopping, etc.

**Nursing Home:** A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities, such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and are also called long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer’s disease or memory loss.

**Hospice:** A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.
PREPARING TO **LEAVE THE HOSPITAL**

**WHEN YOU ARE DISCHARGED**
Your doctor determines when you are ready to be discharged. Your doctor and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medicines once you are home. If you are confused or unsure about what you need to do, what medicines you must take or if you have to restrict your diet or activities, don’t be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

**GOING HOME**
When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures. Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a case manager and that you understand what services you may need after leaving the hospital. (See “Don’t Leave Until...” on page 30 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.
- If you had blood work or other tests done, be sure you know the results before you are discharged.

**BILLING: WHAT A HOSPITAL BILL COVERS**
The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medicine, therapy and the services of hospital employees. You will see separate charges from your doctors for their professional services. If you have questions about these charges, please call the number printed on the statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.
BILLING ASSISTANCE AND CHARITY CARE
Duke is committed to providing care to all patients with a high level of dignity, respect, and skill.

CAN’T PAY A BILL? WE CAN HELP
Please tell us if you cannot pay your bill in full and let us help you. Our patient account representatives and financial care counselors can assist you with filling out applications for government-sponsored programs or establishing interest free monthly payment plans and other financial assistance programs available for those patients who meet certain financial criteria. Please call our Customer Service Department at 919-620-4555 or 800-782-6945 Monday-Friday from 8 a.m. to 5 p.m.; 8 a.m to 4 p.m. on Thursdays. EST for assistance. If you are in the hospital, you can call our Admissions Department at 919-681-2002 and one of our Financial Care Counselors can help. Patients without insurance or other third party coverage are eligible for an uninsured patient discount which will be automatically applied to their account.

CHARITY CARE ELIGIBILITY
Patients who receive treatment at a Duke Health System may receive discounted services under DUHS’ charity care policy.

Medical treatment that is urgent or provided on an emergency basis, is eligible for a charity care discount under the DUHS charity care policy.

Examples of this type of treatment include:
- Treatment provided in a DUHS Emergency Department
- Treatment provided in an inpatient setting following an urgent admission to a DUHS hospital
- Follow-up treatment to services provided through the Emergency Department once a follow-up visit and evaluation has occurred with a Duke physician

Health care services necessary to prevent a serious health impact as determined by a Duke physician also may be eligible for a charity care discount.

Cosmetic, transplant, experimental, and elective services are not eligible for a charity care discount.

Patients may receive up to a 100 percent discount on eligible services. Discount amounts are based upon a patient’s adjusted gross income compared to percentages of the current Federal Poverty Income Guidelines and any assets beyond the patient’s primary residence.

MORE INFORMATION
For more information (free of charge) on DUHS Billing policies, Financial Assistance; Charity Care Eligibility and our Financial Assistance forms, please visit http://www.dukehealth.org/patients and visitors/patient billing/what duke will do or request a copy from our Customer Service Department; our Admissions Department or any of our Hospital Registration areas.
We greatly appreciate your generosity.

**VOLUNTEER SERVICES**

Volunteering at Duke University Hospital is exciting, very rewarding, and allows our volunteers to contribute to an environment of exceptional patient care.

**WHO MAY VOLUNTEER?**

Our volunteers include recent retirees, mid-career professionals, former patients and community members, and others who would like to make a positive difference in the lives of our patients and families during their stay with us. Volunteers need to be 18 years of age or older. Junior Volunteer programs are also available during the summer months. Junior Volunteers must be 15-18 years old and complete an application and interview process.

**WHAT IS THE TIME COMMITMENT?**

Volunteers commit a minimum of four hours per week for one year. Each volunteer will develop a schedule that best fits his or her availability. Some of the benefits to volunteering at Duke are the following: We host an annual volunteer appreciation celebration, and our volunteers are given an annual appreciation gift. Volunteers are also invited to attend the annual All-Staff event, as well as to exciting continuing educational seminars. Volunteers are also eligible for complimentary flu vaccines.

**HOW DO I GET STARTED?**

We would love to warmly welcome you as one of our newest volunteers and as part of the Duke volunteer family. Please visit our website http://www.dukehealth.org/patients_and_visitors/volunteers_services/volunteering_at_duke or give us a call at 919-681-5031 and we would be happy to discuss volunteer opportunities with you.

Mail your gift and the names and addresses of honorees who should receive an acknowledgement to:

**DUKE MEDICINE OFFICE OF DEVELOPMENT FRIENDS OF DUKE MEDICINE 710 W. MAIN STREET, SUITE 200 DURHAM, NC 27701-3973**

Honor a family member or friend, remember a loved one, or thank someone whose care made a difference for you and your family at Duke University Hospital by making a gift to the Friends of Duke Medicine Fund. If you wish, Duke Medicine will send an acknowledgement of your gift to the person(s) you choose.

Over the years, the Friends of Duke Medicine Fund has provided support for continuing education for healthcare professionals, research and initiatives to promote excellence in patient care.

**FRIENDS OF DUKE MEDICINE**

**CHOOSE TO MAKE A DIFFERENCE**

When you choose to volunteer at Duke University Hospital, you become part of a larger goal of caring for our patients, their loved ones, and each other. Volunteers are very important to the hospital and provide valuable support to patients and families.

We host an annual volunteer appreciation celebration, and our volunteers are given an annual appreciation gift. Volunteers are also invited to attend the annual All-Staff event, as well as to exciting continuing educational seminars. Volunteers are also eligible for complimentary flu vaccines.

**Phone:** 919-385-3106  ■  **Fax:** 919-385-3103  ■  Make your gift online at dukedmedicine.org/giving

If you no longer wish to receive information from Duke University Medical Center regarding fund-raising and giving opportunities, please send an e-mail to dukemed@mc.duke.edu or write to us at the address for donations. If you have previously asked to be removed from our mailing list, that request will be honored.
STRENGTH, HOPE AND CARING PROGRAM

TELL A STORY OF STRENGTH, HOPE AND CARING

The Strength, Hope and Caring Program rewards employees and volunteers who go well beyond expectations and whose actions reflect the very core of who we are as an organization—one that provides Strength to people when they are suffering, and Hope to the people we serve, and one that provides Care even beyond the clinical sense of the word. There are five categories of Strength, Hope and Caring Awards: Clinical, Non-Clinical, Physician Leadership and Team. Through this awards program, we are seeking to highlight the stories of faculty, staff and volunteers who go out of their way to exemplify our core value of caring for our patients, their loved ones and each other.

Each year, annual awards are presented to one winner (or winning group in the team category) from each of the five categories. Annual award recipients are presented with etched crystal trophies at a gala event. The event celebrates all winners from the previous year. A booklet of stories highlighting the monthly winners is also produced each year and is distributed at the event.

For more information about the program, please call Hospital Communications at 919-681-6930, or send e-mail to shc@notes.duke.edu to nominate someone today!

FRIENDS OF NURSING

Friends of Nursing is a grateful patient program that was established to:
- recognize professional excellence in nursing practice, nursing education and nursing research
- enhance the status of nursing
- promote nursing as a rewarding career

In 1988, Martha White Blalock, a Duke patient, and her husband, Dan S. Blalock Jr., envisioned a program to support nurses. After his wife’s death, Mr. Blalock donated funds to begin Friends of Nursing (FON) as a way of thanking Duke Nurses for the excellent care they provide.

FON sponsors seminars and educational programs, funds scholarships for nursing education, financially supports learning and research dissemination, and recognizes outstanding nursing practice. These initiatives ensure that all DUHS nurses have access to the funding and education required to enhance their roles as health care providers, educators, researchers and administrators.

Over the years, FON has grown through the generosity of numerous grateful individuals and corporations. As of 2014, FON included 19 endowments to support nurses in a myriad of ways, including 36 awards for nursing excellence that are presented at an annual FON Gala.

MAKE A DONATION

Our patients and their families and guests are invited to make a donation to Friends of Nursing in recognition of excellent nursing care. You can recognize units or individuals with your gift. Your tribute will be shared with nursing staff and administrators, as well as hospital and health system leadership. The names of all contributors, as well as the purpose of the gift, appear in the FON Gala souvenir program and on the FON Intranet site. Donations can be sent to Friends of Nursing at the address listed below. To make a gift online visit dukemedicine.org/giving.

NOMINATE A NURSE

Nominate a nurse for one of the FON Excellence Awards. Take a few minutes to write down details about why a particular nurse made a difference in your clinic or hospital experience. With your permission, nominations are shared with the nurses. Nomination forms are available from nurse managers throughout DUHS. You also can submit a nomination as a letter or email message.

For more information or to request a nomination form:
Email: FriendsofNursing@dm.duke.edu
Tel: 919-681-5094
Fax: 919-684-8528
Address: DUMC 3543, Durham, NC 27710
Gold Star PROGRAM

If you would like to compliment an employee who has gone “above and beyond the call of duty,” call our Patient Helpline at 919-681-2020, complete a comment card, located in various places around the hospital and hospital-based clinics, or simply write to:
Department of Patient and Visitor Relations
Box 2968 DUMC
Durham, NC 27710

Please share a story as to how the employee made such an impression to you. To help us send your compliment to the right person, please give us his or her full name and work area.
We will deliver a card and a gold star pin to the employee on your behalf, and notify his or her supervisor of your appreciation.

SUDOKU Answer Key on Inside Back Cover

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MIND TEASER

WINEEEEE

ANSWER: WIN WITH EASE

MIND TEASER

MEREPEAT

ANSWER: REPEAT AFTER ME
TELEPHONE DIRECTORY

Admissions/Patient Access 919-681-2002
Bereavement Services 919-684-4750
Emergency 911
Environmental Services (Housekeeping) 919-681-9700
Ethics Consultation Service 919-970-8209
Gift Shops (The Pink Smock)
  Duke University Hospital 919-681-6186
  Duke Clinic 919-684-6165
  Duke Medicine Pavilion Gift Shop 919-385-1393
  Bouncing Ball Gift Shop – McGovern-Davison
  Children’s Health Center 919-668-4112
Haircare Services 919-681-2020
Arts & Health at Duke 919-684-6124
Host Homes 919-681-4688
Interpreters
  Deaf and Hard of Hearing 919-681-2020
  Foreign Languages 919-681-3007
Lost and Found 919-681-2020
Parking Office 919-684-7275
Pastoral Services 919-684-3586
Patient Information 919-684-2410
Patient and Visitor Relations 919-681-2020
Prescription Service
  Duke Outpatient Pharmacy 919-684-2908
  Cancer Center Pharmacy 919-684-6773
  Duke Children’s Outpatient Pharmacy 919-668-4111
Public Safety/Duke Police 919-684-2444
Resource Centers
  Duke Medicine Pavilion 919-385-1340
  Cancer Center 919-684-6955
Social Work 919-681-4722

ANSWER KEY

SUDOKU on page 36
When it comes to your health care, excellence matters.

_U.S. News & World Report_ just named Duke University Hospital #1 in the Triangle, #1 in the state, and 1 of the top 10 hospitals in the nation. But the truth is, what matters most to us is achieving excellence with the people whose lives we touch every single day.