PATIENT GUIDE
Key Information For Your Stay

SPEAK UP!
Ask Questions and Voice Concerns

MANAGING PAIN

KNOW YOUR RIGHTS

FREE!
Take This Copy Home With You

WILSON MEDICAL CENTER
A Duke LifePoint Hospital

Brought to you by: PatientPoint
Wilson Physician Services is comprised of physicians and practices spanning many specialties, from family care to neurology. So whether you’re looking for advanced orthopedics, or just trying to find a family doctor, we’ve got you covered.
Thank you for choosing us for your healthcare needs

At Wilson Medical Center, we consider it a privilege to serve the healthcare needs of our community members, and we want to thank you for choosing us for your care.

During your stay, our priority is delivering the highest quality of care available and ensuring that you have a comfortable and pleasant experience. And we know that critical to our success is making sure you have access to the information and resources you need, when you need it.

That is why we have developed this comprehensive patient guide, which we hope you find helpful and reassuring. It is full of information to help you during and after your stay, so please take a few minutes to look through it.

We realize that hospitalization can often be unsettling, and it is our sincere hope that you feel supported and well-cared-for while you are here. If you have any questions or concerns at any time during your stay, please let us know.

Again, thank you for choosing Wilson Medical Center for your healthcare needs. It is our pleasure to serve you.

Sincerely,
Your Hospital Care Team

About Us

**Our Mission:** Making Communities Healthier®

**Our Vision:** We want to create places where ...
- People choose to come for healthcare,
- Physicians want to practice, and
- Employees want to work.

**Our High Five Guiding Principles:** Our High Five Guiding Principles guide our actions and decision making and define what communities can expect from us as a healthcare partner. They are:
1. Delivering high-quality patient care
2. Supporting physicians
3. Creating excellent workplaces for our employees
4. Taking a leadership role in our communities
5. Ensuring fiscal responsibility
Main Number
252-399-8040

Calling from INSIDE the hospital?
Dial the last four digits only.

<table>
<thead>
<tr>
<th>OTHER HOSPITAL SERVICES</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diet Office Ext. 8775</td>
<td>Patient Safety/Service Quality Ext. 8482</td>
</tr>
<tr>
<td>General Information Ext. 8040</td>
<td>Physician Referral Line 1-800-424-DOCS (3627)</td>
</tr>
<tr>
<td>Gift Shop Ext. 8790</td>
<td>Privacy Issues Ext. 8726</td>
</tr>
<tr>
<td>Housekeeping Ext. 6147</td>
<td>Quote Line 1-877-945-6331, 7:30 a.m. to 5:00 p.m. Monday through Friday</td>
</tr>
<tr>
<td>Patient Financial Services Ext. 8152</td>
<td>Security Ext. 8104</td>
</tr>
</tbody>
</table>

Telephone & Internet Services
Wilson Medical Center provides telephone services in your room. To place a local call, dial 9 and the seven-digit number. To place a long-distance call, dial 900, then the area code and seven-digit number. These calls must be billed to a credit card, collect or to a third party. You cannot bill calls to your hospital room. If you have any questions about making phone calls, dial 0 for the operator.

Wireless internet services are available in all patient care rooms and lobbies. The network name is LifePointGuest. Users are required to register online through Internet Explorer after joining the network. For assistance during the day, call our Help Desk at ext. 8149. After hours, call the switchboard at ext. 8040.

For more information on the resources available at Wilson Medical Center, visit www.wilsonmedical.com.
Patient Satisfaction Matters to Us

Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you. You may be contacted by phone, email or text and asked to complete a confidential survey. Please take the time to complete the survey. Your feedback will help us know what we’re doing well and where we can improve.

During Your Stay

Please speak with your nurse or department leader if you have any questions or concerns about your care. If your issue still is not resolved, then contact Visitor Assistance at ext. 8107. After hours and weekends, dial 0 and ask for the administrative supervisor. You also have the right to file your complaint with either:

The North Carolina Division
Health Services Regulations
Complaint Intake Unit
2711 Mail Services Center
Raleigh, NC 27699
1-800-624-3004

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
Email: patientsafetyreport@jointcommission.org
www.jointcommission.org

Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 30). Our medical ethics committee can help you and those who are here to support you make difficult decisions. For help, please see your nurse.
Wilson Medical Center is dedicated to making our hospital a safe environment. We want to make sure everyone is comfortable seeking the support of the Medical Response Team or MRT. The team is available anytime to check on any medical condition that is of concern before there is a life-threatening emergency.

The MRT is made up of an ICU nurse and a respiratory therapist. The MRT provides the support of specialized clinical staff members that will consult with your primary care staff and physician. The team also will work closely with the entire healthcare team to develop an immediate treatment plan for any patient that has a change in condition, may be in acute distress or just may not seem right.

**When to Call Medical Response**

An MRT call may be placed by any member of the primary care team, the patient, a family member or visitor. The MRT can be called for any reason, but some of the most common are:

- Shortness of breath or difficulty breathing
- Chest pain (increasing or new)
- Change in mental status, lethargic and sleepy
- New and sudden pain
- Stroke-like symptoms: think F.A.S.T. (Face Drooping, Arm Weakness, Speech Difficulty, Time to call 9-1-1)
- Something just isn’t right with the patient, family member or loved one
- Your concern is not being addressed in a timely manner or with the urgency that may be needed

**How to Call MRT**

To activate an MRT, call 8811 and provide the patient name, room number or location, the concern, and that you would like to activate an MRT. The MRT is available for assistance in all areas and departments throughout the facility.
Fast Facts About Your Stay

An A-Z Guide to the Most Frequently Asked Questions

**ATM**
An ATM is located on the first floor in the main entrance lobby.

**Bedside Shift Report**
We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change—about every 12 hours—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day. Ask questions. The more you’re involved, the better and safer your care.

**Bedside Technology**
During your stay, you may see your doctors and nurses using computers or tablets. These tools help them care for you by providing around-the-clock monitoring, a variety of resources and quick communication with the rest of your healthcare team. If you have any questions, ask your doctor or nurse.

**Café Court**
Location: First floor near the main entrance lobby

**Weekday Hours**
Breakfast: 6:30 a.m. to 10:30 a.m.
Lunch/Dinner: 11:00 a.m. to 6:00 p.m.
Late Night: 10:30 p.m. to 2:00 a.m.

**Weekend Hours**
Breakfast: 6:30 a.m. to 10:30 a.m.
Lunch: 11:00 a.m. to 3:00 p.m.
Dinner: 4:00 p.m. to 6:00 p.m.

Customers may purchase assorted snacks and beverages at Café Court. We accept cash, debit and credit cards for your convenience. There is a $3 minimum to use a debit or credit card.

VISITING THE HOSPITAL?
Thanks for taking the time to support your loved one’s care and recovery. See p. 9 for important visitor information.
Calling Your Nurse
Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located on your bedside rail. If you have any questions on how to use the call button, ask a staff member to show you.

Cell Phones
Cellphones are permissible in hallways unless prohibited. As a courtesy to others, please set your cell phone to vibrate when it is not in use.

Electrical Appliances
Only battery-operated devices are allowed in patient rooms. Do not use electric hair dryers, curling irons, razors, heating pads, portable heaters, VCRs/DVRs, computers or other electric devices.

Fire Safety
We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers
Flowers are delivered to patient rooms by individual florists. Please note that flowers are not allowed in the Intensive Care Unit.

Gift Shop: Friendly Expressions Hours:
Monday through Thursday: 10:00 a.m. to 8:00 p.m.
Friday: 10:00 a.m. to 5:00 p.m.
Saturday: 10:00 a.m. to 2:00 p.m.
Sunday: 2:00 p.m. to 5:00 p.m.

Friendly Expressions, the hospital gift shop, is staffed by volunteers and open daily for your convenience. Flowers, plants, toiletries, snacks, greeting cards, jewelry, fashion accessories, home décor, books, baby gifts and seasonal items make the shop a cheerful place for patients and visitors. Follow Friendly Expressions Gift Shop on Facebook for more information.

Hourly Rounding
A nurse or nursing assistant will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom, and make sure you can reach your phone, call light and personal items easily.

Housekeeping Services
Someone from Housekeeping will visit your room daily to clean it for you. If you are in your room, Housekeeping will try not to disturb you. We want to make your stay here excellent. Please let us know if your room needs additional cleaning by dialing ext. 6147.

Language Services
We have language services that can be accessed 24/7 for your convenience. Please contact your nurse or a hospital employee for assistance.
Mail
Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home. You may take outgoing mail to the nursing station or give it to your attending nurse. Postage stamps are available in the gift shop.

Medicines
Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell your doctor about any medicines you regularly take. If you still need them, hospital staff will give them to you.

Patient Meals
Your physician prescribes your diet, and modified diets may be part of your treatment. Please choose your meals from the menu sent on your tray. There also are drinks and snacks for patients on each floor. Please talk to a staff member if you would like a snack.

Patient Meal Times
Breakfast: 7:30 a.m. to 10:30 a.m.
Lunch: 11:30 a.m. to 3:00 p.m.
Dinner: 4:30 p.m. to 6:30 p.m.

Registered dietitians are available for individualized medical nutrition therapy. For questions about your meals or diet, please let your nurse know that you want to see the dietitian or call ext. 8775.

Personal Belongings and Valuables
Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Wilson Medical Center cannot be responsible for replacing personal belongings.

Public Restrooms
For everyone’s health and safety, we ask visitors not to use patient restrooms. Public restrooms are located throughout the hospital. Ask hospital staff to direct you to the nearest one.

Smoking
As a healthcare facility, Wilson Medical Center has a primary goal to restore and promote health. Smoking and the use of tobacco and e-cigarettes are prohibited on the hospital campus.

Spiritual Care
Wilson Medical Center is dedicated to quality patient care through a holistic approach to medicine, addressing the physical, emotional and spiritual needs of our patients. Our chaplain is available during business hours to help you or your family members with concerns.
Wilson Medical Center understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person’s gender or your relationship to the person). You also can choose a support person to be present throughout your stay, unless that person’s presence affects your health or the rights or safety of other patients. If you have any questions about your visitation rights, contact 252-399-8107. After hours and on weekends, dial 0 and ask for the administrative supervisor.

Visitor Guidelines

We encourage well-wishers for emotional support and recovery. To provide a restful and safe environment, we ask that visitors follow these guidelines:

- Do not visit if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing foods, drinks, or other items like balloons, flowers or perfume that might trigger allergies into patient rooms.
- Wash your hands before entering and when leaving a patient’s room.
- Make sure all children have a supervising adult with them at all times.

TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the bedside pillow speaker or side rail controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV. See p. 10 for the Channel Listing.
| 2 | C-SPAN                      | 25 | The Golf Channel       | 48 | VH1               |
| 3 | WRDC My Network TV         | 27 | Nick Jr.              | 49 | Freeform          |
| 4 | WUNK PBS                   | 28 | NBCSN                 | 50 | CNN               |
| 5 | WRAL NBC                   | 29 | VH1 Classic           | 51 | Discovery         |
| 6 | WGN                       | 30 | Inspiration/EWTN      | 52 | BET               |
| 7 | WITN NBC                   | 33 | Lifetime Movie Network| 53 | MTV               |
|   | Public/Education/Governmental Access | 34 | TBS           | 54 | TV Land           |
| 8 | WLFL CW                    | 35 | Cartoon Network       | 57 | Disney Channel    |
| 9 | WNCN CBS                   | 36 | Comedy Central        | 58 | Fox News Channel  |
| 10 | WTVD ABC                   | 37 | CNBC                  | 59 | TNT               |
| 11 | WRAZ Fox                   | 38 | American Movie Classics| 60 | Food Channel      |
| 12 | WNCT CBS                   | 39 | TLC                   | 61 | CNBC              |
| 13 | News 14 Carolina           | 40 | Paramount Network     | 62 | ESPN              |
| 14 | WRPX ION                   | 41 | HLN                   | 63 | ESPN2             |
| 15 | Home Shopping Network      | 42 | The Weather Channel   | 67 | Turner Classic Movies |
| 16 | WRAY IND                   | 43 | Nickelodeon           | 68 | HGTV              |
| 17 | WUVC Univision             | 44 | truTV                 | 69 | CMT               |
| 18 | Syfy                       | 45 | MSNBC                 | 70 | National Geographic Channel |
| 19 | Trinity Broadcasting Network | 46 | Animal Planet         | 71 | FX                |
| 20 | Fox Sports                 | 47 | A&E                   |     |                  |

This listing is subject to change depending on the cable provider.
Take Charge of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak Up! If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. We encourage you and your family to become active partners on your healthcare team. To help, share your answers to these questions with hospital staff:

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your healthcare wishes?

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?
7 Key Ways TO TAKE CHARGE OF YOUR CARE

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

PAY ATTENTION. Always double-check that you are getting the right treatments and medicines from the right hospital staff.

EDUCATE YOURSELF. Learn about your medical condition, tests and treatment options, so you know why following your care plan is so important.

FIND A SUPPORT PERSON. Pick someone to help speak up for your care and needs during your stay.

KNOW YOUR MEDS. Understand what your medicines treat, why you need them and how to take them for the best results.

CHECK BEFORE YOU GO. Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.

PARTICIPATE IN YOUR CARE. You are the center of your healthcare team. Make sure you know what’s happening every step of the way—from admission through discharge.
My HealthPoint

My HealthPoint is an effort by our hospital to enhance communication and coordination of care with our patients. By creating a platform where you can access important health information related to your stay, our hope is that you will feel better prepared to take an active role in your care.

If you agree to participate and provide your email address to us, you will have access to important information about your recent hospital stay, including:

- Procedures you had during your stay
- A list of current and past medical issues
- Discharge instructions
- A list of current medicines and your medicine history
- Laboratory test results

This is the first phase of development for My HealthPoint, and new features will be added to enhance your experience in the future.

Setting Up Your Account

Once you're discharged from our hospital, all you need to do is register with My HealthPoint. If you've provided your email address, you should receive a welcome message from our hospital in your inbox. Simply click the link in that email and follow the instructions on the screen.

At this time, My HealthPoint registration is available only to people 18 years and older who were inpatients in our hospital. We hope to make it available to outpatients in the near future.

If you have questions or need assistance, please call ext. 8120 or log on to www.wilsonmedical.com, click on Patient & Visitors, then Patient Portal, and follow the directions for logging in and signing up.
Choose a Support Person/Lay Caregiver

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

A support person can:
- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help

Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.

Speak up if hospital staff does not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.
Pay Attention to Your Care

- Tell your nurse or member of your care team if something doesn’t seem right.
- Know what time you normally get medicine, and tell your nurse if you don’t get it.
- Request drawings or illustrations to help you learn about your condition.
- Read and understand all medical forms before signing. Ask if you need information explained.
- If your treatment involves medical equipment, practice using it with your nurse before you leave the hospital.
- Don’t be afraid to ask for a second opinion. The more information you have, the better you will feel about making decisions.
- Talk to your doctor and family about whether you want life-saving actions taken.

You Are Key

You are the most important member of your healthcare team.

Understand your treatment
Ask questions
Speak up about pain
Know your medicines
Plan early for a successful discharge

And Remember, Take Charge of Your Communication

Ask About Jargon: If you hear a medical term you don’t understand, ask what it means.
Teach Back: After you get instructions or an explanation, repeat back what you thought you heard so you can double-check that you understood.
Take Notes: Write down any key facts your doctor tells you so you won’t forget.
5 Ways to Fight Infections

The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1 Clean your hands.
- after touching hospital objects or surfaces
- before eating
- after using the restroom
- when entering and exiting your room

2 Ask doctors and hospital staff members to clean their hands. This should be standard practice, but don’t be afraid to remind them if they forget. Ask visitors to clean their hands too!

3 Cover if you are sick. If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

4 Keep an eye on bandages or dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged. Ask each day if it’s time to remove your catheter or IV.

5 Keep your vaccinations up-to-date. Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.

Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter and exit your room.
Don’t Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse.

■ Where does it hurt?
■ When does it hurt?
■ Does it keep you from doing things—like sleeping, dressing, eating?

Which words describe your pain?

☑ aching ☑ cramping ☑ pressure ☑ shooting
☑ bloating ☑ cutting ☑ pulling ☑ soreness
☑ burning ☑ dull ☑ radiating ☑ stabbing
☑ comes and goes ☑ numbing ☑ searing ☑ throbbing
☑ constant ☑ pressing ☑ sharp ☑ tightness

How bad is it on this pain scale?

---

**Wong-Baker FACES® Pain Rating Scale**

0
No
Hurt

2
Hurts
Little Bit

4
Hurts
Little More

6
Hurts
Even More

8
Hurts
Whole Lot

10
Hurts
Worst

---


You’re the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don’t try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.
Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they’re available.)
- Do not have your family or visitors assist you with getting out of bed. The nursing staff is trained to assist you and is here to ensure your safety.
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- your name
- the type of surgery you are having
- the body part to be operated on—in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it’s correct.

Take simple steps like these to help prevent medical mistakes.
This section contains side effects of medicines commonly prescribed in the hospital. Ask your nurse if you have questions about these medicines or if you would like to speak with a pharmacist.

<table>
<thead>
<tr>
<th>REASON FOR MEDICINE</th>
<th>MEDICINE NAMES: GENERIC (BRAND)</th>
<th>MOST COMMON SIDE EFFECTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pain Relief</td>
<td>❑ Acetaminophen (<em>Tylenol</em>) ❑ FentaNYL (<em>Duragesic</em> Patch) ❑ Hydrocodone/Acetaminophen (<em>Vicodin</em>, <em>Lortab</em>, <em>Norco</em>) ❑ HYDROMORPHINE (<em>Dilaudid</em>) ❑ Ibuprofen (<em>Advil</em>, <em>Motrin</em>) ❑ KETOROLAC (<em>Toradol</em>) ❑ Morphine ❑ Oxycodone ❑ Oxycodone/Acetaminophen (<em>Percocet</em>) ❑ TRAMADOL (<em>Ultram</em>) ❑ Other: ____________________________</td>
<td>Dizziness/ Drowsiness Constipation Nausea/Vomiting Rash Confusion Itchiness</td>
</tr>
<tr>
<td>Blood Sugar Control</td>
<td>❑ Insulin aspart, short acting (<em>NovoLOG</em>) ❑ Insulin lispro, short acting (<em>Humalog</em>) ❑ Insulin glargine, long acting (<em>Lantus</em>) ❑ Insulin detemir, long acting (<em>Levemir</em>) ❑ Insulin, regular (<em>Novolin R</em>, <em>Humulin R</em>) ❑ Other: ____________________________</td>
<td>Headache Irritation at injection site Low blood sugar (hypoglycemia)</td>
</tr>
<tr>
<td>Cholesterol Lowering</td>
<td>❑ ATORVASTATIN (<em>Lipitor</em>) ❑ SIMVASTATIN (<em>Zocor</em>) ❑ LOVASTATIN (<em>Mevacor</em>) ❑ Other: ____________________________</td>
<td>Headache Muscle pain Stomach upset</td>
</tr>
<tr>
<td>REASON FOR MEDICINE</td>
<td>MEDICINE NAMES: GENERIC (BRAND)</td>
<td>MOST COMMON SIDE EFFECTS</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------</td>
<td>--------------------------</td>
</tr>
</tbody>
</table>
| Blood Thinner (to Stop or Break Down Blood Clots) | - Enoxaparin (*Lovenox*)  
- Heparin  
- Warfarin (*Coumadin*)  
- Other: ___________________________ | Increased risk of bleeding |
| Blood Thinner (to Stop Blood Clots from Forming) | - Aspirin  
- Clopidogrel (*Plavix*)  
- Other: ___________________________ | Stomach upset  
Increased risk of bleeding |
| Lowers Blood Pressure & Heart Rate | Calcium Channel Blockers:  
- Diltiazem (*Cardizem CD*, *Cartia XT*, *Tiazac*)  
Beta Blockers:  
- Atenolol (*Tenormin*)  
- Carvedilol (*Coreg*)  
- Metoprolol (*Lopressor*, *Toprol XL*)  
- Other: ___________________________ | Dizziness/  
Drowsiness  
Headache |
| Lowers Blood Pressure | ACE Inhibitors, Angiotensin Receptor Blockers (ARBs)  
- Benazapril, Captopril, Enalapril, Lisinopril, Quinapril, Ramipril  
- Irbesartan (*Avapro*), Losartan (*Cozaar*),  
- Valsartan (*Diovan*)  
- Other: ___________________________ | Dizziness  
Cough |
| Diuretic (Water Pill) | - Bumetanide (*Bumex*)  
- Furosemide (*Lasix*)  
- Other: ___________________________ | Dehydration  
Headache |
| Heart Rhythm Problems | - Amiodarone (*Pacerone*)  
- Digoxin (*Digitek*)  
- Other: ___________________________ | Dizziness  
Headache |
Jake says, “I am getting older, and so are you. Call about pre-need planning today.”

Taking care of families is what we do. We can work with any situation. Inquire about pre-need planning today, and take comfort in knowing all your wishes will be handled by us. Your family will not have the extra burden of deciding on arrangements. Call us today!

Serving Wilson for Four Generations

4100 Raleigh Road Parkway • 252-237-3197 • 1-800-380-3197

Parkwood Village and The Landing are sister communities, located side by side in Wilson, NC, where luxury and small town charm meet. Our communities are just a short stroll to some of Wilson’s best shops and restaurants. We offer an array of services from independent living, to assisted living, to memory care. The Landing is Wilson’s only Independent Living community.

We provide residents optimal quality of life. That includes privacy, dignity, service, independence, and security. We encourage our residents to stay as independent as possible, but they can also rest easy knowing that help is always available.

Through the years, many people have chosen to spend their retirement at Parkwood Village and The Landing. When you visit, you soon realize that it is the perfect place to retire and enjoy a quality of life you expect and deserve.

YOU DON’T HAVE TO BE SO STRONG

BUT IF I’M NOT, WHO WILL?

Being a caregiver takes a special kind of commitment. We know your strength is super, but you’re still human.

FIND SUPPORT FOR YOUR STRENGTH.

AARPORG/CAREGIVING
1-877-333-5885
Comprehensive Care – Quality Service
Adult and Pediatric ENT

Samuel D. Cohen, MD
- Sinus Infections and Allergies
- Tonsils, Ear Tubes
- Head and Neck Tumors
- Voice Disorders
- Nasal Obstruction
- Skin Cancer Removal and Reconstruction

2801 Wooten Blvd. • Wilson, NC
252-291-2525
www.EasternCarolinaENT.com

At Wilson Pines Nursing and Rehabilitation Center, we’re not just another nursing center offering nursing and rehabilitative services. We are a team of uniquely qualified professionals all carefully screened for our nursing and therapeutic talents.

**Services Include:**
- 24-hour professional nursing services
- Social/psychological services
- Physical, occupational, speech and respiratory therapy
- IV therapy
- Individualized plan of care
- Wound management program
- Full-time activity staff

**Life at Wilson Pines Includes:**
- Planned recreation (programs, parties and events)
- Large, enclosed courtyards and landscaped gardens
- Daily meals including afternoon and evening refreshments

403 Crestview Ave. • Wilson, NC 27893 • 252-237-0724 • www.wilsonpinescare.com
We provide a unique level of care for any patient whose clinical needs will benefit from extended inpatient hospitalization or specialized care.

LifeCare Hospitals of North Carolina specializes in maximizing the recovery potential of acutely ill or injured patients. Many patients come to our hospital after a stay in a community hospital or intensive care unit, but patients can also be admitted from a skilled nursing facility, rehabilitation hospital, physician office or home.

Our care teams specialize in treating patients with conditions such as acute respiratory disease or respiratory failure, complex wounds, traumatic brain injury, renal failure, congestive heart failure, complications following surgical procedures, infections requiring antibiotic therapy, and a host of other conditions that require expert care.

- ICU-equipped rooms
- Cardiac monitoring
- Specialized bariatric care
- In-room dialysis
- On-site lab
- On-site diagnostic services
- In-house pharmacy
- Intensive ventilator weaning
- Advanced wound care

LifeCare Hospitals of North Carolina
1051 Noell Lane
Rocky Mount, NC 27804
Referral Line: 1.877.852.5822
LifeCare-Hospitals.com

We specialize in kids, taking care of newborns to 18 year olds.
- Open six days a week. After-hours nurse phone line available for urgent problems.
- Same-day sick visit and full lab/X-rays available right in our clinic.
- School/sports physicals, immunizations, ADHD, and asthma medication management.
- Accepting new patients.
- Free prenatal consults.

1702 Medical Park Drive, Wilson, NC, 27893 • 252-243-7944
Monday – Friday: 8:00am – 5:00pm • Saturday: 8:00am – 12:00pm
www.ecpwilson.com • Like us on Facebook
Connect with Imerman Angels

CANCER fighters survivors caregivers like you.

Talk to someone one-on-one who has been there.

Text SURVIVORSHIP to 51555 to learn more about Imerman Angels.

1-866-IMERMAN (463-7626)

All services are free. Imerman Angels is a federally registered 501(c)(3) nonprofit organization.
<table>
<thead>
<tr>
<th>REASON FOR MEDICINE</th>
<th>MEDICINE NAMES: GENERIC (BRAND)</th>
<th>MOST COMMON SIDE EFFECTS</th>
</tr>
</thead>
</table>
| Heartburn or Reflux | Famotidine *(Pepcid®)*  
Omeprazole *(Prilosec®)*  
Pantoprazole *(Protonix®)*  
Other: __________________________ |
|                     | Diarrhea  
Headache |
| Helps with Inflammation | Celecoxib *(Celebrex®)*  
Dexamethasone *(Decadron®)*  
Hydrocortisone *(Cortef®, Solu-Cortef®)*  
Ibuprofen *(Advil®, Motrin®)*  
Ketorolac *(Toradol®)*  
Methylprednisolone *(Solu-Medrol®)*  
Prednisone  
Other: __________________________ |
|                     | Sleeplessness  
Stomach upset |
| Nausea or Vomiting  | Ondansetron *(Zofran®)*  
Promethazine *(Phenergan®)*  
Scopolamine patch *(Transderm Scop®)*  
Other: __________________________ |
|                     | Constipation  
Drowsiness  
Dry mouth  
Headache |
| Calms Nerves or Makes You Sleepy | Alprazolam *(Xanax®)*  
Diazepam *(Valium®)*  
Lorazepam *(Ativan®)*  
Midazolam *(Versed®)*  
Temazepam *(Restoril®)*  
Zolpidem *(Ambien®)*  
Other: __________________________ |
|                     | Confusion  
Dizziness/Drowsiness  
Headache |
| Inhaled Treatments (to Help with Breathing) | Albuterol *(Proair*, Ventolin*, Proventil®)*  
Ipratropium *(Atrovent®)*  
Budesonide, beclomethasone *(Pulmicort®, QVAR®)*  
Tiotropium *(Spiriva®)*  
Other: __________________________ |
|                     | Cough  
Dry mouth  
Feeling anxious  
Headache  
Throat irritation  
Upset stomach |
Whether you take one medicine or five, it’s important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine?
  Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

**Remember, Take Charge of Your Medicines**

Think you’re due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don’t be afraid to ask.

**Prevent Medicine Errors**

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).
Antibiotic Basics

When They Work and When They Don’t

Getting the Most Benefit From Your Antibiotics
When antibiotics are needed, it is very important to take them the right way.

Follow these steps to make sure you get the most benefit from your antibiotics:

- Do not skip doses.
- Do not stop taking the antibiotics early unless your doctor tells you to.
- Do not save antibiotics for the next time you get sick.
- Do not give antibiotics to someone else that is sick.
- Call your doctor if your infection does not clear up after you finish the antibiotics.

Other Things That Can Help You Feel Better
There are many things you can do to relieve symptoms and feel better while a viral illness runs its course or antibiotics begin to work:

- Get plenty of rest.
- Drink plenty of fluids.
- Use a clean humidifier.
- Do not smoke or go around cigarette smoke.
- Use saline nasal spray or drops.

Did you know half (50%) of all antibiotics given to patients are not needed?
From 2013 to 2014, antibiotic use was studied, and it was found that many times they were not needed. The map below shows the amount of antibiotics given to patients in each state throughout our country.
According to the U.S. Department of Health and Human Services, 1 in 25 patients gets a healthcare-associated infection while staying at the hospital. Often, these happen because hospital procedures and equipment can expose internal parts of your body to germs. The chart below lists common infections and steps you can take to prevent them.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>HOW IT STARTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catheter-Associated Urinary Tract Infections (UTI)</td>
<td>Germs enter your urinary tract while using a tube to drain urine</td>
</tr>
<tr>
<td>Surgical Site Infections</td>
<td>Germs affect the site of your surgery—either on your skin or internally</td>
</tr>
<tr>
<td>Central Line-Associated Bloodstream Infections</td>
<td>Germs enter your bloodstream through a tube that's inserted in a vein near your neck, chest or groin</td>
</tr>
<tr>
<td>Ventilator-Associated Pneumonia</td>
<td>Germs enter your lungs through a tube in your mouth, nose or neck used to help you breathe</td>
</tr>
</tbody>
</table>
**Superbugs**

A superbug is a germ that causes a bacterial, viral or fungal infection, but does not respond to the usual treatments. This means these bugs make you sicker longer and increase your risk of more serious complications. Common strains include MRSA, E. coli and VRE. Superbugs spread from person to person through touching germy hands or objects. Protect yourself by taking the steps below. And remember, wash your hands and ask everyone you see during your stay to wash his or her hands too.

<table>
<thead>
<tr>
<th>SYMPTOMS</th>
<th>PREVENTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>fever</td>
<td>clean hands before touching area</td>
</tr>
<tr>
<td>burning</td>
<td>keep urine bag below level of bladder to prevent backflow</td>
</tr>
<tr>
<td>pain</td>
<td>don’t tug, pull, twist or bend the tube</td>
</tr>
<tr>
<td>bloody or frequent urination</td>
<td>secure catheter to your leg and ask every day if it’s still needed</td>
</tr>
<tr>
<td>redness</td>
<td>do not shave surgery site (irritation increases risk of infection)</td>
</tr>
<tr>
<td>pain</td>
<td>clean hands before touching area</td>
</tr>
<tr>
<td>drainage of cloudy fluid</td>
<td>don’t let visitors touch or dress your wound</td>
</tr>
<tr>
<td>fever</td>
<td>ask your nurse to show you how to care for your wound</td>
</tr>
<tr>
<td>red skin and soreness at site</td>
<td>clean hands before touching area</td>
</tr>
<tr>
<td>fever</td>
<td>make sure staff wears gloves, gown, cap, mask and sterile drape when handling tube</td>
</tr>
<tr>
<td>chills</td>
<td>speak up if your bandage comes off, looks wet or dirty, or if your skin looks sore</td>
</tr>
<tr>
<td></td>
<td>avoid touching tube or letting visitors touch tube</td>
</tr>
<tr>
<td></td>
<td>ask that tube be removed as soon as possible</td>
</tr>
<tr>
<td>cough</td>
<td>clean hands before touching area</td>
</tr>
<tr>
<td>mucus</td>
<td>ask if it’s safe to raise the head of your bed</td>
</tr>
<tr>
<td>fever</td>
<td>know how often the inside of your mouth needs to be cleaned</td>
</tr>
<tr>
<td>chills</td>
<td>ask that tube be removed as soon as possible</td>
</tr>
<tr>
<td>shortness of breath</td>
<td></td>
</tr>
</tbody>
</table>
You Have the Right to the Best Care

Wilson Medical Center is aware that receiving healthcare services can be a stressful experience for patients and families. The Patient Rights Program provides you with someone to call if you have suggestions or questions. Your input helps us to continually improve the quality of our services.

As you enter the facility, we would like for you to be aware of your rights and responsibilities.

### Patient’s Rights

You have the right to:

- respectful, unbiased care
- quality healthcare services
- assessment and management of pain
- participate in development, implementation and revision of your care plan
- have your cultural and personal values respected
- an advance directive (such as a living will)
  - review and revise your advance directive
  - formulate an advance directive
  - be informed if we are unable or unwilling to honor your advance directive
- make decisions regarding your care that includes:
  - being informed of your health status
  - being involved in care planning and treatment
  - being able to request, consent to or refuse treatment
- forgo or withdraw life-sustaining treatment or withhold resuscitative services

- consultation and referral
- transfer to another facility
- information about continuing care after discharge
- access to a chaplain
- privacy
- confidentiality
- a safe environment
- freedom from all forms of abuse or harassment
- freedom from restraints and seclusion unless medically necessary
- protective services
- know the identity and function of your caregivers
- communicate, including access to an interpreter
- request that we notify a family member and/or physician of your admission

### Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn’t resolved, contact Visitor Assistance at ext. 8107. After hours, dial 0 and ask for the administrative supervisor.
access information in your clinical records
be aware of unanticipated outcomes
billing information, including itemized charges
knowledge about hospital rules and relationships
designate visitors who have the same visitation rights as family members
designate a support person to be present during your stay

Patient’s Responsibilities
You have the responsibility to:
provide complete information
provide a copy of your advance directive
ask questions
report any changes in your condition
tell a nurse or doctor as soon as you have pain or are not getting pain relief
follow your caregiver’s instructions
accept consequences for not following care plan
keep appointments
pay bills promptly
respect the environment and other people, including the tobacco-free policy
follow hospital rules and regulations

Please notify a staff member if you would like a copy of the entire patient rights policy.

If you have any questions or problems that you have been unable to resolve directly, please talk with the department leader. If you are not satisfied or wish to file a grievance, please dial 399-8107 between 8:30 a.m. and 5:00 p.m. Monday through Friday. At all other times, if inside the hospital, dial 0 and ask the operator to contact the administrative supervisor. If outside the hospital, dial 399-8040. Thank you for letting us know how we’re doing.

If you would like to voice a concern to someone outside of the organization, please contact: North Carolina Division of Health Service Regulations, Complaint Intake Unit, 2711 Mail Services Center, Raleigh, NC 27699 (1-800-624-3004). You also may contact The Joint Commission to report any concerns regarding patient care and safety by calling 1-800-994-6610 or by emailing a complaint to patientsafetyreport@jointcommission.org.

Nondiscrimination Statement
This facility and its affiliates comply with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-252-399-8040.

注意:如果您使用繁體中文，您可以以免費獲得語言援助服務。請致電1-252-399-8040。
Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- 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

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information, as long as your doctor agrees
- Receive a notice that tells you how your health information may be used and shared

Right to Complain

If you believe your rights are being denied or your health information isn’t being protected, you can file a complaint with your provider, health insurer or the U.S. government at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf.
Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [www.samhsa.gov](http://www.samhsa.gov).

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.

**What are the rules and limits on who can see and receive your health information?**

*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
A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your case manager or nurse if you have any questions. Directives can include:

**Living Will**
This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

**Durable Power of Attorney**
- **For healthcare:** This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you’re unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

- **For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

Choose Your Care
Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

FILL OUT YOUR FORMS
Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, call 252-399-8728.
It’s important for you to be involved in your healthcare by understanding your condition and treatment. But don’t worry—learning more about your condition doesn’t mean you have to become a medical expert. In fact, you can become more informed just by asking your doctor three simple questions:

- **What is my main problem?**
  Asking this question can help you better understand your condition and why it’s important to treat it.

- **What do I need to do?**
  Correctly following your treatment plan is a key part of managing your condition.

- **Why is it important for me to do this?**
  The details of your treatment may seem small, but they can have a big impact on your health. For instance, your doctor may ask you to start a special diet or take medicines at certain times of the day or night. Make sure you understand all of the benefits and risks involved with any request.

No one is more invested in your health than you are, so don’t be afraid to ask your doctor for more information. After all, the more you know, the more confident you’ll feel about your treatment and recovery.

**Source:** Ask Me 3, an education program seeking to improve communication between patients and healthcare providers, is a registered trademark of the National Patient Safety Foundation.
Before You Leave the Hospital

A successful recovery after your stay starts with a solid plan before you go.

Plan Early to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your case manager, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don’t feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you’ll need time to find and weigh your options. For help comparing services in your local area, go to:

- www.medicare.gov/nursinghomecompare
- www.medicare.gov/homehealthcompare
- www.qualitycheck.org
Checklist for Discharge

Make sure you have the following information before you leave the hospital.

- **Discharge summary.** This includes why you were in the hospital, who cared for you, your procedures and medicines.

- **Medicine list.** This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

- **Prescriptions.** Check that your pharmacy has your new prescriptions and you have a plan to get them filled.

- **Follow-up care instructions.** Beyond medicine, this can include:
  - foods or activities to avoid
  - tests or appointments
  - how to care for incisions or use equipment
  - warning signs to watch for
  - daily living adjustments (like how to get into bed)
  - who to call with questions

- **After-hospital services.** Know how much support you’ll need in these areas:
  - **Personal care:** bathing, eating, dressing, toileting
  - **Home care:** cooking, cleaning, laundry, shopping
  - **Healthcare:** taking your medicines, doctor’s appointments, physical therapy, wound care, injections, medical equipment

- **Local resources.** Ask your case manager for help finding local after-care services or other support groups.

Try the teach-back method. Repeat back what you hear the case manager say to make sure you understand the details correctly.

You have the right to appeal your discharge if you don’t agree with the decision that you are ready to leave the hospital. Speak with your case manager or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Not Ready to Leave?
After-hospital care that fits your needs is important. Make sure you understand what your doctor recommends for treatment after your hospital stay. After-care options include:

**Home Healthcare**—Care provided by professionals in your home to help maintain or restore health. Can include: *home care* services such as housekeeping and meal preparation; *personal care* services such as bathing, dressing or eating; and *healthcare* services such as physical therapy or skilled nursing.

**Independent Living**—Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing are not usually standard.

**Assisted Living**—Individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

**Nursing Home**—Long-term care facility for those who don’t need a hospital, but can’t be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer’s disease or memory loss.

**Hospice**—Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

To get started evaluating or finding after-hospital care resources in your area, visit:

- [Eldercare Locator](eldercare.acl.gov)
- [National Respite Network and Resource Center](www.archrespite.org)

You can also talk to your case manager or social worker for help finding the right after-hospital care.

Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to obtain help with costs.
Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You’ll receive bills for doctors, surgeons and specialists separately from the hospital.

Medicare

If you have Medicare, you’ll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don’t have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.

Commonly Confused Terms

- **Deductible**: The amount you owe each year before your insurance begins making payments.
- **Co-payment**: A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance**: The portion of your medical expenses that you’re personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.
Commercial Insurance Providers
If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you’ll get an explanation of benefits (EOB) statement from your insurance provider. This isn’t a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements
If you’re planning to pay your bills without help from Medicare or a commercial insurance provider, then you’ll get bills directly from the hospital. When the first bill arrives, call the hospital’s financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don’t set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Community Alternative Program
The state-funded Community Alternative Program (CAP) is for disabled adults and children who have severe medical problems. Patients must have Medicaid to qualify. For more information, call 252-399-8228.

Understanding Coordination of Benefits (COB)
COBs happen when you’re covered under two or more insurance companies. This may occur when spouses or partners are listed on each other’s insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you’re admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.

Need Help?
If you don’t understand something on your bill, or if you’re having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.
Hospital Departments and Affiliates

Case Management
1705 Tarboro St. SW
Wilson, NC 27893
252-399-8728

Hospice of Wilson Medical Center
2130 Forest Hills Rd. W., Suite A
Wilson, NC 27893
252-640-2400

Wilson Endocrinology
Kris Reddy, M.D.
1700 Tarboro St. SW, Suite 103
Wilson, NC 27893
252-399-5312

Wilson Gastroenterology
Mamun Shahrier, M.D.
2605 Forest Hills Rd. SW
Wilson, NC 27893
252-243-7977

Wilson Internal Medicine Associates
Jonathon G. Dewald, M.D., F.A.C.P.
1700 Tarboro St. SW, Suite 100
Wilson, NC 27893
252-399-5314

Wilson Neurology
Rick Guarino, M.D.
Ben Thomas, M.D.
1700 Tarboro St. SW, Suite 103
Wilson, NC 27893
252-399-5306

Wilson New Hope Primary Care
Medhat Sidaros, M.D.
2508 Ward Blvd.
Wilson, NC 27893
252-243-0053

Wilson Outpatient Imaging
1711 Medical Park Dr.
Wilson, NC 27893
252-399-8900

Wilson Primary Care
Sopna Jacob, M.D.
1700 Tarboro St. SW, Suite 200
Wilson, NC 27893
252-399-5310

Wilson Radiation Oncology
1703 Medical Park Dr.
Wilson, NC 27893
252-399-7400

Wilson Regional Orthopedics
Christian Selby, P.A.-C.
Lawrence Yenni, M.D.
1700 Tarboro St. SW, Suite 205
Wilson, NC 27893
252-399-5304

Wilson Rehabilitation & Nursing Center
1705 Tarboro St. SW
Wilson, NC 27893
252-399-8998

Wilson Wound Healing Center
1701 Medical Park Dr.
Wilson, NC 27893
252-399-5302
Community Resources & Hotlines

Child Abuse Hotline
1-800-252-2873

Eastpointe
1-800-513-4002

Harvest Family Health Center
8282 NC 58 S., Building B
Elm City, NC 27822
252-443-7744

Poison Control
1-800-222-1222

Quit Smoking
1-800-QUIT-NOW
(1-800-784-8669)

Suicide Prevention
1-800-273-8255

Wesley Shelter
106 Vance St. E.
Wilson, NC 27893
252-291-2344

Wilson Community Health Center
303 Green St. E, Building B
Wilson, NC 27893
252-243-9800

Wilson County Department of Social Services
100 Gold St.
Wilson, NC 27893
252-206-4000

Wilson County Health Department
1801 Glendale Dr.
Wilson, NC 27893
252-237-3141

Wilson Crisis Center
2860 Ward Blvd.
Wilson, NC 27893
252-237-5156

Wilson EMS
252-237-0789

Wilson Pregnancy Center
2115 Forest Hills Rd.
Wilson, NC 27893
252-237-6833

Linen Options

Bed sheets washed daily in thousands of hospitals worldwide use millions of gallons of water and detergent. As part of Wilson Medical Center’s commitment to conserve the environment, we will change bed linens on Mondays, Wednesdays and Fridays, upon request or when soiled. Please contact housekeeping at ext. 6147 if you need help or wish to have your linens changed daily.

Thank you for helping us conserve the earth’s vital resources.
Heart Attack & Stroke Warning Signs

Recognize the Signs and Get Help Quickly

A heart attack or stroke is a medical emergency and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving, with the least amount of damage to your heart or brain.

Once you’ve had an event, you’re at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

Heart Attack Warning Signs
The main symptom of a heart attack is chest pain or discomfort. It also can feel like pressure, fullness or squeezing in your chest. These feelings may start gradually and get worse, or they may come and go.

The symptoms of a heart attack can be different for women. Women also may have unusual heartburn, shortness of breath, lightheadedness, nausea, or they may feel tired or anxious weeks before a heart attack.

Stroke Warning Signs
Think F.A.S.T. when it comes to recognizing a stroke:

FACE DROOPING: Does one side of your face droop or is it numb? Try to smile.

ARM WEAKNESS: Is one arm weak or numb? Raise both arms. Does one arm drift downward?

SPEECH DIFFICULTY: Is your speech slurred? Are you unable to speak? Try to say a simple sentence like “The sky is blue.”

TIME TO CALL 911: If you notice any of these symptoms, even if they go away, call 911 right away.

Other sudden symptoms can include:

- numbness or weakness in your leg
- confusion or trouble understanding
- trouble seeing in one or both eyes
- trouble walking, dizziness, loss of balance and coordination
- severe headache with no known cause
Stop Smoking
Reduce Your Chances of Returning to the Hospital

No matter how long you’ve been a smoker, it’s never too late to quit this unhealthy habit. 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.

**Ready, Set, Quit!**
Now that you’ve decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day.

Be prepared to have nicotine cravings. They usually pass soon, so wait it out. The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.

**3 Tips to Help You Quit**

1. **Fight the Urge**
   Don’t let yourself think that you can have just one cigarette, but if you do slip, start again and make tomorrow your new first day to quit.

2. **Get Moving**
   Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

3. **Keep Your Mouth Busy**
   Try toothpicks, celery, sugarless gum or sugar-free lollipops.
Curis at Wilson is a state-of-the-art skilled nursing and rehabilitation center set among the splendor of “The City of Beautiful Trees.” We proudly offer the highest quality skilled nursing services, as well as an aggressive rehabilitation program for our short- and long-term residents. If you are looking for great care with an emphasis on physical, emotional and spiritual health and well-being, you will find it here—at Curis at Wilson!

We proudly accept most insurance plans. Call us today for a personal tour and experience the Curis difference!

**Special Services**
- Respite Care
- Pain Management
- Orthopedic
- Restorative Nursing Care
- Trach Management and Support with a Licensed Respiratory Therapist on Call 24 Hours Daily
- Pulmonary Rehabilitation
- Neurology Rehabilitation

**Ask your discharge planner about us.**
252-237-8161 • 1804 Forest Hills Rd. Wilson, NC 27893 • wilsonrehab.org
Your Health Has a New Number:
800.424.DOCS (3627)

Find a doctor today.

The strength of good health starts with finding a great doctor. Wilson Medical Center’s physician referral line provides you and your family one number to connect with hundreds of doctors and healthcare services in Wilson County.