

The Right Choice For Your Care

HARBOUR VIEW MEDICAL CENTER



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MISSION STATEMENT

We extend the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying and underserved.

Photo courtesy of photographer, Wes Battoclette.

Welcome

Thank You For Trusting Us

Thank you for trusting us with your health care needs. At Bon Secours Harbour View Medical Center, we are committed to providing you with exceptional, compassionate, personalized care. Your care, comfort and safety are our top priorities.

Every team member at Bon Secours Harbour View is committed to ensuring that our patients are able to heal in a quiet, clean and caring environment.

We also understand the importance of providing a soothing and healing environment for you. Please inform a member of your care team if you have concerns so we can address them as soon as possible.

Our team of expert nurses welcome any questions you may have about your treatment plan. Please feel free to contact your nurse manager with any feedback about your care, as they are here to ensure your complete satisfaction.

Our patient advocacy services are also available if you need additional help with your experience by calling **757-541-1222**.

The Bon Secours Harbour View care team and I are committed to providing you with exceptional care. It is our privilege to care for you.

Sincerely,

Andy Spicknall
President

About Us

Why We Are The Right Choice for Your Care

Life can be complicated. Today's patients need easy-to-use, high-quality health care provided with customer service standards — convenience, location, selection, free parking, same-day service, ease of use — that make good health easy to maintain.

That's what you'll find at the Bon Secours Harbour View Medical Center: an array of award-winning, customer-focused services.

Our new medical center offers inpatient hospital services, outpatient surgery, an emergency department, imaging center and lab all under one roof in a modern comprehensive medical facility. All our hospital rooms, surgery pre-op and recovery spaces are private rooms designed to create a comfortable environment where our team of expert nurses will care for you throughout your stay.

Harbour View Medical Center allows Suffolk residents to receive hospital and surgical care in the community in which they live, without the need to travel to another city. And for more acute care needs, patients will have access to the Bon Secours Hampton Roads network of hospitals and services.



We Care About Your Care

Please tell us about your experience. After your stay, we'll be reaching out to find out how we did. We'd love to hear about what we did well. Our goal is for our team to always meet your expectations. If there is anything we could have done better, we'd love to hear that too so we can make improvements. Your response to this patient experience survey is extremely important to us.

Services available at Bon Secours Harbour View Medical Center include:

- **Emergency Department**
- **Surgical Services**
 - Bariatric Surgery
 - General Surgery
 - Breast Surgery
 - Colorectal Surgery
 - Orthopedic Surgery
 - Urology
- **Imaging**
 - MRI
 - CT
 - PET / CT
 - Ultrasound
 - Vascular Ultrasound
- **Outpatient Lab**
- **Women's Imaging Center**
 - Mammography
 - DEXA
 - Breast Ultrasound
- **Radiation Oncology**

Our Commitment To Care

Patient Experience Matters To Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do that, we need your feedback.

During your stay

Please speak with your physician, nurse or unit's nurse manager if you have any questions or concerns about your care. If your issue is still not resolved, please contact the nursing supervisor or Patient Advocate.

After your stay

Once you leave our care, you may receive the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. This survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key topics, such as:

- Doctor and nurse communication
- Medicine and discharge
- Information staff responsiveness
- Overall quality of the hospital

If you're selected to receive this survey, please take the time to complete it. The results help us know what we're doing right and where we can improve. Your medical information is not shared with the surveyor, and your feedback can be submitted anonymously.

Want to know how we score?

You can review and compare the quality, care and safety ratings for different hospitals at Medicare — Care Compare, which uses HCAHPS results and other data:
[medicare.gov/care-compare](https://www.medicare.gov/care-compare)

Ethics Service

When a health care choice also involves an ethical concern, such as a family member's wish to refuse life-sustaining treatment or a disagreement between family members or other caregivers concerning advance directives, decision-making can become overwhelming. Our Ethics Consult Service is available to hear your concerns. Requests for a consultation may be made by the patient, a family member, the physician, nurse or another staff member. To request a consultation, dial 0 for the hospital operator, or speak to your nurse.



Rapid Response Team

Special Support To Prevent Emergencies

Bon Secours is committed to bringing compassion to health care and to being Good Help to Those in Need. Our Rapid Response Team works with patients and their families to provide the highest quality care when a patient becomes sicker or needs additional help before a potential medical emergency.

Our specially trained team members are ready to help in these situations. If you have any questions, please discuss them with a member of your care team.

How to Call Rapid Response

STEP 1: Dial **77777** on bedside phone.

STEP 2: Ask for a rapid response to your room number.

STEP 3: The Rapid Response Team will be sent to your room.

Patient Rights And Responsibilities

This notice applies to all entities of Bon Secours.

We're here to serve you, and we consider you a partner in your care. When you are well-informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you make your care as effective as possible. This facility encourages respect for the personal preferences and values of each individual.

Unless medically necessary, we believe that Bon Secours and all their associates, physicians and volunteers are committed to:

- Respect the patient's right to be informed of hospital policies and practices that relate to patient care, treatment and responsibilities.
- Offer access to care that is medically indicated, without regard to race, creed, sex, national origin, religion, age, disability or sources of payment for this care.
- Give competent, considerate and respectful care which respects the patient's personal value and belief system and recognizes his/her dignity as a human being in need.
- Receive clear and easy-to-understand information about diagnoses, treatment plans including their risk and benefits, and alternative treatment options.
- Participate in decisions regarding their care, including the right to accept or refuse treatment.
- Have a family member or representative of your choice and your personal physician promptly notified of your admission to the hospital.
- Receive treatment free from restraints or seclusion unless clinically necessary in order to provide acute medical, surgical or behavioral care.
- Be thoughtfully sensitive to the patient's family or significant other's needs as they become apparent.
- Allow patients the right to express spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy, including wearing symbolic items.
- Promptly and courteously respond to all reasonable requests that do not conflict with physician's orders, health requirements and/or the obligations of the hospital. Patients shall be notified of any policy, as promptly as possible, that might affect their choice within the institution.
- Follow the guidelines of the Patient Self-Determination Act and support patients' rights in accordance with the laws of each state.
- Protect the patient's right to personal privacy and informational confidentiality in accordance with the law and professional ethics.
- Inform the patient of the identity and professional status of individuals providing service including which physician or other practitioner is primarily responsible for the care of the patient.
- Inform the patient, upon request, of the relationships of this hospital to other health care and educational providers and payers when they pertain to care.

Patient Rights And Responsibilities continued

- Be aware that the patient may have a need for continued care after discharge and, if this is indicated, to discuss it with the patient and attending physician.
- Refer to the Care Management Department conflicts or problems that arise concerning the care of the patient that cannot be resolved by the patient's physician or other caregivers.
- Provide for the patient's personal safety with respect to the practices and environment of the hospital.
- Inform each patient (or support person), of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner, another family member, or a friend), and his or her right to withdraw or deny such consent at any time.
- Provide the patient with timely and accurate answers to questions concerning hospital charges including available payment methods regardless of the sources of payment.
- Be informed about pain and pain relief measures including a concerned staff committed to pain prevention and management.
- Report changes in your condition to your caregivers who are responsible for you.
- Be considerate and respectful of the rights of other patients and staff.
- Honor the confidentiality and privacy of other patients.
- Notify the staff if you feel that your rights are being violated.
- Notify the staff of perceived safety risks.
- Make sure your financial obligations for your health care are fulfilled as promptly as possible.
- Follow hospital rules and regulations affecting your care and conduct.
- Provide a copy of your Advance Directives, DNR/CC or DNR/CC-Arrest paperwork.

You have the responsibility to:

- Be honest about matters that relate to you as a patient.
- Attempt to understand your medical problems.
- Attempt to follow the directions and advice offered by the staff and to accept the consequences of not following the same.
- Know the staff who are caring for you.

Questions?

If you have questions about your patient rights and responsibilities, contact Patient Advocacy at **757-541-1222**.

How to file a complaint

To file a complaint or grievance, please contact a Patient Representative:

855-489-6440

Privacy complaints

If you are concerned that your privacy rights may have been violated, or you disagree with a decision we made about access to your records, you may submit a question or report to the Ethics Help Line by submitting a report online at **bsmhethicshelpline.org** or by calling the toll-free 24/7 number at **888-302-9224**. All communication is confidential and anonymous.

Potential conflicts of rights

You have the right to use outside resources to file a complaint or to obtain further assistance if you are not satisfied with the resolution that you have received from the hospital. You may contact the following agencies:

Virginia Department of Health

9960 Mayland Drive, Suite 401
Henrico, VA 23233-1485
800-955-1819

Joint Commission

jointcommission.org | 800-994-6610

Our Core Values:

Human Dignity, Integrity,
Compassion, Stewardship and
Service — are why we honor these
basic rights and responsibilities.

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 your issue isn't resolved, contact our patient advocate at **757-541-1222** or visit **bonsecours.com**.

Your Privacy Matters

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 access your health information.

What information is protected?

- Information put in your medical records
- Conversations your doctor has with nurses and others regarding your care
- 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?

Care 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
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission to share your information
- Get a report on when and why your health information was shared for certain purposes
- Request that those who follow this law restrict how they use or disclose your health information
- 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

Who must follow this law?

- All doctors, nurses, pharmacies, hospitals, nursing homes and other health care providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

your health care, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run our businesses
- With your family, friends or others you identify who are involved with your health care or your health care 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 mental health counseling sessions

Source: U.S. Department of Health & Human Services, Office for Civil Rights

Advance Directives

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.

Check with your nurse if you have any questions. Directives can include:

End-of-life care

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.

Medical Power of Attorney

This is a legal document that names a person you can appoint as the medical power of attorney to make medical decisions for you if you are unable to do so. This appointed person of your choice can represent your wishes on emergency care and on other medical issues like potential treatment options, blood transfusions or kidney dialysis. You are encouraged to choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your medical power of attorney.



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 get the forms you need, contact your nurse.

Health care surrogate

A person (agent) is appointed to make medical decisions on your behalf if you are unable to do so. The person is sometimes chosen by the patient, or, depending on state regulations, may be chosen by the patient's doctor in certain circumstances. If you are choosing your own health care surrogate, choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent.

Spiritual Health

At Bon Secours, We Are Committed To Help Bring People To Wholeness

A holistic approach to patient care is what makes Bon Secours unique. Because of this approach, our spiritual health staff members are an important part of the health care team. They minister to patients and families in a way that is respectful of each person's experience of spirituality, faith or religious expression.

Spiritual care is rooted in issues of meaning, loss, hope and transcendence. Chaplains are companions on a journey with patients, families and staff, pondering some of the deeper questions of life and death. For some, receiving spiritual care will provide a calm and caring presence in anxious times. For others, it may involve prayer, scripture reading or other religious support. Spiritual care may also include crisis intervention and contacting community clergy on behalf of patients and families.

Spiritual health staff at Bon Secours are either ordained ministers or lay leaders endorsed in pastoral care ministry by their respective ecclesial bodies and represent many different denominations. Chaplains are available 24 hours a day, seven days a week. **For information, please dial 0 for the hospital operator.**

Your priest, minister, rabbi or religious leader is always welcome to visit during your stay.



Chapel

A chapel is located on the main floor of the hospital. It's open 24 hours a day, seven days a week and is available to people of all faiths.

Phone Directory

Hospital Services

Administration

757-673-5930

Case Management

757-673-5951

Central Scheduling

757-398-2316

Emergency Department

757-673-6065

Foundation

757-889-5900

Information Desk

757-673-5804

Infusion Clinic at Harbourview

757-541-1300

Medical Records

757-398-2250

Palliative Care

757-398-2673

Patient Experience

757-398-2326

Radiology and Imaging

757-398-2469

Security

757-673-5970

Spiritual Care

757-398-2452

Surgical Services

757-673-5992

Nursing station

2 Telemetry

757-673-5840

Key numbers

Main

757-673-5800

Patient Advocate

757-541-1222

Rapid Response Team

77777

Phone Tip

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

Fast Facts About Your Stay

An A-Z Guide To The Most Frequently Asked Questions

Bedside Rx program

Filling prescriptions after a hospital stay can be a challenge. Let the “Meds to Beds” Pharmacy Program at Harbour View Medical Center take the hassle out of getting your prescriptions filled. Our “Meds to Beds” program works with our retail pharmacy partners at Harbour View Medical Center to fill your medications and deliver them directly to your bedside. For more information, please talk to your nurse or case manager prior to discharge.

Calling your nurse

Your room is connected to the nursing station. To call for your nurse, press the NURSE call bell. If you have any questions on how to use the call bell, ask a staff member to show you.

Fire safety

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

Personal belongings and valuables

Bon Secours Harbour View cannot be responsible for replacement of personal belongings. If you have valuables such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay. Do not place personal items on food tray as they may be lost or damaged.

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. Changing stations are available in some public restrooms.

Smoking

Smoking and/or the use of any tobacco product, including e-cigarettes and other unregulated nicotine products, is not permitted anywhere in the hospital or on the hospital grounds. Ignition sources are not allowed in areas where patients may be using oxygen.

If you are a smoker, we offer a variety of methods to help you quit. For example, nicotine patches are available to patients while hospitalized. Please discuss these options and develop a plan with your doctor.

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 call bell handset. Closed captioning is available for the hearing impaired. Ask a staff member if you have questions about using your TV.

Quiet hours

Our hospital observes Quiet Time from 1 p.m. to 3 p.m. and 9 p.m. to 7 a.m. During your visit, please help us maintain a quiet, healing environment to allow our patients to rest.

TV Channel Listings

4	WVBT/FOX CH 43	23	Discovery Channel
5	WHOR/PBS CH 15	24	TLC
6	Hospital Info	25	Freeform
7	WGTH/UPN CH 27	26	AMC
8	WTVZ/WBN CH 33	27	Animal Planet
9	WPXV/PBX CH 49	28	Patient Info
11	CNN	29	Women Channel
12	TNT	30	Staff Info/Ed Channel
14	HLN	31	Radio
15	Cartoon Network	32	Radio
16	USA	33	WTKR/CBS/CH 3
17	The Weather Channel	34	WAVY/NBC/CH 10
22	WTBS	35	WVEC/ABC/CH 13

Fast Facts About Your Stay *continued*

Visiting hours

Bon Secours Harbour View does not have restricted visitation hours for most areas of the hospital unless otherwise posted. The patient care team may restrict visitation on a case-by-case basis depending on the patient's condition. Between 9 p.m. and 5:30 a.m., visitors may enter the hospital through the emergency department.

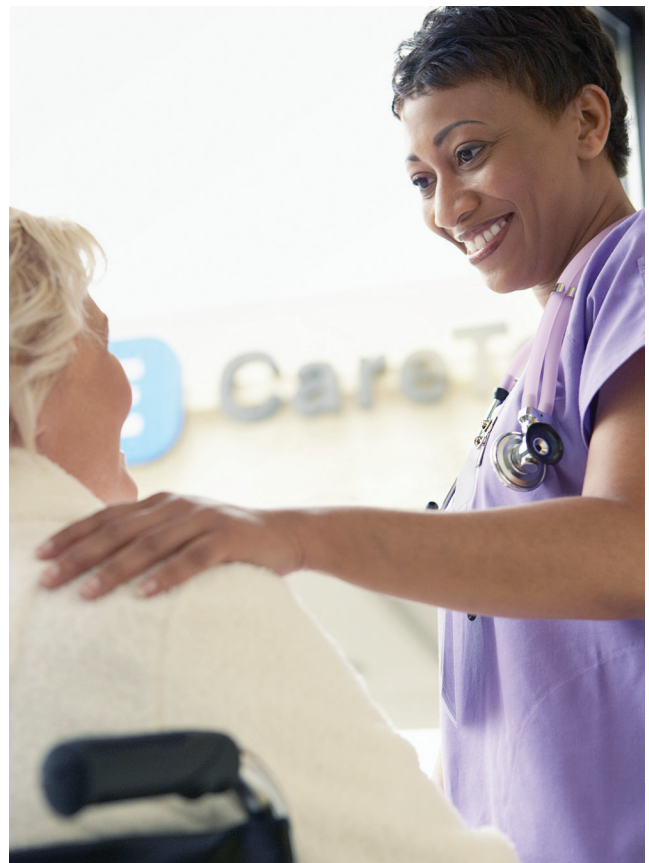
Visiting information

Bon Secours Harbour View 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 can also choose a support person to be present throughout your stay unless that person's presence impacts your health or the rights or safety of other patients. If you have any questions about your visitation rights, contact your nurse or patient care advocate.

Visitor guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines and any others posted in the hospital:

- Do not visit if you have a cold, sore throat, fever, COVID-19 symptoms or other illness.
- In accordance with CDC guidelines, masks are recommended, but no longer required, in our facilities.
- Avoid noisy, disruptive behavior to help respect the healing of all patients. Zero tolerance of aggressive behavior against health care workers is enforced.



- Ask before bringing foods, drinks or other items like balloons, flowers or perfume into patient rooms.
- Wash or sanitize your hands before entering patient rooms.
- Make sure all children have a supervising adult with them at all times.

Take Charge Of Your Care

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

You're in
charge.



You are the center of your health care team. Know what's happening every step of the way.



Always
double-check.

Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.

Know your
medicines.



Understand what they treat, why you need them and how to take them for the best results.



Speak up.

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

PARTICIPATE
in your
CARE

Educate
yourself.



Learn about your medical condition, tests and treatment options.



Find a support
person.

Pick someone to help speak up for your care and needs during your stay.

Check before you go.



Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to qualitycheck.org to learn more.

Protect Your Health

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. To help, share your answers to these questions with hospital staff.

- What language would you prefer to speak and read?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, read or see pictures of 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 health care wishes?

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 or disease-specific education, repeat back what you thought you heard so you can double-check that you understand.
- Take Notes: Write down any key facts your health care provider tells you so you won't forget.

Check ID Badge/Bracelet



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

- Ask to see the ID badge 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 the hospital staff does not check your ID bracelet. Any time staff enters your room to give you medicine, transport you or perform procedures or treatments, you will be asked your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.

Name check

Always double-check your name with staff to avoid errors.

Don't Ignore Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. Only you know how much pain you're in. You may need to get more pain medicine or switch to a different kind of medicine to get relief. It's harder to treat pain when it is ignored. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes, or if it comes back after it goes away.

Ask yourself, then share with your nurse:

- Where does it hurt? When does it hurt?
- What makes it feel better or worse?
- Does it keep you from doing things like sleeping, dressing or eating?

What does your pain feel like?

Sometimes it's easier to describe your pain by comparing it to another feeling. It's okay to use your imagination. Some examples include:

- Does it feel like something is burning, stabbing, pinching or pressing on you?
- How does it compare to other pain you've felt?
- Does your stomach feel like it's tied in knots?
- Is it like a paper cut, broken bone or passing a kidney stone? Does it feel better or worse?

Alternatives to control your pain

Talk with your doctor or nurse about using these alternative treatments in addition to your pain medication:

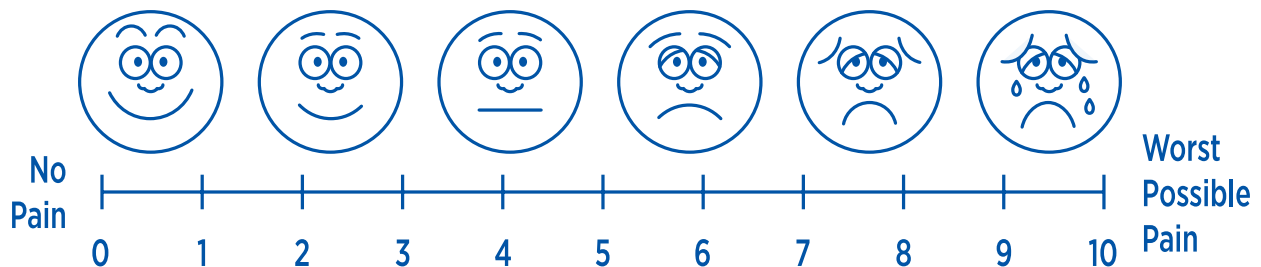
- Breathing and relaxation exercises
- Repositioning
- Physical therapy
- Warm/cool packs
- Spiritual counseling

- Do your limbs feel like lead?
- Does the pain make it hard to perform normal tasks?

You can also use these words to describe your pain: aching, bloating, pulling, constant, numbing, sharp and searing. Or use the pain scale below.

Wong-Baker FACES® Pain Rating Scale

Keep in mind the number might not always be zero.



Safety And Preparation

Prevent Falls

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

- Always use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around (use hospital handrails when they're available).
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (such as glasses, remote and tissues).

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 and the body part to be operated on.

Your surgeon will mark the correct spot on your body. Make sure you or your support person checks that it's correct. Also ask your surgeon about any specific risks you need to know about for after the surgery. Take simple steps like these to help prevent medical mistakes.



Be Proactive

Choose A Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care 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.
- Be instrumental in keeping your loved ones informed of your health.

Caregivers need care, too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

- National Alliance for Caregiving: caregiving.org
- Caregiver Action Network: caregiveraction.org
- Family Caregiver Alliance: caregiver.org

Pay Attention To Your Care

- Tell your nurse 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.



Don't forget

Tell the staff who you've picked to be your support person.

You are key

You are the most important member of your health care team. Make sure you:

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

- If your treatment involves medical equipment, practice using it with your care team 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.

Manage Your Meds

Take Charge of Your Meds

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. Remember, your schedule might be adjusted by your care team while you are in the hospital.

Whether you take one medicine or many, 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, etc.)?
- 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?

Virginia Prescription Drug Monitoring Program

We participate in the Virginia Prescription Drug Monitoring Program. The care provider prescribing your medications may access information contained in the program files on all Schedule II, III or IV prescribers, pharmacists or authorized designees.



Prevent medicine errors

We will scan your ID bracelet each time we administer a medication. Be sure your doctors and nurses know:

- That your name matches the name on the medicine (use your ID bracelet to double-check).
- 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.

Before You Leave The Hospital

Checklist For Discharge



After-visit summary

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

Take this summary to your follow-up primary care physician appointment for your doctor to review.



Medicine list

This includes new and existing 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.

Have a plan to get your new prescriptions filled upon leaving the hospital.



Follow-up appointment

Make a follow-up appointment with a primary care physician or any other specialty physicians within five to seven days.



Local resources

Ask your care manager (discharge planner) for help finding local support groups or other after-care services that you may need.



After-hospital services

Know if you'll need support in these areas and make a plan for getting it:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Health care:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment



Follow-up care instructions

Beyond medicine, these 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



Planning Ahead: Before You Leave

Plan Early

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. 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 care manager (discharge planner), 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

Try the teach-back method—repeat back what you hear the care manager (discharge planner) say to make sure you understand the details correctly.

Discharge day

On Discharge Day, we plan to have you in the comfort of your own home for lunch if there are no delays for test results, medical equipment deliveries or your doctor's orders.

Please plan to have your designated ride here before 11 a.m.

Please remember to check for all your personal belongings, such as keys, clothes, identification (ID card) and money.



MyChart

Your Medical Information Online

Introducing MyChart

MyChart gives you direct online access to portions of the electronic medical record (EMR) where your doctor stores your health information. Your lab results, appointment information, medications, immunizations and more are all securely stored for quick retrieval—all for free.

MyChart shows you that same information, so you see what your doctor sees.

MyChart also provides new, convenient methods of communication with your doctor's office. Renew prescriptions and send messages—all online.

MyHealth

- Review your medications, immunizations, allergies and medical history. Receive test results online—no waiting for a phone call or letter.
- Review health education topics and discharge instructions provided by your physician.
- Link your family's accounts to yours for convenient access to appointments, immunization records, growth charts and more.
- Your information is safe from unauthorized access because MyChart is password-protected and delivered via an encrypted connection.

MyDoctor

- Communicating with your physician is as simple as sending an email, but even more secure.
- Request renewals of your medications or review your prescriptions online.

Enroll today

Visit your physician, go to **mybonsecours.com** or call **866-385-7060**. You can cancel anytime.

MyAppointments

- View details of your past and upcoming appointments.
- Fill out patient forms prior to your visit.

How can I access MyChart?

You can access MyChart online or through our MyChart app (available to download from the Play Store for Android devices or from the Apple App Store for iPhone and iPad). Then, select Bon Secours from the health care providers list. The MyChart link is **mychart.bonsecours.com**.



Understanding Your Bill

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 will also 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 may 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.

A reason to plan early

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

- [medicare.gov/care-compare](https://www.medicare.gov/care-compare)
- [qualitycheck.org](https://www.qualitycheck.org)

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 doctor or nurse and share your concerns. You may also need to reach out to Medicare, Medicaid or your insurance company.

Commonly confused terms

- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Copay:** A fee determined by your insurance company 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% of a bill, while you have to pay the remaining 20%.

Keeping Track

One of the ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

Need Help?

If you don't understand something on your bill, you're having trouble paying your bills or you want to know if you are eligible for government-supported insurance programs, we can help. Please tell your nurse you would like to speak to a financial counselor, or you may call **757-673-5812**.

Commercial insurance providers

If you use a commercial insurance provider, the hospital forwards your claim to your insurance provider 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. Self-pay patients have the right to receive a good faith estimate before a planned hospital stay. To learn more, visit [cms.gov/nosurprises](https://www.cms.gov/nosurprises).

Payment arrangements should be made within 15 days from the bill date. Financial assistance is available to qualifying patients through government programs and Bon Secours. Referral for debt counseling service is also available.

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.

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. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.

Pay your bills online

You can conveniently pay your bills online or via MyChart with our bill pay tools. Visit [bonsecours.com](https://www.bonsecours.com) and click Bill Pay to get started.

For financial assistance information:

- Visit [bonsecours.com](https://www.bonsecours.com).
- Hover over Patient Resources and click **Financial Assistance**.
- Brochures and applications are available in several languages.

Workers' compensation

We will bill authorized insurance companies for workers' compensation claims. You are responsible for providing information relating to your workers' compensation insurance at the time of admission or outpatient registration. You should contact your employer if payment has not been made within 45 days.

Spotlight on Health: 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.
- **1 year** after quitting, your risk of heart disease is half that of a smoker.
- **2 to 5 years** after quitting, your risk of mouth, throat, esophagus and bladder cancers are cut in half, and your risk of stroke is the same as a nonsmoker.
- **10 years** after quitting, your risk of lung cancer is half that of a smoker.

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. You can also use a quit app to track your habits, set goals and provide motivation. Download an app from **smokefree.gov** or other trusted health organization.

Be prepared to have nicotine cravings. They usually pass soon, so wait them out. When a craving hits, take a walk, call a friend or do something else you enjoy.

E-cigarettes

E-cigarette devices are used to breathe in an aerosol containing nicotine. It's also known as vaping. E-cigarettes are not a safe alternative to tobacco cigarettes—the chemicals in the aerosol can cause lung damage and lung disease.

3 tips to help you quit

1. **Fight the urge:** Don't let yourself think that you can have just one cigarette. 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.

Here's how you can S.T.A.R.T.

- **Set** a quit date. Make a commitment to yourself. Write down why you want to quit and read it every day.
- **Tell** your family, friends and coworkers that you plan to quit, and ask for their support.
- **Anticipate** the challenges you'll face.
- **Remove** cigarettes and other tobacco products from your house, car and workplace.
- **Talk** to your doctor about getting help to quit—including counseling, medicines or products that can help, and other tools and resources like those found at the sites below:

*American Cancer Society: cancer.org
National Cancer Institute: smokefree.gov*

Before Surgery

Quitting smoking even 12 hours before surgery will help with healing. Smoking after surgery stresses your heart, raises your blood pressure, and reduces the oxygen your blood and tissues need in order to recover.

Orthopedic Services

Virginia Orthopaedic and Spine Specialists

VOSS doctors are board-certified orthopedic experts focusing on all aspects of the musculoskeletal system. Our goal is getting patients back to their everyday life while providing the best possible patient experience from start to finish. Our specialists work closely with patients, from discussing their condition and options to treatment and recovery.

VOSS is proud to be part of the Bon Secours Hampton Roads health system. Like our partners at Bon Secours, the staff at VOSS are dedicated to treating the whole person, offering therapies that help patients physically and emotionally.

VOSS locations

Chesapeake

2613 Taylor Rd., Suite 101
Chesapeake, VA 23221

Norfolk

930 W. 21st St., 1st Floor
Norfolk, VA 23517

Portsmouth

MAST One Building
1040 University Blvd., Suite 200
Portsmouth, VA 23703

3300 High St.
Portsmouth, VA 23707

Suffolk

Health Center at Harbour View
Medical Arts Building
5838 Harbour View Blvd., Suite 100
Suffolk, VA 23435

1009 Centerbrooke Ln., Suite 208
Suffolk, VA 23434

757-673-5680

Bariatric Program

At Bon Secours Surgical Weight Loss Center, we use a multi-disciplinary team approach. This helps our patients lose weight successfully and improve their quality of life. Here, patients work with an experienced team of medical and surgical professionals, giving them access to the tools necessary for successful weight loss.

- Dedicated nutrition—available to both pre-operative and post-operative patients—including monthly weight loss trial classes to meet insurance requirements at no cost to patient or insurance
- Monthly support groups
- Online patient education seminars with direct access to surgical consult
- Dedicated bariatric staff who walk patients through insurance verification and authorization processes
- Inpatient Bariatric Coordinator ensuring strong patient satisfaction and post-operative education

Bon Secours Surgical Specialists

155 Kingsley Ln., Suite 405
Norfolk, VA 23505

5838 Harbour View Blvd., Suite 240
Suffolk, VA 23435

828 Healthy Way, Suite 200B
Virginia Beach, VA 23462

For appointments,
call **757-673-5990** or visit
BonSecoursSurgicalWeightLoss.com.

General Surgery

When considering having surgery, it is important to find a surgeon you trust. Our network of talented general surgeons and specialists provide an exceptional experience of care, where you will feel comfortable from start to finish. With special training and experience in minimally invasive surgical techniques, our surgeons help you heal faster and spend less time in the hospital. Our surgeons treat a wide range of general surgery including:

- Breast surgery
- Gallbladder surgery
- Hernia surgery
- Thyroid/parathyroid surgery
- Laparoscopic/robotic surgery
- Cancer surgery
- Colonoscopy/endoscopy
- Colorectal surgery

Bon Secours Surgical Specialists

155 Kingsley Ln., Suite 405
Norfolk, VA 23505

5838 Harbour View Blvd., Suite 240
Suffolk, VA 23435

828 Healthy Way, Suite 200B
Virginia Beach, VA 23462

For appointments, call
757-483-3030.

Oncology Services

The Bon Secours Cancer Institute allows our providers to connect patients and their families through the entire continuum of cancer care. This includes care from the surgeons at Bon Secours Surgical Specialists, radiation oncologists at Bon Secours Oncology Specialists, Bon Secours Medical Oncology and Hematology, diagnostic specialists in pathology and radiology, and affiliated cancer physicians.

From minimally invasive surgery and chemotherapy to the latest oncology advances in radiation therapy, patients will receive the most innovative solutions available from a multidisciplinary team of dedicated experts.

Bon Secours Hampton Roads has many other services available to patients during their cancer experience: cardio oncology, neurophysiology and cancer rehabilitation to assist patients during their cancer treatments and after to help resume their life activities.

Bon Secours wants what is best for each patient by providing personalized cancer care. We can be trusted to consistently provide the compassionate, individualized cancer care each patient deserves, every step of the way.

Bon Secours Radiation Oncology at Harbour View

7185 Harbour Towne Pkwy., Suite 108
Suffolk, VA 23435
757-541-1400

Bon Secours Women's Imaging Center, Suffolk

5838 Harbour View Blvd., Suite 210
Suffolk, VA 23435
757-541-1900

Bon Secours Surgical Specialists

155 Kingsley Ln., Suite 405
Norfolk, VA 23505
757-278-2220

5838 Harbour View Blvd., Suite 240
Suffolk, VA 23435
757-483-3030

Bon Secours Women's Imaging Center, Portsmouth

5602 Portsmouth Blvd.
Portsmouth, VA 23701
757-889-2100

Bon Secours Women's Imaging, Ghent Station

930 W. 21st St., Suite 105
Norfolk, VA 23517
757-889-5400

BonSecours.com

Bon Secours Cardiovascular

Comprehensive Cardiac Care

You put your heart into everything you do. So do we. That's why, when you have a heart complication, you can count on the cardiac experts at Bon Secours. We build our team around you with the best specialists, nurses and support staff to address every aspect of your heart health.

Whatever your heart's condition, we're here with the region's top-rated cardiologists, physicians, surgeons and nurses to provide clinically advanced care and minimally invasive procedures to get you back to your life as soon as possible.

Our comprehensive heart care program offers:

- An innovative Cardiac Care Unit that uses the latest technology with your comfort in mind
- A Chest Pain Center that's available 24/7
- Heart facilities that are nearby so you're always minutes from any service you could need
- A skilled and caring staff specially trained to care for cardiac patients

Our care doesn't stop after treatment. We follow you through every step of the healing process with rehabilitation, outpatient follow-up and education to stay healthy and prevent another heart issue from happening.

Bon Secours cardiology services include:

- Mobile cardiac telemetry & Holter monitors
- Pacemakers, implantable cardioverter-defibrillators (ICDs), cardiac resynchronization therapy (CRT)
- Transthoracic and stress echocardiography
Nuclear stress testing
- Valve replacements and mitral valve repair

Bon Secours Cardiology Providers

Portsmouth Office

3640 High St., Suite 1E
Portsmouth, VA 23707
757-399-2639

Downtown Suffolk Office

1030 Hillpoint Blvd. N., Suffolk, VA 23434
757-539-0444

Harbour View Campus

Bon Secours Cardiology Associates
5838 Harbour View Blvd., Suite 290
Suffolk, VA 23435
757-541-1700

Bon Secours Cardiovascular Specialists
5838 Harbour View Blvd., Suite 270
Suffolk, VA 23435
757-541-1050

Norfolk Office

930 West 21st, 1st floor, Norfolk, VA 23517
757-889-5335

Bon Secours Cardiovascular, Structural & Thoracic Specialists

3640 High St., Suite 1E
Portsmouth, VA 23707
757-398-2222

Bon Secours Cardiopulmonary Rehab

Medical Arts Building
3640 High St., Suite 2D
Portsmouth, VA 23707
757-398-2580

- Inpatient and outpatient management of heart failure
Cardiopulmonary rehabilitation
- Preventative cardiology, including lipid management and heart scans
Women's Heart Clinic
- Cardio-oncology care for our cancer patients with structural heart procedures
- Open heart surgery

Post-Acute Services

Home Health

Bon Secours Home Care together with Compassus offers a multidisciplinary approach to home health care and includes nurses, therapists, home health aides and social workers.

Our trained staff provide a complete spectrum of services to help you maintain your safety and independence in the comfort of your own home.

Home health locations

Servicing the Hampton Roads Region. Call **757-578-9571** for home health services.

Hospice Care

Bon Secours Hospice together with Compassus teams approach includes specially trained health professionals who provide symptom control and comfort for terminally ill patients, allowing them to remain in their residence with the warmth of family and friends.

Hospice locations

Servicing the Hampton Roads Region. Call **757-689-9569** for hospice services.

In Motion Physical Therapy

In Motion Physical Therapy offers many programs targeting specific injuries or parts of the body, as well as specialized programs. Together, you and your therapy team will work toward the same goal—to help you get better. Step by step, we want to help you reduce your pain and achieve your maximum potential so you can return to, or improve, the level of your activities.

	PHONE	FAX
CARROLLTON		
Eagle Harbor—13609 Carrollton Blvd., Suite 15, Carrollton, VA 23314	757-238-2690	757-238-2691
CHESAPEAKE		
Chesapeake Square—2613 Taylor Road, Suite 102, Chesapeake, VA 23321	757-465-7651	757-465-1428
Chilled Ponds—1416 Stephanie Way, Chesapeake, VA 23320	757-391-7676	757-391-7677
Hanbury Crossing—235 Hanbury Road, Suite 1, Chesapeake, VA 23322	757-391-7660	757-391-7665
NORFOLK		
Ghent Station—930 W. 21st St., Suite 105, Norfolk, VA 23517	757-738-1500	757-738-1501
PORTSMOUTH		
Portsmouth Boulevard—5553 Portsmouth Blvd., Portsmouth, VA 23701	757-465-7906	757-465-8451
High Street—3300 High St., Suite 1A, Portsmouth, VA 23707	757-673-5689	757-673-5678
Portsmouth YMCA—4900-A High St. West, Portsmouth, VA 23703	757-483-4518	757-483-3249
SUFFOLK		
Downtown Suffolk—1417 N. Main St. Suffolk, VA 23434	757-934-3366	757-539-2322
Harbour View—5838 Harbour View Blvd., Suite 130, Suffolk, VA 23435	757-673-5971	757-638-1943
VIRGINIA BEACH		
Hilltop—1817 Laskin Road, Suite 100, Virginia Beach, VA 23454	757-437-0471	757-437-0475
Red Mill Landing—1253 Nimmo Parkway, Suite 105, Virginia Beach, VA 23456	757-943-3060	757-943-3061
Town Center—4677 Columbus St., Suite 201, Virginia Beach, VA 23462	757-463-2540	757-463-2554

Primary Care And Family Medicine

Having a doctor who knows you means everything. From aches and pains to strains and sprains, they're with you through all your health-related ups and downs. Primary care physicians can guide you and your family through a lifetime of wellness.

Having a relationship with a primary care doctor is the first step to preventive, whole-person health. From internal medicine to family practice, our board-certified doctors, nurse practitioners and nurses are passionate about the health of your entire family. From routine checkups to annual exams, primary care is the smartest decision you can make for your long-term health.

Primary care is a strong foundation for more advanced care, too. For more serious conditions, your primary care doctor is your first stop for referrals to specialty care in our vast network of providers. Your doctor will work closely with other specialists to coordinate care throughout every step of your healing.

Family practice locations

Airline Boulevard Medical Associates

3537 Airline Blvd., Suite 1,
Portsmouth, VA 23701
757-738-1225

Amelia Medical Associates

885 Kempsville Rd., Suite 320,
Norfolk, VA 23502
757-955-2828

Bon Secours — Courtland Family Medicine

22708 Main St.,
Courtland, VA 23837
757-653-2007

Bon Secours — Franklin Family Medicine

1378 Armory Dr.
Franklin, VA 23851
757-562-4111

Bon Secours — Franklin Internal Medicine

102 Fairview Dr., Suite A
Franklin, VA 23851
757-304-9852

Bon Secours Ghent Station Medical Associates

930 W. 21st St., Second Floor
Norfolk, VA 23517
757-622-8358

Bon Secours Medical Associates

828 Healthy Way, Suite 220
Virginia Beach, VA 23462
757-305-1797

Why choose Bon Secours?

At Bon Secours, we want to help you be well in mind, body and spirit. We also want to provide the simplest process possible for visiting your primary care provider. Convenient locations, access to a network of specialists, access to MyChart and faith-based health care make Bon Secours your home for compassionate medical care.

Please visit bonsecours.com to find a doctor and a location near you.

Primary Care And Family Medicine continued

Bon Secours Primary Care at The Mustard Seed Place

340 High St., Suite 207
Portsmouth, VA 23704
757-943-3613

Bon Secours — Southampton Family Medicine

102-B Fairview Dr.,
Franklin, VA 23851
757-562-2158

Bon Secours Suffolk Primary Care

148 Burnetts Way, Suite 107
Suffolk, VA 23434
757-738-1375

Bon Secours Western Branch Primary Care

2613 Taylor Rd., Suite 201
Chesapeake, VA 23321
757-738-1600

DePaul Medical Associates

155 Kingsley Ln., Suite 400
Norfolk, VA 23505
757-278-2240

Eagle Harbor Medical Associates

13609 Carrollton Blvd., Suite 11
Carrollton, VA 23314
757-238-8751

Harbour View Family Practice

1020 Bon Secours Dr., Suite 250
Suffolk, VA 23435
757-673-5890

Internists of Churchland

7185 Harbour Towne Pkwy. S., Suite 206
Suffolk, VA 23435
757-484-5828

Nansemond Suffolk Family Practice

2897 Bridge Rd.,
Suffolk, VA 23435
757-484-7248

Services We Offer

- Care for minor injuries
- Counseling
- Flu vaccinations
- Health care for children and adults
- Health screenings
- Immunizations
- Men's health
- Physicals
- Prevention and management of chronic diseases
- Referrals to community resources including smoking cessation
- Wellness exams
- Women's health

