

Our Mission

We improve the well-being of patients and communities by delivering innovative, compassionate, patient- and family-centered health care, enriched by education, science and technology.

Our Vision

We will define and deliver MEDICINE *of* THE HIGHEST ORDER and set the standard for compassion and innovation, always placing patients and their families first.

Important information:

Patient information number: (585) 275-2181

We want to make your stay as enjoyable as possible. If there's anything we can improve, please let us know.

You may receive a survey after you go home. We hope that you will take the time to provide us with your feedback. We use our patients' feedback to improve care to our patients and recognize our staff. Please think of the hospitalist(s) who was in charge of your care as you respond to the questions relating to physicians.



The Hospital Medicine Division
Welcomes You

Strong Memorial Hospital



MEDICINE *of* THE HIGHEST ORDER



MEDICINE *of* THE HIGHEST ORDER

Your comfort and healing are very important to us.

What is a hospitalist?

Hospitalists are doctors who specialize in caring for hospitalized patients and have their “fingers on the pulse” of your care. They are available to speak directly with you and are close by in the event of an emergency.

There are 25 hospitalists in the Hospital Medicine Division at Strong Memorial Hospital — one or more will provide care for you during your stay.

Who is in charge?

Hospitalists are in charge of your overall care and act as your primary care physician while you are here.

They lead your health care team, which may include:

- Physician Assistants
- Nurse Practitioners
- Nurses
- Residents
- Fellows
- Medical Students
- Consultants

Hospitalist teams have the training, experience and accessibility to optimize the care of hospitalized patients and their families.

What is my role as a patient?

We value the integral role you and your family play as active members of your health care team and encourage you to ask questions or write them down using the notepads in your room.

How is my primary care doctor involved?

The hospitalist team works collaboratively with your primary care physician, who receives information about your condition before, during and after you leave the hospital. After discharge, it is important for you to see your primary care physician as instructed.

Will I meet multiple hospitalists during my stay?

You may meet multiple hospitalist team members while you are here. We understand that changes between different team members can be difficult and are committed to making these as smooth as possible. We try to anticipate and notify you about up-coming transitions. We share important details about your care with our colleagues so everyone is on the same page.

Timing of discharge

While discharge dates and times are subject to change, we will do our best to predict this with as much certainty as possible. Hospitalists work with discharge coordinators on each unit to ensure that your transition occurs as smoothly as possible. Please ask us if you have any questions.

After I leave the hospital

We will send a discharge summary to your primary care physician and contact him/her by phone or email as appropriate. Someone from our office will call you after you leave to follow-up on the care you received.

If something urgent arises in the first 24 hours of leaving the hospital, you may contact our physician on call at (585) 275-4912. If you have questions or concerns after the first 24 hours, please contact your primary care physician.



Thank you for entrusting us with your care.

Our Mission

We strive to provide safe, quality care, delivered with compassion, to the patients and families on 2-1800, the Short Stay Unit.

Our Vision

We will deliver MEDICINE *of* THE HIGHEST ORDER and set the standards for compassion and innovation, always placing patients and their families first.

The Strong ICARE Values

On the Short Stay Unit, you can expect to see all of our staff, no matter what their role, exemplifying the Strong ICARE values of integrity, compassion, accountability, respect and excellence.

We hope that you will join us in our commitment to these values.

Frequently called telephone numbers:

Patient information number: (585) 275-2181

We want to make your stay as enjoyable as possible. If you have any questions or concerns, please call the Short Stay Unit's Nurse Leadership Team at (585) 276-4272.

Our Short Stay Unit team strives to **always** provide safe, high quality and compassionate care. You may receive a survey after you go home. We hope that you will take the time to provide the Short Stay Unit with your feedback. If you would like to provide specific feedback regarding your emergency department stay, please attach a separate piece of paper with your emergency room comments. We use our patients' feedback to improve care to our patients and recognize our staff.

We hope your stay with us is **always** a positive experience.

Strong Memorial Hospital



MEDICINE *of* THE HIGHEST ORDER



Welcome

to
2-1800
Short Stay Unit



MEDICINE *of* THE HIGHEST ORDER

Your comfort and healing are very important to us.

Here's what you can expect while you are here . . .

About our unit: SSU is a 20-bed inpatient medical unit, specializing in the care of patients who are expected to stay in the hospital for two to three days. If your length of stay is longer, we may continue to provide care for you here, or if a bed becomes available on a longer care stay unit you may be transferred. You can expect the highest level of care no matter how long you are with us.

Responsiveness: We strive to answer your call light in a timely manner. Your patience is greatly appreciated. Every team member, regardless of his or her role, is empowered to help.

Communication: We value the integral role you and your family play as active members of your health care team and encourage you to write down questions. We will respond to your questions as quickly as possible.

Family and friends: When you arrive in the hospital, we will ask if you would like to identify one or two support person(s) – family/friends – who you want to have actively involved in your day-to-day care. These individual(s) are welcome to visit you at all times, 24 hours/day, seven days a week. We may also be able to arrange overnight stays when space permits.

In order to provide a quiet, healing environment for all of our patients, we ask that other family and friends visit between 11 a.m. and 8 p.m.

Cleanliness: We know that a clean room is essential to keeping you comfortable. We work diligently to ensure your room is kept in a clean and orderly manner. If you have any concerns with cleanliness, please tell your nurse so we may address them.

For your convenience: We offer complimentary TV and local phone service.

Food and nutrition: Please use the menu in your admission packet to select your meals and dial 7-FOOD (7-3663) to order. The dietary office is aware if you have any special dietary needs or restrictions and will guide you in making appropriate choices. If you need assistance in ordering, a dietary assistant can come to help you prior to your meals.

Valuables: To keep your valuable items safe, we hope you will use one of our TREASURE BOXES to store them. We suggest keeping your eyeglasses, hearing aids and dentures in this box whenever you are not using them. Please request a TREASURE BOX from any of our staff.

Quietness is a priority for everyone in the hospital: We want your stay to be as comfortable and peaceful as possible. Please partner with us to maintain a restful environment for you and other patients. If noise in your area is bothering you, please inform us immediately so we can assist.

Available for you:

- Earbuds (Please use when listening to TV between 8 p.m. - 7 a.m.)
- Earplugs
- Eye masks

Rounding: We strive to ALWAYS address your personal needs and monitor your well-being. An important part of providing you with excellent care and service is frequent rounding. One of your caregivers will visit you regularly around the clock.

When rounding we will:

- Monitor your comfort and manage your pain
- Help you move and change positions
- Assist you with your bathroom needs

Staying informed: We will keep you informed each day regarding your plan of care for the day. We will use the white board in your room to identify key members of your health care team.

Questions about your medications: If you have any questions regarding the medications you are receiving, please do not hesitate to discuss them with your nurse. We can provide you with up to date information regarding your medications.

Planning for your discharge: In order to help you return home as soon as possible, we begin coordinating your discharge plans when you arrive. Your care coordinator and nurse will discuss any discharge concerns you may have. We will specifically discuss any questions you may have with your written discharge instructions, prescriptions and medical equipment (if necessary) prior to your discharge.

Thank you for entrusting us with your care.