



PATIENT & VISITOR INFORMATION GUIDE



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BeebeHealthcare.org

FALL 2017

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Retina & Vitreous Diseases

Zaaira Ahmad, M.D.
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Karen Rudo, M.D.
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Ari Abel, M.D.
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John Butler, M.D.
Retina & Vitreous Diseases

E. Paul Kuhwald, F.C.L.S.A.
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Do You Need Help? Do You Want to Help?

Seniors Helping Seniors® in-home services is an exceptional program of caring and care. Our unique concept matches seniors who want to help with seniors who are looking for help. The strength and compassion that is born out of these relationships shows us that it doesn't really matter who is the helper and who is being helped. The respect, understanding and assistance in these relationships are two-way.

We provide:

- An experienced and credible helper for those who want to stay home. Your home may include residence in an assisted living facility.
- A full range of home care, companion and non-medical support services, including assistance with personal care
- Our programs are customized to fit your needs

**Are you going home from the hospital? Do you need a little extra help?
Please consider one of our transition programs to help you safely get
home and stay home:**

Program A – \$95.00	Program B – \$480.00 <i>(Includes Benefits of Package A)</i>	Program C – \$1995.00 <i>(Includes Benefits of Package A & B)</i>
<ul style="list-style-type: none"> • 1 Day • 4-Hour Visit • Transportation Home • Medication Pick-Up • Grocery Shopping • Light Housekeeping 	<ul style="list-style-type: none"> • 5 Days • 4-Hour Visits • Bathing Assistance • Meal Prep • Medication Reminders • Follow-Up Appointment at PCP 	<ul style="list-style-type: none"> • 7 Days • 12-Hour Visits • Caring Companionship • Transfer Assistance • Adherence to PT and Treatment Plans • Coverage from Sunrise to Sunset

*** Or we can customize a program to fit your needs.**



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Contact Seniors Helping Seniors for a free consultation if you are looking for support.

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www.seniorcarerehoboth.com

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In-home care helps with activities of daily living, or the things we normally do to function at home. With a wide range of non-medical services, you or a loved one can have the control and ability to lead a meaningful, independent life. A Griswold caregiver can help with these activities:

Personal Care

- Bathing
- Hair Care
- Oral Care
- Dressing
- Skin Care
- Restroom Assistance

Homemaking

- Light Housekeeping
- Grocery Shopping
- Meal Planning
- Cooking
- Laundry
- Pet Care

Companionship

- Shopping and Errands
- Visiting Friends
- Safety and Security
- Prompting and Reminders
- Travel to Appointments
- Accompaniment to Events



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In This Guide

Welcome to Beebe Healthcare	3
About Us	4
Our Commitment to Care	5
Your Satisfaction	6
Nondiscrimination Policy	7-8
Your Rights & Responsibilities	9-12
Patient Rights	9
Patient Responsibilities	12
Advance Directives	13
Observation Services	14
Stay Safe	15
Rapid Response	16
Take Care	17
Handwashing	17
Do You Have Pain?	18
Chaperone Policy	19-20
Directory of Resources	21
Chaplaincy Care	21
Mail and Flowers	21
Notary Public	21
Pharmacy	21
Wireless Internet Connection	21
Getting Something to Eat	21
Public Restrooms	21
ATM	21



15

Stay Safe

You can contribute to healthcare safety.



18

Do You Have Pain?

Make your stay as comfortable as possible.



OUR ADDRESS

424 Savannah Rd.
Lewes, DE 19958



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26

Speak Up

Take charge of your care.



27

Don't Leave Until...

5 things you should know before you walk out the door.



32

For the Caregiver

Your role as patient advocate.

During Your Stay

22-25

Fire Safety 22

Hearing Impaired 22

Interpreters 22

Beebe's Team 22

Cellphones 22

For Your Personal Safety 22

Hospitality Help Line 22

Medications 22

Oxygen 23

Smoking 23

Telephone 23

Visitors 23

Issues and Concerns 23

Lost and Found 23

Parking 23

Patient and Family Advisory Council 24

Patient- and Family-Centered

Visitor Guidelines 24

Wheelchairs 25

Your Room 25

Valuables 25

Speak Up! 26

Don't Leave Until... 27-28

Preparing to Leave 29-31

For the Caregiver 32

Resources 33-38

Celebrate Excellent Care 39-40

Welcome to Beebe Healthcare

We understand that staying in a hospital usually means that you are taken away from enjoyable daily routines and your friends and family. That is why we are committed to making your stay at Beebe Healthcare less difficult. In fact, it is my desire that you take away with you fond memories of our staff members as they work to help put you at ease.



Beebe Healthcare offers a relaxed and caring environment for patients. At the same time, it provides excellent facilities, highly skilled physicians and staff, and state-of-the-art technologies and services. High standards are set and are measured through patient surveys; you will receive one shortly after your stay. As a result of patient feedback, we can thank employees for doing a great job or communicate needed improvements. Every survey is read and handled accordingly. Many contributions to Beebe come from grateful patients who want to give back and say thank you for their excellent care, often honoring a doctor, nurse or Beebe team member.

Hopefully, you will soon be on your way to recovery and back at home where you are most happy. In the meantime, use this guide to help find the services you may need while you are here. If you need further assistance with information, feel free to ask one of our staff members.

Thank you for choosing Beebe Healthcare.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey M. Fried". The signature is written in a cursive, flowing style.

Jeffrey M. Fried, FACHE
President and CEO

OUR VALUES

- Do what it takes to keep everyone safe
- Do it right the first time—every time
- Treat each individual with respect and dignity
- Build trusting relationships with compassion and kindness
- Listen carefully—have the courage to communicate honestly and effectively
- Achieve amazing accomplishments through exceptional teamwork
- Act with passion and love for others to make a difference
- Dedicate yourself to being an expert in your field—always learning, always growing

This guide has been reviewed and approved by the Patient and Family Advisory Committee (PFAC).

About Us

OUR ADDRESS

424 Savannah Rd.
Lewes, DE 19958

Mission Statement

Beebe Healthcare's charitable mission is to encourage healthy living, prevent illness, and restore optimal health with the people residing, working or visiting the communities we serve.

OUR VISION

Our vision is for Sussex County to be one of the healthiest counties in the nation.

Your Opinion Counts

Soon after your discharge, you may receive a confidential patient satisfaction survey in the mail. Please take the time to complete and return the survey. Your feedback is an important part of our goal of improving the care and services we provide.

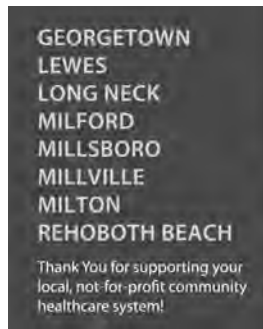


Beebe Healthcare is a not-for-profit community hospital with 210 licensed beds. Specialized service lines include Cardiac and Vascular, Oncology, Orthopaedics and Women's Health.

Beebe Healthcare operates Lab Express, Diagnostic Imaging and Physical Rehabilitation services in Lewes, Milton, Millville, Millsboro, Georgetown, Long Neck and Rehoboth. Beebe Healthcare services also include: Diabetes Management, the Gull House adult activities center, home care services, an integrative health department, high school-based wellness centers and the only hospital-based nursing school in the state, Margaret H. Rollins School of Nursing at Beebe Healthcare. Services vary by location.

Beebe's Emergency Department is located at the Medical Center in Lewes.

For further information, visit Beebe's website at www.beebehealthcare.org.



Our Commitment to Care

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn't resolved, please contact our Patient Advocate's office at 302-645-3547, or ext. 3547, with your compliments, complaints or concerns. The Patient Advocate acts as a liaison for patients and their families to bridge gaps, ease communication and safeguard the rights of the patient. One of the Patient Advocate's most important responsibilities is handling patient complaints and concerns. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with either or both:

Delaware Office of Health Facilities Licensing and Certification

258 Chapman Rd.
Chopin Building
Suite 101
Newark, DE 19702
302-283-7220
800-942-7373

Office of Quality and Patient Safety The Joint Commission

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
patientsafetyreport@jointcommission.org
www.jointcommission.org

Report unprofessional conduct to:

By email: investigations.dpr@state.de.us

By phone: 302-744-4500, ask to speak with an investigator

On the web: www.dpr.delaware.gov and click on the "File a Complaint" icon

When a healthcare choice involves ethical concerns—such as conflicting opinions on treatment goals or uncertainty about fulfilling the expectations in an advance care directive—decision-making can become difficult. Our Bioethics Committee helps doctors, nurses, and Beebe team members find solutions by listening, reviewing options and clarifying values. Requests for consultation may be made by anyone involved in the patient's care.

To find out more or to request a consultation, call the nurse supervisor at ext. 3271.

Beebe Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of age, gender, disability, race, color, religion, national origin, sexual orientation, gender identity or source of payment.

Your Satisfaction

We encourage your feedback to improve care.

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the HCAHPS (Hospital Consumer Assessment of Health Providers and Systems) survey. This survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. It is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of what changes are needed. The results also enable healthcare consumers to review and compare healthcare institutions.

Soon after your discharge, you may receive a confidential patient satisfaction survey, the HCAHPS survey, in the mail or via email. The survey asks multiple-choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey. Your feedback is a valuable and important part of our goal of improving the care and services we provide.

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

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

APPRECIATE There are hundreds of people in the hospital who need help; we appreciate your patience as doctors and nurses attend to everyone.

Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. www.medicare.gov/hospitalcompare

The Joint Commission

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

Nondiscrimination Policy

Beebe Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Beebe Healthcare does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Beebe Healthcare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as
 - Qualified interpreters
 - Over-the-phone interpreting available 24/7
 - Information written in other languages

If you need these services, contact Jeannie Briley – Wallo at 302-645-3547.

If you believe that Beebe Healthcare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with Jeannie Briley – Wallo, Patient Experience Director; 424 Savannah Road, Lewes, DE 19958; 302-645-3547, Fax: 302-645-3266 or jwallo@beebehealthcare.org. You can file a grievance in person or by mail, fax or email. If you need help in filing a grievance, Jeannie Briley – Wallo, Patient Experience Director, is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-302-645-3547 (TTY: 1-800-232-5470).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-302-645-3547 (TTY: 1-800-232-5470)。

Nondiscrimination Policy... continued

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-302-645-3547 (TTY: 1-800-232-5470).

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-302-645-3547 (TTY: 1-800-232-5470).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-302-645-3547 (ATS : 1-800-232-5470).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-302-645-3547 (TTY: 1-800-232-5470) 번으로 전화해 주십시오.

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-302-645-3547 (TTY: 1-800-232-5470).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-302-645-3547 (TTY: 1-800-232-5470).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-302-645-3547 (TTY: 1-800-232-5470).

Tagalog – Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-302-645-3547 (TTY: 1-800-232-5470).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-302-645-3547 (TTY: 1-800-232-5470) पर कॉल करें।

Urdu

ملاحظہ: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-302-645-3547 (TTY: 1-800-232-5470)

Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-302-645-3547 (رقم هاتف الصم والبكم: 1-800-232-5470).

Telugu

శ్రీరదధ వెట్లండ్డి: ఒకవేళ మీరు తెలుగు భాష మాట్లాడుతున్నట్లయితే, మీ కిరకు తెలుగు భాషా సహాయక సేవలు ఉచితంగా లభిస్తాయి. 1-302-645-3547 (TTY: 1-800-232-5470) కు కాల్ చేయండి.

Dutch

ANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-302-645-3547 (TTY: 1-800-232-5470).

Rights & Responsibilities

■ In recognition of your rights as a patient and of its responsibility to provide quality healthcare, Beebe Healthcare affirms these rights for all patients and their visitors. Should you need clarification or have a concern about your rights or responsibilities, please contact the Patient Experience representative, 645-3547 (ext. 3547), or the hospital nursing supervisor, 645-3300 (ext. 3300).

You Have the Right to:

- considerate and respectful care regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression;
- have your communication needs met—such as interpreter services, large print documents, etc.;
- be well-informed by your doctor about your illness, possible treatments and likely outcome;
- receive care that respects your cultural and personal values, beliefs and preferences;
- consent to or refuse a treatment, as permitted by law, throughout your admission;
- involve a surrogate decision-maker if you are unable to make decisions about your care, treatment and services. When a surrogate decision-maker is responsible for making care, treatment and services decisions, the hospital respects the surrogate decision-maker's right to refuse care, treatment and services on the patient's behalf, in accordance with law and regulation;
- know the name and professional role of your healthcare provider;
- participate in the development and implementation of your plan of care;
- request consultation with another physician and have your own physician notified of your admission;
- be free from restraints of any form that are not medically necessary;
- personal privacy during all patient care activity, and when requested;
- have the presence of a support person (family,

You have the right to considerate and respectful care.

Rights & Responsibilities

You have the right to participate in the development and implementation of your plan of care.

- friend or other individual) unless the individual's presence infringes other's rights, safety or is medically or therapeutically contraindicated; have the family involved in care, treatment and services decisions, to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation;
- have a chaperone present during intimate exams, especially for a pediatric or infirmed adult patient;
 - to be informed about unanticipated outcomes of care, treatment and services related to sentinel events if you are not already aware of the occurrence or when further discussion is needed;
 - receive care in a safe setting including freedom from all forms of abuse, neglect or harassment. Should you have a concern relating to your safety, please contact the Patient Safety Line at 645-3212 (ext. 3212) at any time
 - access protective services when necessary;
 - expect that all treatment records and medical care are confidential, unless you have given permission for release of information or reporting that is required by law;
 - review your medical records and have the information explained;
 - receive necessary health services to the best of Beebe's ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you;
 - expect a quick, effective and concerned response to reports of pain;
 - accommodation of religious and other spiritual services;
 - access, request amendment to and obtain information on disclosures of your health information, in accordance with law and regulation;
 - consent or decline to take part in research affecting your care. If you choose to decline, you will receive the most effective care the hospital provides;

- be told of realistic care alternatives when hospital care is no longer appropriate;
- know about hospital rules that affect you and your treatment, charges and payment methods;
- know that you may access Beebe’s Ethics Committee for guidance on ethical issues;
- voice any concern or complaints with any representative of Beebe Healthcare. If you are not satisfied with the outcome, a formal grievance can be filed with the Patient Experience Department, 645-3547 (ext.3547), or any member of the management/administration team. If you choose, you have the right to contact the Delaware Office of Health Facilities Licensing and Certification at 302-283-7220 or 1-800-942-7373, 258 Chapman Rd., Chopin Building, Suite 101, Newark, DE 19702 or The Joint Commission at 800-994-6610, One Renaissance Blvd., Oakbrook Terrace, IL 60181;
- file a complaint regarding any “unprofessional conduct” as defined by the Delaware Code Title 24 Chapter 17 of any licensed healthcare practitioner with the Delaware Department of State: Division of Professional Regulations at 302-744-4500 and completing the “Statement of Complaint” form online at customerservice.dpr@state.de.us;
- file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, by mail or phone at U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 or 1-800-537-7697 (TDD), or electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> if you believe Beebe Healthcare has discriminated against you on the basis of race, color, national origin, age, disability or sex;
- know if Beebe Healthcare has relationships with outside parties that may influence your treatment and care;

How do I get copies of my medical records?

If you need a copy of your medical records, please call 302-645-3281 or 302-645-3282.

After calling, you also may download the Authorization for Release of Health Information on our website www.beebehealthcare.org. Return the completed form to:

Health Information Management (HIM)

Beebe Healthcare
424 Savannah Rd.
Lewes, DE 19958

-OR-

FAX to 302-645-3501

Please call the HIM Department if you would like to sign up for Beebe’s Health eRecord. This secure portal allows you to easily access your medical information regarding tests and visits you have had at Beebe.

Rights & Responsibilities

You have the responsibility to inform the Beebe Healthcare nursing supervisor or patient representative as soon as you believe that any of your rights have been violated.

- have an advance directive (end-of-life instructions (living will) or power of attorney for healthcare) and have your expressed wishes honored in accordance with law and regulation, and the hospital's capabilities.

You Have the Responsibility to:

- provide to the best of your ability, information about your past illnesses, hospitalizations, medications and other matters relating to your health;
- provide the hospital a copy of your advance directive;
- report you have pain as soon as you experience it;
- ask questions when you do not understand information or instructions;
- be considerate of the property and rights of other patients, staff and the hospital;
- follow hospital rules and regulations (including no smoking) developed to assure rights of all patients;
- recognize the effect of your actions on your personal health;
- provide information for insurance and for working with the hospital to arrange payment when needed;
- respect the confidentiality of other patients;
- inform the Beebe Healthcare nursing supervisor or patient representative as soon as you believe that any of your rights have been violated.

What Are Your Advance Directives?

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of directive:

End-of-Life Decisions

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill or in a permanent coma. This document protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Power of Attorney

A person (agent) you appoint to make your medical decisions if you are unable to do so. 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. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Palliative Care Consultation Team

Patients living with chronic disease are welcome to discuss care goals with the Palliative Care Consultation Team. See page 37 for details.

What Are Advance Directives?

An advance directive is a witnessed written document providing instructions for healthcare that is recognized under state law and is related to the provision of care when an individual is incapacitated and unable to communicate decisions.

For more information about advance directives or to obtain forms, please speak with your nurse or contact the Patient Advocate Office at ext. 3547.

What Are Observation Services?

Observation Services

Patients may be placed as an inpatient admission or under outpatient observation services. This decision is made by your admitting physician and is based on the time in the hospital that you may need to best treat your condition. There is no difference in the care you will receive for an inpatient admission or as an observation status patient, but Medicare or your insurance company use this decision to place you into the appropriate billing category. Inpatient admissions are considered to be inpatient services, and observation services are considered to be outpatient, even though you still are in the hospital.

Observation services are generally provided to evaluate your condition and monitor the effects of short-term treatments and complete testing in order to help establish your diagnosis. Observation services rarely exceed 24 hours.

When are observation services used?

- For selected conditions likely to respond quickly to treatment.
- For care after ambulatory surgery if you experience a complication that requires monitoring beyond routine post-operative recovery period.

When are observation services NOT to be used?

- When a medically necessary inpatient admission would be more appropriate.
- For the convenience of the patient, physician or family.

- For routine diagnostic tests or services that are generally provided on an outpatient basis.

Will Medicare or my insurance company cover observation services?

- Observation services are billed and paid as outpatient services. You will be responsible for any outpatient deductible and coinsurance payments.
- Medicare Part B generally does not cover self-administered medications (those you routinely take at home). Medicare decides which medications are considered to be self-administered. Your hospital stay may be changed from an inpatient to outpatient if it is determined that your time in the hospital does not meet inpatient criteria. You will be notified in writing if this occurs. This form is called a Code 44.

What happens if I become an inpatient admission?

- When the hospital believes that Medicare will not pay for your admission or continued stay at the hospital, you will receive a letter called HINN or Hospital Issued Notices of Noncoverage.
- If your physician decides that your condition should be treated as an inpatient admission instead of receiving observation services, your entire hospital stay will be considered inpatient even though you started your hospitalization under outpatient observation services. You will be responsible for any applicable inpatient deductible and coinsurance.

Stay Safe

■ Should you have a concern relating to the safety of your care, please contact the Patient Safety Line at 302-645-3212 (ext. 3212) at any time.

Medications

Keep an updated list of all your medications including nonprescription medications, vitamins and herbals, and bring it to the hospital with you.

Communicate all known allergies you may have.

Talk to your doctor, nurse or pharmacist when you have any questions or concerns regarding your medications.

Surgery

Make sure you have a detailed conversation with your surgeon regarding your surgery and all elements of your consent.

Ask questions about infection and other risks of surgery.

Be sure your surgical site is marked prior to going into the operating room.

Prevent Infections

Talk to your doctors, nurses, and Beebe team members about their handwashing procedure and use of alcohol hand gel. Proper hand hygiene is everyone's responsibility.

Ask your family and visitors not to come to see you if they have colds or other infectious problems.

Ask your physician about the pneumonia and influenza vaccines.

Understand all isolation procedures, and expect compliance from all caregivers and visitors.

Prevent Falls

- Ask for assistance when needed to get in and out of bed or a stretcher.
- Use your call bell.
- Wear nonskid slippers/footwear.
- Some medications may increase the need to use the bathroom or make one drowsy. Ask for assistance.

Communication

Speak up. If something does not seem right, you have a question or do not recognize a staff member, medication, equipment or procedure, it is okay to ask! Ask questions. There are no wrong or bad questions.

Get your results of tests and procedures. Never assume no news is good news.

Make sure all Beebe team members introduce themselves and their roles. Your identity always must be checked prior to the administration of any medication or taking a lab sample or giving any blood products.

Make sure you know what to do when you go home from the hospital.

Rapid Response

What is Rapid Response?

Rapid Response is a telephone help line that you can call that will activate a team of healthcare providers to the patient's room by simply calling 3333 from any hospital phone and providing the operator the patient's name and room number. A group page will be activated, and care providers will arrive within minutes.



Rapid Response – For Patients and Families

Beebe Healthcare is dedicated to patient safety and believes that patients and their family members are our partners in care. Rapid Response has been created to address your needs in case of an emergency or when you are unable to immediately get the attention of care providers.

When to Call

Rapid Response can be called if you notice a medical change in the patient that you feel needs immediate attention that you are unable to address with the doctors, nurses, or Beebe team members on the unit.

In offering you Rapid Response, we want you to know our commitment to the safety of your loved one. If you have any questions, please feel free to discuss them with any of your healthcare providers.

Take Care

It's a Simple Habit – Handwashing

Why Wash Your Hands?

It's a simple habit—one that requires minimal training and no special equipment. Yet it's one of the most effective ways to avoid the spread of infection and illness. All you need is soap and warm water or an alcohol-based hand sanitizer.

The Centers for Disease Control and Prevention (CDC) estimates that about one in three people doesn't wash his or her hands after using the restroom. Besides the restroom, there are many opportunities throughout the day to accumulate germs on your hands—direct contact with people, contaminated surfaces, foods, even animals and animal waste. By not practicing good hand hygiene, you are at risk for acquiring infection by passing the germs on your hands to your eyes, nose or mouth. You also can spread these germs to others by contact or by touching surfaces that they also touch.

Some infectious diseases that are commonly spread through hand-to-hand contact include the common cold, influenza and infectious diarrhea. While the common cold often is mild and passes, influenza is much more serious and, combined with pneumonia, is the seventh leading cause of death among Americans.

The CDC and the American Society for Microbiology offer these instructions for proper handwashing:

- Wet your hands with warm, running water and apply liquid or clean bar soap. Lather well.
- Rub your hands vigorously together for at least 15 seconds.
- Scrub all surfaces, including the back of your hands, wrists, between your fingers and under your fingernails.
- Rinse well.
- Dry your hands with a clean or disposable towel.

Proper Use of Alcohol-Based Hand Sanitizers

Alcohol-based hand sanitizers—which don't require water—are an approved alternative to washing with soap and water. Studies have shown they are actually more effective than handwashing in killing bacteria and viruses that cause disease.

Not all hand sanitizers contain alcohol. Use only the alcohol-based sanitizers to properly disinfect your hands.

To properly use hand sanitizers:

- Apply it to the palm of your hand. Read the label for dosing instructions.
- Rub your hands together, covering all surfaces of your hands, until they're dry. If your hands are visibly dirty, however, wash with soap and water rather than using a sanitizer.

Do You Have Pain?

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

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

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



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

Wong-Baker FACES® Pain Rating Scale



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Chaperone Policy

Background

All medical consultations, examinations, investigations and treatment are potentially distressing. Many patients find intimate examinations particularly intrusive. These intimate examinations can predispose patients to feelings of vulnerability and emotional discomfort. Patients will respond differently to these situations depending on individual beliefs, views, religion, culture and experience. The presence of a chaperone during a physical examination offers important benefits to both patients and providers. For example, the chaperone's presence assures patients of the exam's professional nature. In addition, the availability of this service demonstrates the care provider's attention to the patient's well-being, respect for their concerns and understanding of their vulnerabilities.

Definitions

“Chaperone” means: a parent, guardian, other caretaker or an adult staff member. When using an adult staff member to observe, the staff member shall be of the same gender as the patient when practicable. Adult staff member is defined as a person 18 years of age or older who is: a.) acting under the direction of the physician, b.) acting under the direction of the facility or c.) a licensed healthcare professional.

“Infirm Adult,” for the purposes of this policy, means any person 18 years of age or older who, because of mental disability, is substantially impaired in the ability to provide adequately for the person's own care and custody. Examples include,

but are not limited to, patients who are unconscious, confused, disoriented or with mental disabilities that affect the patient such that he or she is unable to understand or comprehend the chaperone guidelines and what they mean.

“Intimate Examinations” are treatments while the patient is disrobed or partially disrobed or during a physical examination involving the breasts, genitalia or rectum, regardless of the sex of the licensed person and the patient, except when rendering care during an emergency.

Required – Pediatric Patients and Infirm Adults of Any Age

Guidelines for When to Use a Chaperone

Specifically for the Pediatric Population:

- For intimate examinations of children ages 15 and under, a chaperone must be present. The parent, guardian or other caretaker may act as the chaperone during the examination; except that in cases of suspected physical abuse, neglect or sexual abuse, parents, guardians or other caretakers may not be appropriate to use as a chaperone or be present during the exam.
- For intimate examinations of children ages 16 up to 18 (and younger patients who are advanced physically and developmentally), a chaperone must be present. A parent, guardian or other caretaker may act as the chaperone with the child's consent.
- Pediatric patients may request a private interview with the provider separate from the examination process. During any such interview, the patient's privacy

Chaperone Policy

and dignity should be maintained. Parents, guardians or other caretakers shall not act as a chaperone during private interviews involving sexual intimacy, suspected physical abuse, neglect or sexual abuse.

- A pediatric patient may decline the presence of an adult staff member as a chaperone only with the consent of a parent, guardian or other caretaker.
- In cases involving police or Delaware Division of Family Services, parents, guardians or other caretakers may be separated from the pediatric patient.
- An adult staff member chaperone always must be present when a minor presents for an examination without a parent, guardian or other caretaker.

Specifically for the Infirm Adult of Any Age:

- For intimate examinations of an infirm adult of any age, a chaperone must be present. A legally designated adult may be the chaperone during the examination; except that in cases of suspected physical abuse, neglect or sexual abuse, legally designated adults may not be appropriate to use as a chaperone or be present during the exam.

A Chaperone Will Be Available to Any Patient Upon the Request of the Patient

Upon Request

Roles and Responsibilities of a Chaperone

A chaperone should ideally be a clinical health professional and should:

- Be sensitive and respectful of the patient's dignity and confidentiality

- Be familiar with the procedure or examination
- Ideally speak the same language as the patient
- Be responsive and aware of the patient's reactions, as well as verbal and nonverbal indications of distress
- Offer reassurance to the patient
- Be courteous and respectful of the patient
- Keep the discussion relevant to the exam and avoid unnecessary personal comments to the patient
- Be the same gender as the patient, when practicable

Patient Rights and Responsibilities

The patient has the right to:

- Request a chaperone
- Decline a specific staff member who was chosen as a chaperone
- Have a family member or friend present for an examination when clinically appropriate (see subsection: "Practitioner Rights and Responsibilities")
- If a chaperone is provided, make sure there is a separate opportunity for private conversation between provider and patient to discuss issues of a sensitive nature

Practitioner Rights and Responsibilities

Any practitioner has the right to:

- Request a chaperone for staff safety
- Determine who will be the most appropriate person to be the chaperone in consideration of the clinical circumstances.



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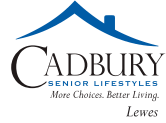
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* According to the most recent Delaware Nursing Home Statistics report

** For comparable DPAC rehabilitation centers treating more than 10 Beebe patients per year.



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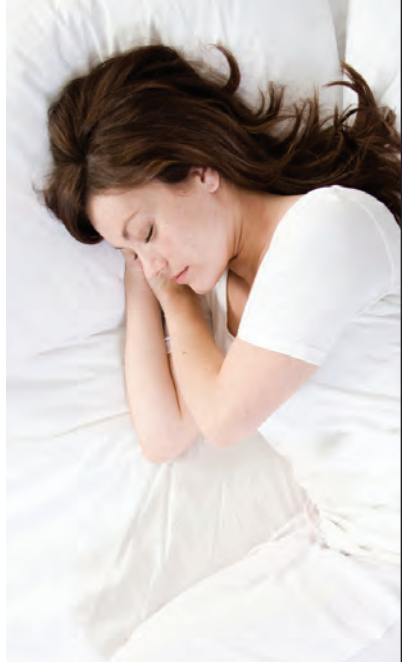
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Directory of Resources

Chaplaincy Care

Your emotional needs and spiritual life are important to your well-being. Our staff chaplains offer care with compassion and sensitivity to your religious and spiritual requirements. Chaplain visits, Bibles and rosaries are available upon request. Ask your nurse for assistance, or call the chaplain's office at ext. 3759. Additionally, the Interfaith Chapel is a haven for quiet reflection or personal devotion. It is open around the clock, and everyone is welcome. You will find it on the first floor, directly across from the visitor elevators. Visits by representatives of your religious community are important during a hospital stay. If you would like to receive visits from clergy or lay representatives, you are welcome to contact the chaplain's office, and we will make the arrangements.

Mail and Flowers

Mail, packages, flowers and latex-free balloons will be delivered to your room. Any mail received after your discharge will be forwarded to your home address if possible. Stamps and stationery may be purchased in the gift shop. Outgoing mail may be left at the nurses' station.

Notary Public

The services of a notary are available for patients free of charge. For more information, please call the hospital operator by dialing 0.

Pharmacy

The Pharmacy Department has a drug information "hotline." The hotline can be accessed by dialing 8-MED (ext. 8633) between 1:00 p.m. and 4:00 p.m. daily.

Wireless Internet Service

Wireless service is available through "Beebe Guest." If you need assistance accessing, please contact your nurse.

Getting Something to Eat

The Sunshine Café is located on the first floor.

If the Sunshine Café is closed, you may dine in the Captains' Crew Café.

Visitors may order guest trays to be delivered to them in the hospital. They are \$3.00 for breakfast and \$5.00 for lunch and dinner.

We honor special diets. Payment is expected at the time of delivery. Call ext. 5153 to order before the next meal.

Public Restrooms

Please do not use the bathrooms in patient rooms. Public restrooms are located in the main lobby and on each floor.

ATM

For your convenience, an automated teller machine (ATM) is located in the East Entrance (Emergency Department).

During Your Stay

Fire Safety

For your protection, the hospital conducts fire and emergency drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is designed for your protection, and the staff is trained in fire-protection protocol.

For the Hearing Impaired

Video Sign Language is available 24 hours a day, seven days a week. Beebe has contract ASL interpreters available. A video phone is located in the East Entrance lobby area. Amplified telephones are available. Please ask your nurse to assist you with these services.

Interpreters

Beebe Healthcare has a full-time English/Spanish speaking medical interpreter, and interpretation services are available for other languages through an over-the-phone interpreter service. For more information, please ask your nurse to assist you.

Beebe's Team

Our team members wear specific colors for your convenience:

Nurses	Navy Blue and/or White
Certified Nursing Assistants	Burgundy
Transporters	Royal Blue
Respiratory	Black
Environmental Services	Olive Green/Chocolate

Cellphones

Cellphones may be used in all areas except those identified with “no cellphone use” signs. Cellphone charge-it stations are available in the Emergency Department, Intensive Care Unit, Same-Day Surgery and fifth floor waiting rooms. The “ChargeItSpots” are kiosks that are compatible with 95 percent of smartphone models. Each kiosk has six secure lockers that allow users to safely charge their phone while they visit family and friends. This is a free service.

For Your Personal Safety

Your bed can be adjusted electronically. Take care when manipulating the controls. If you need help, ask the nurse. If you wish to get out of bed but feel unsteady, call for assistance. Rest is an important part of your recovery, so be sure to follow your doctor's instructions about getting out of bed. Side rails are there for your safety, so make sure you ask the nurse before adjusting them.

Hospitality Help Line

If you have any questions or concerns with the following departments—Food Service, Environmental Services, Plant Engineering or noise concerns—please call ext. 8000.

Medications

All medications you take while you are in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedsides. You are encouraged to

For everyone's health and safety, visitors should not use patient bathrooms.

bring in your medications to update your medication profile. Medications brought to the hospital must be returned home or stored in the hospital pharmacy. You should receive a pink form from your nurse listing the medications that are stored in the pharmacy. You are not permitted to take your own medications unless an item is not in the hospital inventory. Your doctor will give written permission to take non-inventoried medication, the pharmacy will check and identify the medication and dispense it to you while you are in the hospital. Any personal medications will be returned to you at discharge.

Oxygen

Special regulations are in effect when patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas.

Smoking

Smoking, vaping and/or the use of any tobacco products is not permitted anywhere in the hospital or on hospital grounds.

Telephone

Outside callers may reach you directly by dialing 302-645-3100 and then your room telephone number located on your telephone. To make local calls (free of charge), dial 9 then the telephone number. For long-distance calls, please dial 0 and the operator will assist you.

Visitors, A Special Part of the Healing Process

Thank you for understanding the importance of visitors to the healing process. We know that this can be a stressful time for you and your loved one. All visitors can enter through either our Main Entrance, the West Entrance by the parking garage or through the East Entrance (Emergency Department or Flag Pole/Patient Discharge entrance). All visitors will be asked to provide photo identification. Visitors' names will be written by team members along with date, time in, destination and purpose. We ask that visitors return their badges and sign out upon departure.

Issues and Concerns

We are committed to your health and safety while you are a patient at Beebe Healthcare. If a problem or a question arises, we ask that you contact your nurse. If, for any reason, your concern cannot be resolved by your nurse, please dial 0 and ask the Communications Center to page the nursing supervisor. If the nursing supervisor cannot help solve the problem, he or she will contact our patient advocate to assist you.

Lost and Found

If you lose something, please notify your nurse right away, and we will make every effort to help you find it. Unclaimed articles are turned into the Security Office, where they are kept for 90 days. To inquire about lost articles, please call Security at 302-645-3533.

Parking

Visitors are encouraged to utilize our free valet parking during hours of operation at the West Entrance, Monday through Friday, 6:30 a.m. to 5:00 p.m. Self-parking also is available in the parking garage.

During Your Stay

Patient and Family Advisory Council

Beebe Healthcare has a Patient and Family Advisory Council (PFAC) made up of community members who have been patients or family members of patients. The PFAC is designed to bring patients' needs and concerns to the healthcare team and leadership, to help guide our priorities and planning for the future, and to further enhance the relationship between Beebe Healthcare and the community. If you are interested in joining this team, please call 645-3547.

Patient- and Family-Centered Visitor Guidelines

Beebe Healthcare recognizes the family as the most important constant factor in each patient's life. Family refers to any person(s) who plays a significant role in a patient's life. This may include person(s) not legally related to the patient. Beebe Healthcare does not restrict visitation on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression. In order to facilitate this for patients, families are welcome to visit while giving the patients time to rest and recover.

With this in mind, the following guidelines are provided:

- Visitation rights include the right, subject to patient consent, to receive the visitors whom he or she designates, including but not limited to, a spouse, a domestic partner, another family member or a friend, and the right to withdraw or deny such consent at any time.
- Visitation shall only be restricted when it has been determined to be clinically necessary, or to protect the patient or others from injury, prevent deterioration of the patient's condition, prevent infringement on the rights of others and to support the wishes and requests of the patient.
- Visitors shall enjoy full and equal visitation privileges consistent with patient preferences.
- While in our safe environment, adequate rest and quiet are essential to the recovery of patients. Families are encouraged to visit as desired by the patient. Whenever possible, a unit may choose to observe a "Quiet Time" on behalf of their patients.
- Children are welcome to visit in the hospital. For the safety of the child, children under 16 years of age must be accompanied by an adult (other than the patient) at all times.

- In respect for patient privacy and well-being, as a courtesy, the preferred number of visitors in a semi-private room may need to be limited.
- Family members will be expected to check with the patient's nurse for special dietary restrictions prior to sharing food not provided by the hospital.
- Requests by patients for overnight visitors, 18 years of age or older, will be accommodated if possible, with respect to the comfort and privacy of other patients.

Wheelchairs

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

Your Room

Beebe has private and semi-private rooms. Every effort will be made by our Admissions and Nursing staff to select the accommodations that will best suit your needs. We also ask you to bear in mind that Beebe's census peaks during certain times of the year, such as midwinter during flu season and during summer when the population expands. If we are unable to fulfill your accommodation request upon admission, we will work to transfer you to the room of your choice as soon as possible.

Valuables

Patients are asked not to bring items of value to the hospital. If you do bring a valuable item, it should be deposited in the safe in the Security Center. You will be given a written receipt for all items; the receipt must be presented when you withdraw them. The hospital does not accept responsibility for items of value unless they are deposited in the safe.

Speak Up!

Take charge of your care.



During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. Your nurses and nursing assistants will include you in their shift report at approximately 7:00 a.m. and 7:00 p.m. daily. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

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

STAT NOTE

- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the medications they prescribe

STEP UP & SPEAK UP

SPEAK UP

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

PAY ATTENTION

Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF

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

FIND AN ADVOCATE

Pick a trusted family member or friend to be your advocate or support person.

WHAT MEDS & WHY

Know what medicines you take and why you take them.

CHECK BEFORE YOU GO

Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE

You are the center of the healthcare team.

Courtesy of The Joint Commission.

Don't Leave Until...

5 things to know before you walk out that hospital door.



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

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

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

If You Disagree

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

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

1. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. But also having a list prepared by the hospital is a good way to double-check the information.

2. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly so you don't run out of needed medications.

3. Follow-up care instructions.

Make sure you have paperwork that tells you:

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



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

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

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

Preparing to Leave the Hospital

Going Home

■ When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver has spoken with a discharge planner and that you understand what services you may need after leaving the hospital. (See “Don’t Leave Until...” on page 27 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

After Discharge

There are occasions when patients need additional treatment or care after they are discharged from the hospital. To meet the special needs of these patients, Beebe Healthcare offers the following services:

Case Management/Discharge Planning

A clinical case manager is available to all patients when they are placed at Beebe Healthcare. One of the roles of the case manager is to screen each patient for potential discharge planning needs. Not every patient requires discharge planning services. Referrals for those patients that may require discharge planning services come from the physician, the nurse caring for the patient or from any member of the healthcare team. Discharge planning services may include visiting nurse follow-up after discharge, home medical equipment, referral to a rehabilitation or skilled nursing facility for continued short-term care, or referral for nursing home placement. When necessary,

When You Are Discharged

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

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

Preparing to Leave the Hospital

For Self-Pay Patients

If you have any questions before, during or after your hospital stay, or if difficulty in settlement of your account is anticipated, a Financial Services representative is available to assist you in making payment arrangements. Please contact a Financial Service representative at 302-645-3546.

the case manager will provide information about insurance coverage and preferred provider networks. All discharge planning services require the agreement of the patient/family and the physician.

If you have questions, contact the central Case Management office at ext. 3313.

Billing

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. Not included in the daily room rate are any therapies and procedures ordered by your physician. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

If You Have Health Insurance

We will need a copy of your insurance identification card. We also may need insurance forms, which are supplied by your employer or the insurance company. You will be asked to assign benefits from the insurance company directly to the hospital.

Please review the terms of your insurance coverage. This will help you understand the hospital's billing procedures and charges.

If you have questions about your bill, please call 302-645-3546.

If You Are Covered by Medicare

We will need a copy of your Medicare card to verify eligibility. You should be aware that the Medicare program specifically excludes payment for certain items and services such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid HMO

We will need a copy of both your Medicaid and HMO cards. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

Pay Your Bill Online

Beebe's Secure online ePayment Service

Our online ePayment service enables you to pay patient bills quickly, securely and conveniently.

Beebe ePayments accepts the following credit cards: VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER or DEBIT your bank account.

You do not need to be enrolled in the service in order to make a payment. If you are not enrolled in our online system, you must have your patient account number available in order to make a payment.

If you have any questions about Beebe's ePayments, contact us at 302-645-3546, Monday through Friday, 8:30 a.m. to 4:30 p.m.



For the Caregiver

Your role as a patient advocate.



While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient's advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list at right.

While you are making sure that your loved one's needs are being met, don't neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But downtime is important. Don't be reluctant to ask for help in caring for your loved one. Take advantage of friends' offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

know what condition your loved one is being treated for.

patient's rights
Know your patient's rights and responsibilities (*see page 9*).

advance directives
Know whether or not your loved one has an advance directive and if so, what it specifies (*see page 13*).

ask questions
If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have, and don't be afraid to speak up (*see Speak Up! on page 26*).

help track medications
Your loved one may be prescribed medications while in the hospital and may be seen by several doctors.

what's next?
Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.

Resources

Staff Definitions

Physicians

The physician who admits you is responsible for directing your care while you are a patient in the hospital. Your physician, as the coordinator for your treatment program, should be consulted when you have questions about your illness.

Hospitalists

Hospitalists are physicians who are based in the hospital and who focus on the medical care of hospitalized patients. This team provides patients with around-the-clock coordination of care during their stay in the hospital. Hospitalists follow patients' progress, order tests and prescriptions as needed, answer patient and family questions, consult with specialists and communicate with primary physicians.

The hospitalist is one of the fastest-growing medical specialties in the nation. These physicians have an expertise in the hospital's processes, resources and staff, and they also are experienced at dealing with the hospitalized patients of today who are routinely much sicker than they have been in the past when outpatient services were not so advanced and utilized.

Nurses

Nursing care is provided 24 hours a day by a team of professional registered nurses, licensed practical nurses and nurse assistants. The nurse manager is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nurse manager if you have questions or concerns. In addition, a nursing director has overall responsibility for nursing care delivered to our patients.

Dietitians

Ext. 5153

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians also are available to educate you about any diets you may need to follow after you are discharged.

Rehabilitation Therapists

Ext. 3235

Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Case Managers and Social Workers

Ext. 3313

Case managers will review your medical record and discuss your discharge planning. They also are available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care. They can offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Pharmacists

Ext. 3324

While you are in the hospital, all of your medications are dispensed by our hospital

Resources

pharmacists. They can answer any questions you have regarding your medications.

Chaplain

Ext. 3759

Total patient care includes attention to spiritual and emotional needs. Our staff chaplains are dedicated to supporting your religious and spiritual life during your stay. To ensure compassionate, patient-centered care, they practice under the guidelines of the Association of Professional Chaplains. If you would like a chaplain to visit, ask your nurse for assistance, or call ext. 3759.

Volunteers

Ext. 3531

Men and women from all over Southern Delaware contribute their time, talents and energy each day to add “that special touch” to the healthcare we provide. Auxiliary volunteers contribute thousands of dollars each year for equipment and building programs to benefit Beebe Healthcare. If you would like information on our volunteer program, please call 302-645-3531.

Hospital Resources

Beebe Healthcare Home Care Services

The Home Care Services, owned and operated by Beebe Healthcare, offers skilled care to individuals who have acute illness or injury requiring care that can be provided at home, to patients who require short-term assistance at home and to others who can benefit from intermittent services. Please contact Beebe Healthcare Home Care Services at 302-854-5210.

Beebe HealthyBack

Beebe HealthyBack is a comprehensive treatment solution for patients who suffer from chronic back and neck pain. Unlike other treatment programs, Beebe Healthy-

Back's Pure Solution does not use needles, drugs or surgery, and those who complete treatment report significant increases in function and quality of life and decreases in pain. Patients often say, “I got my life back!” when they are able to walk, dance, hike, play and run again for the first time in years. For more information, please call 302-856-9729, option 6.

Beebe Imaging

Beebe Imaging provides quality imaging services at convenient times and locations throughout Sussex County. Appointments for procedures for all Beebe Imaging locations can be made by calling 302-645-FAST (3278).

Main Campus, Lewes

Diagnostic Imaging Department
Beebe Healthcare
424 Savannah Rd.
Lewes, DE 19958
Phone 302-645-3275
Seven days a week

Georgetown

College Park Medical Arts Pavilion
21635 Biden Ave. (Route 404/18 just west of Route 113),
Georgetown, DE 19947
Phone 302-856-9729
Monday through Friday,
7:00 a.m. to 5:00 p.m.
Saturday, 6:00 a.m. to noon

Millsboro

28538 DuPont Blvd.
Millsboro, DE 19966
Phone 302-934-5052
Monday through Friday,
7:00 a.m. to 5:00 p.m.
Saturday, 6:00 a.m. to noon

Millville

Creekside Plaza, Route 26
Millville, DE 19970
Phone 302-539-8749
Monday through Friday,
7:00 a.m. to 5:00 p.m.
Saturday, 6:00 a.m. to noon

Milton

Clipper Square Shopping Plaza
614 Mulberry St.
Milton, DE 19968
Phone 302-684-8579
Monday through Friday,
8:00 a.m. to 4:00 p.m.

Rehoboth Beach

Bookhammer Outpatient Center
Beebe Health Campus
18941 John J. Williams Highway (Rt. 24)
Rehoboth Beach, DE 19971
Phone 302-645-3010
Monday through Friday,
6:00 a.m. to 6:00 p.m.
Saturday, 6:00 a.m. to noon

Beebe Lab Express

As a full-service clinical lab, Beebe Lab Express is committed to an exceptional standard of patient care testing.

Main Campus, Lewes

424 Savannah Rd. (East Entrance)
Lewes, DE 19958
Phone 302-645-3568
Monday through Friday,
6:00 a.m. to 6:00 p.m.
Saturday, 6:00 a.m. to noon
EKG service available

Georgetown

College Park Medical Arts Pavilion
21635 Biden Ave. (Route 404/18 just west
of Route 113)

Georgetown, DE 19947

Phone 302-856-9729
Monday through Friday,
6:00 a.m. to 5:00 p.m.
Saturday, 6:00 a.m. to noon

Long Neck

32060 Long Neck Rd.
Long Neck, DE 19966
Phone 302-947-1202
Monday through Friday,
6:00 a.m. to 2:30 p.m.

Millsboro

28538 DuPont Blvd.
Millsboro, DE 19966
Phone 302-934-5052
Monday through Friday,
7:00 a.m. to 5:00 p.m.
Saturday, 6:00 a.m. to noon

Millville

Creekside Plaza, Route 26
Millville, DE 19970
Phone 302-539-1620
Monday through Friday,
6:00 a.m. to 5:00 p.m.
Saturday, 6:00 a.m. to noon
EKG service available

Milton

Clipper Square Shopping Plaza
614 Mulberry St.
Milton, DE 19968
Phone 302-684-8579
Monday through Friday,
6:00 a.m. to 2:30 p.m.

Rehoboth Beach

Bookhammer Outpatient Center
Beebe Health Campus
18941 John J. Williams Highway (Rt. 24)
Rehoboth Beach, DE 19971
Phone 302-645-3010

Resources

Monday through Friday,
6:00 a.m. to 6:00 p.m.
Saturday, 6:00 a.m. to noon
EKG service available

Beebe Medical Foundation

Founded in 1989 to raise funds for Beebe Healthcare, the Foundation accepts donations in honor of loved ones and caregivers. Many Beebe patients and volunteers often will select Beebe Healthcare and a particular Department (Tunnell Cancer Center, Cardiac and Vascular, Orthopaedic, Women's Health, etc.) as the beneficiary when choosing to have donations made in memory of a loved one in lieu of flowers. All gifts matter. Thank you!
902 Savannah Rd.
Lewes, DE 19958
302-644-2900
Beebefoundation.org

Beebe Physical Rehab Services

Beebe's Physical Rehab Services is dedicated to achieving a safe and speedy return to pain-free, productive independence. Appointments required for all services.

- Physical Therapy
- Occupational Therapy
- Speech & Language Pathology

Main Campus, Lewes

424 Savannah Rd.
Lewes, DE 19958
Phone 302-645-3235
Physical therapy only
Monday through Friday, hours vary

Georgetown

College Park Medical Arts Pavilion
21635 Biden Ave. (Route 404/18 just west of Route 113)

Georgetown, DE 19947
Phone 302-856-9729
Monday through Friday,
8:00 a.m. to 4:30 p.m.

Millville

Creekside Plaza, Route 26
Phone 302-539-6404
Monday through Friday,
8:00 a.m. to 4:30 p.m.

Rehoboth Beach

Baylis Rehabilitation Center
Bookhammer Outpatient Center
Beebe Health Campus
18941 John J. Williams Highway (Rt. 24)
Rehoboth Beach, DE 19971
Phone 302-645-3010
Monday and Wednesday,
7:00 a.m. to 7:00 p.m.;
Tuesday and Thursday, 7:00 a.m. to 5:30 p.m.;
Friday, 7:00 a.m. to 3:00 p.m.

Cardiac Services

Our Cardiac program provides a range of cardiac services from diagnosis to cardiac rehab. Our experienced cardiac interventionists and heart surgeons perform advance procedures in our cardiac cath labs and operating rooms. For more information about our cardiac services, please call our Cardiac Nurse Navigator at 844-316-3334.

Diabetes Management

Education is provided by certified diabetes educators (CDEs) and registered dietitians. Beebe Medical Arts Building
18947 John J. Williams Hwy., Suite 210
Rehoboth Beach, DE 19971
Phone 302-947-2500
Monday through Friday by appointment only

For Life-Threatening Emergencies, Always Call 911.

Emergency Services

Beebe Healthcare, a Level III Trauma Center, is connected to a statewide Trauma Network that includes ground and air ambulance equipment, personnel and paramedics, as well as medical centers that can be accessed through the 911 telephone number.

Gull House Adult Activities Center

Gull House is a structured and supervised Adult Care program designed for functionally impaired people who are 18 years of age or older.
38149 Terrace Rd.
Rehoboth Beach, DE 19971
Phone 302-226-2160

Integrative Health

Integrative Health provides complementary and alternative education and services to inpatients, outpatients, community organizations and healthcare professionals. For further information on programs, please contact 302-645-3528.
Department of Integrative Health
Beebe Healthcare
424 Savannah Rd.
Lewes, DE 19958
Phone 302-645-3528

Orthopaedic Services

Our Orthopaedic Unit provides comprehensive orthopaedic services and programs designed to treat injuries and conditions affecting bones, muscles and joints. The orthopaedic surgeons at Beebe Healthcare are highly qualified to treat a range of orthopaedic problems. For more information, call our Orthopaedics Services Nurse Navigator at 844-316-3332.

Physician Referral Service

For assistance in searching for a physician by telephone, call 302-645-3332 or consult the Beebe website at beebehealthcare.org.

Palliative Care Consultation Team

Patients with advanced chronic diseases find the palliative care approach effective when seeking the best possible quality of life while managing their symptoms. To achieve these goals, the team supports patients and their families as they make crucial decisions about choices in their treatment options. Consultations include clarifying the goals and values of patients, assessments of medical options, and recommendations for care plans in coordination with the patient's medical providers.

Dr. Michael Salvatore directs the team. A nurse practitioner monitors continuity of care between the hospital and home. Team members include our patient advocate, chaplain and other supportive specialists. Consultations are offered at no cost and may be requested by asking the patient's nurse or physician for a referral. Requests also can be made to the patient advocate, Jody Barbarulo, at 645-3656 or the chaplain, Keith Goheen, at 645-3759.

Surgical Services

The Surgical Services Department of Beebe Healthcare serves the pediatric to geriatric patient population who present with conditions, injuries and trauma requiring surgical intervention. The Surgical Services Department is responsible for the range of perioperative care associated with elective or emergent surgical procedures for both outpatient/ambulatory and inpatient populations. This care is provided 24 hours daily.

Resources

Main Campus, Lewes

424 Savannah Rd.
Lewes, DE 19958
Phone 302-645-3300

Rehoboth Beach

Beebe Outpatient Surgery Center
Beebe Health Campus
18941 John J. Williams Highway (Rt. 24)
Rehoboth Beach, DE 19971
Phone 302-644-6992

Tunnell Cancer Center

The staff at Tunnell Cancer Center is dedicated to addressing all of our patients' medical and emotional needs, and our goal is for our patients to eventually return to their normal lifestyles. We work closely with other doctors who are involved in our patients' treatment. We keep in touch with referring physicians on a regular basis, keeping them informed of patient progress with complete reports of findings and recommendations on treatment.

Beebe Health Campus

18947 John J. Williams Highway (Rt. 24)
Rehoboth Beach, DE 19971
During office hours: 302-645-3770
After hours: 302-856-0641
Medical Oncology: 302-645-3770
Radiation Oncology: 302-645-3775

Vascular Services

Beebe's Vascular Services provides noninvasive testing in our fully accredited Vascular Lab locations. Tests performed at the lab will provide you with an in-depth evaluation of the cerebrovascular, peripheral arterial and venous systems.

Beebe Healthcare

424 Savannah Rd.
Lewes, DE 19958
Phone 302-645-3710

33664 Bayview Medical Dr., Unit 2
Lewes, DE 19958
Phone 302-703-9300

Beebe Vein Center provides screening and treatment for varicose veins, venous insufficiency and venous disease.
33664 Bayview Medical Dr., Unit 2
Lewes, DE 19958
Phone 302-703-9300

Wound Healing and Hyperbaric Medicine

Wound Care Services offers interdisciplinary wound care treatment.

Beebe Medical Arts Building

18947 John J. Williams Highway, Suite 210
Rehoboth Beach, DE 19971
Phone 302-645-3121
Monday through Friday by appointment only

Women's Health Services

Beebe Healthcare is committed to serving women's health needs throughout their lives. This is why the healthcare system offers a range of women's services—from mammograms to labor and delivery to gynecological surgery. Join the online discussion and take charge of your health — beebehealthcare.org/Be-There. For more information, call our Women's Health Nurse Navigator at 844-316-3330.

Celebrate Excellent Care

There are many ways to help your community...

Celebrating Excellent Care

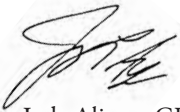
■ Grateful patients and community members give generously year after year to Beebe. We often hear, “Of course, I’ll support Beebe as I know my support matters! My support will help make Beebe the best it can be.” So true! All gifts large and small make a difference.

Beebe is a not-for-profit healthcare system; therefore, your support IS critical to help provide excellent care, purchase capital equipment, provide free screening and health fairs, and continue to bring innovative programs to Sussex County.

Giving from Grateful Patients is inspiring! Many of the gifts to Beebe come from patients, as a result of the high quality of care and the exceptional experience. Great news for patients—giving back can help in the healing process, according to the research. Expressing thanks may be one of the simplest ways to feel better (The Harvard Mental Health Letter, November 2011). Patients often honor their caregiver at the time of their gift. Family members who have lost loved ones often select Beebe Healthcare as the designation for gifts in lieu of flowers. The Foundation is happy to help with this. For assistance, email foundation@beebehealthcare.org or call 302-644-2900.

Thank you for supporting your not-for-profit healthcare system and for giving where you live!

Sincerely,



Judy Aliquo, CFRE
President & CEO
Beebe Medical Foundation
302-644-2900
www.beebemedicalfoundation.org



1916 Club

In honor of Beebe’s founding date, donors generously contribute \$1,916 or more annually to Beebe. Gifts can be designated to a specific department and be made in honor of a doctor, nurse or Beebe team member. 1916 Club members receive a lapel pin and a car magnet. For more information, please call 302-644-2900.



Volunteer

Our volunteers help in areas of patient care and non-patient care, such as clerical assistance, mail delivery, deli, gift shop, thrift shop and at events. For information about volunteering, please call 302-645-3531.

Celebrate Excellent Care



Celebrate Excellent Care

Honor a Beebe Team Member!

Dear _____ Date _____

This is a gift of thanks and appreciation for your...

With many thanks,

YES, I want to Celebrate Excellent Care!

Enclosed is my gift of: \$25 \$50 \$75 \$100 \$1,916 Other \$ _____

My check is enclosed, payable to Beebe Medical Foundation

Please charge my credit card: Visa MasterCard AMEX Discover

Name _____

Address _____

City/State/Zip _____

Email (required) _____

Phone _____

I would like to set up a recurring monthly credit card donation for \$ _____

Starting in _____ (month) _____ (year)

*Recurring monthly contributions may be cancelled at any time.

Credit Card Number _____

Name on Card _____ CVC Code _____ Exp. _____

Signature _____



The 1916 Club is a leadership giving opportunity in honor of Beebe's founding date of 1916. Members donate \$1,916 or more to the annual fund. Celebrate more than 100 years of excellent care and become a member today.

This gift recognizes the following **Beebe Team Member**

Name _____

Department _____

I would like my Celebrate Excellent Care contribution of \$ _____ to support:

- | | |
|--|--|
| <input type="checkbox"/> The Greatest Need | <input type="checkbox"/> Margaret H. Rollins School of Nursing |
| <input type="checkbox"/> Cardiac and Vascular Services | <input type="checkbox"/> Tunnell Cancer Center |
| <input type="checkbox"/> Emergency Department | <input type="checkbox"/> Women's Health |
| <input type="checkbox"/> Home Health Care | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Orthopaedic Services | |

Thank you for making your gift today to the Beebe Medical Foundation, a 501 (c)(3) non-profit. Your contribution is tax deductible. Please return this form to us at the address below. If you prefer not to receive further mailings from the Beebe Medical Foundation, please write to the address below. call (302) 644-2900, or email foundation@beebehealthcare.org.



Medical Foundation

902 Savannah Road • Lewes, Delaware 19958
 (302) 644-2900 • www.beebehealthcare.org

Would you like to leave a legacy?

I would like to learn more about planned giving opportunities and the Shaw Legacy Society

I have named Beebe Medical Foundation in my will.

In lieu of flowers, many family and friends of Beebe patients choose to honor their loved ones with memorial donations to Beebe Healthcare.



American
Brain Tumor
Association®

Providing and pursuing answers®

The American Brain Tumor Association is a trusted resource for brain tumor **patients, caregivers and health care professionals** across the country. From a wide range of publications to webinars and educational programs, the ABTA provides information on all tumor types, for all age groups and empowers patients and families by helping them better understand their brain tumor diagnosis.



LEARN MORE AT
www.abta.org





Heal Naturally.
See us **FIRST!**

CHIROPRACTIC, ACUPUNCTURE
MASSAGE, FUNCTIONAL NUTRITION
SPINAL DECOMPRESSION, COLD LASER

Midway Shopping Center, 18585 Coastal Hwy., Unit 26, Rehoboth Beach, DE 19971
firststatehealth.com/rehoboth | (302) 645-6681



DR. JESSICA BOHL, DR. TRIP DELCAMPO, DR. AUDREY FARRELL



PROUD TO BE PART OF BEEBE HOSPITAL'S ALLIED HEALTHCARE TEAM

Dear Sam,
The pressure you're putting me under is too much.

I QUIT!

Sincerely,

Your Heart

Don't let your heart quit on you. If you are living with high blood pressure, just knowing and doing the minimum isn't enough. Uncontrolled high blood pressure could lead to stroke, heart attack or death.

Get yours to a healthy range before it's too late. Find out how at heart.org/BloodPressure



Check. Change. **Control.**[™]



Sometimes You Have to Drive a Little Farther
TO SPEND MORE TIME
WITH THOSE YOU LOVE



When it comes to your rehabilitation after an illness or injury, you want the best outcome with the fastest results—just like you find at HealthSouth Rehabilitation Hospital of Middletown.

As part of your community, we offer a comprehensive approach to rehabilitation with experienced professionals, the most advanced technologies and personalized programs to help you reach your goals—faster. Although you may have to drive a little farther to get here, you'll have a better chance of returning home sooner to those you love.

A Higher Level of Care[®]
HEALTHSOUTH
Rehabilitation Hospital of Middletown

250 E. Hampden Road
Middletown, DE 19709
302 464-3400

healthsouthmiddletown.com

Skilled Nursing
Secure Memory Care
Rehab Therapy
Private Rehab Rooms!



Conveniently Located One Mile From Beebe Hospital

301 Ocean View Blvd. | Lewes

HarborNursingCare.org | (302) 645-4664

Do you want to go home?

At Cadia, we start the discharge process before you arrive.

- Intensive short-term rehabilitation programs for physical, occupational and speech therapies
- Specialized programming for:
 - Joint replacement
 - Fractures
 - Cardiac rehab
 - Wounds
 - Congestive heart failure
 - Stroke
- Shortest average length of stay in Sussex County*
- Re-hospitalization rates among the lowest in Sussex County*
- Dedicated to *Better Rehab with Better Results™*
- A proud member of the Beebe Post Acute Care Network



Ask your Beebe case manager to introduce you to a Cadia Rehab clinical liaison today. To schedule a facility tour, call Tonya at (302) 947-4324.

 **Cadia Rehabilitation**
Renaissance

26002 John J. Williams Highway, Millsboro, DE 19966
Phone: (302) 947-4200 | www.CadiaRehab.com

* For comparable DPAC rehabilitation centers treating more than 10 Beebe patients per year.