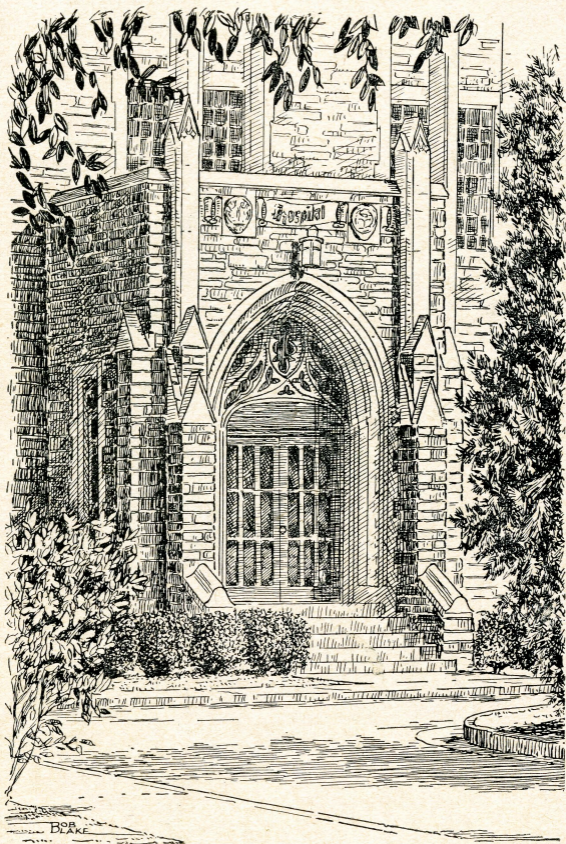


Duke Univ.

[1957]

# Duke Hospital

DURHAM, N. C.



**INFORMATION FOR PATIENTS**

July, 1951

Duke Hospital and Duke University School of Medicine comprise a medical center which provides the service of medical specialists to anyone, regardless of economic status. Patients with all types of disorders, including contagious diseases, tuberculosis, mental and nervous conditions, are admitted for treatment.

The hospital is fully approved for the care of patients by the American College of Surgeons and the American Medical Association. It is a member of the American Hospital Association and the North Carolina Hospital Association.

Duke Hospital is here to serve. It is our purpose to give kind, efficient, and expert hospital care. We will appreciate any suggestions for improving the service.

This booklet will give some information about how we try to serve the patient who comes to Duke Hospital.

F. R. PORTER  
Superintendent

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## GENERAL INFORMATION ABOUT DUKE HOSPITAL

Duke Hospital and Duke University School of Medicine owe their existence to a charitable trust established in 1924 by James B. Duke. They are operated by the Board of Trustees of Duke University as part of the University.

The hospital and medical school are in one building. The building is constructed of native stone, quarried at Hillsboro, North Carolina, and is trimmed with white Indiana limestone. The architectural style is English Gothic and the interior is of modern design.

Duke Hospital's modern diagnostic and treatment facilities and its close association with the medical school assures the patient of benefits of the most recent advances in medical science. Patients from all states of the Union and from foreign countries come to the hospital to place themselves under the care of specialists.

A few facts will be of interest. The first patient was admitted on July 21, 1930. The hospital has 549 beds and 55 bassinets. Sixty per cent of the beds are for Part-Pay patients. The average patient stays in the hospital about eleven days. More than 135,000 visits are made each year to the Private Diagnostic Clinic and the Out-Patient Clinic. An average of 5,000 major operations and 9,000 minor operations are performed annually, and 1,400 babies are delivered each year. The average patient travels more than 100 miles for treatment.

### FINANCES

Duke Hospital is a charitable, non-profit institution. It must depend on its patients for the revenue with which to operate. Those who are

financially able are asked to pay the full cost of their care. Limited endowment funds are used to help those who are not able to meet the full cost of their hospital service. This is done by helping individuals on the basis of their need and not by offering free care. Those who qualify for treatment as Part-Pay patients are charged a portion of the cost of their care that is in keeping with their ability to pay. Limited funds are thus spread over a much larger number of persons, and Part-Pay patients have the satisfaction of providing for themselves insofar as they are able.

Persons who can pay nothing toward their hospital care must be sponsored by charitable or governmental agencies.

#### WHAT DOES "INCLUSIVE RATE" MEAN?

The inclusive rate at Duke Hospital is designed to insure the patient against many "extra" charges when extensive treatment is needed.

The inclusive rate includes such hospital services and supplies as X-ray pictures, laboratory tests, use of the operating room and delivery room, anesthesia, physical and occupational therapy, ordinary drugs, dressings, serums, casts, oxygen and intravenous fluids.

To avoid misunderstanding, it should be noted that a few items such as the following are not hospital charges and will be billed separately: blood for transfusions, laboratory tests on donor's blood, orthopedic appliances, X-ray therapy which is a professional service, private nurse fees and meals, and long distance telephone and telegraph charges.

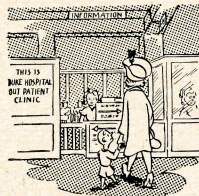
The cost to the patient is determined by the type of accommodation he occupies and by the length of time he stays in the hospital. This

means that the patient knows that he will receive all the services he needs, without extra cost to him, and he knows in advance what his hospital bill will be. Furthermore, his doctor will not have to consider the cost to the patient before requesting a needed service for the patient.

The inclusive rate recognizes the hospital as a functional unit made up of many separate services. Hospital service is the only product any hospital has to offer the public and each patient should have made available to him all the services the hospital has to offer, to whatever extent needed. The average patient does not require all the services in the hospital but he can never know in advance which services he will need. The readiness-to-serve expense is spread over all the patients who come to the hospital.

#### THE OUT-PATIENT CLINIC

The purpose of the Out-Patient Clinic (O. P. C.) is to provide diagnostic service and treatment by specialists for those persons unable to pay the full cost of such service. Persons applying to



the O.P.C. for Part-Pay service are interviewed to determine their eligibility. Those with low income, large family responsibilities, unusual previous illness expense, or other personal circumstances which make it impossible for them to meet the full cost of their care will be accepted for diagnosis and treatment.

**Registration:** Patients report to the registration desk each time they come to the O.P.C. The yellow registration card given to each patient should be presented each time he returns; otherwise a new card will have to be purchased.

## Clinic Schedule

Patients (old or new) may be seen in any of the following group of clinics except on holidays (New Year's Day, Easter Monday, July 4th, Labor Day, Thanksgiving, and Christmas). All clinics are open Monday through Friday. Advance appointments are not necessary unless specified. Patients attending afternoon clinics are requested to arrive for registration before 11:30 a.m.

Dermatology	12:30-5:00 p.m.
Dental Surgery	12:30-5:00 p.m.
Ear, Nose and Throat	12:30-5:00 p.m.
Endocrinology	8:30-12:00 noon (Direct Appointments should be made by writing or telephoning the Secretary, Division of Endocrinology)
Eye	12:30-5:00 p.m.
Gynecology	12:30-5:00 p.m.
Medicine (General)	9:00 a.m. (new patients) 12:30-5:00 p.m. (new and old patients)
Neurosurgery	12:30-5:00 p.m.
Obstetrics	12:30-5:00 p.m.
Pediatrics	12:30-5:00 p.m.
Sterility	8:30-12:00 noon (Direct appointments should be made by writing the Secretary, Sterility Clinic)
Surgery (General)	12:30-5:00 p.m.
Surgery (Plastic)	12:30-5:00 p.m.
Urology	12:30-5:00 p.m.

In the group of clinics listed below patients are seen only on referral from one of the above clinics, except in emergencies. If the local physician wishes a patient seen in one of these clinics he should send the patient to the most appropriate clinic list-

ed above for a general work-up on a prior day. Appointment or referral slips with the date and time of return are given to the patient.

Allergy	Tuesday
Allergy (Children)	Thursday
Bronchoscopy	Tuesday and Friday
Cardiac	Friday
Cardiac (Children)	} On alternate Wednesdays
Nephritic (Children)	
Chest Clinic	Thursday
Convulsive (Children)	Tuesday
Cystoscopy	Monday through Friday
Fracture	Friday
Hematology	Monday through Friday
Hypertensive	Thursday
Metabolic	Tuesday
Neurology	Monday
Occupational Therapy	Monday through Friday
Physical Therapy	Monday through Friday
Prenatal (Colored)	Wednesday
Prenatal (White)	Thursday
Psychiatry	Monday through Friday (Direct appointments may be made by the patient's physician by writing or by telephoning the Secretary, Kirby Clinic)
Syphilology	Wednesday
Tumor	Scheduled by Surgical Specialty
Well-baby (Colored)	Friday
Well-baby (White)	Monday
Child Guidance Clinic	Monday through Friday

**Information concerning any of the clinics may be had by writing or telephoning the Differentiator, Out-Patient Clinic.**

**Rates:** The charge for registration and examination to a new patient or to an old patient who has not been seen at Duke Hospital during the past twelve months usually amounts to from \$5.00 to \$10.00, plus charges for any necessary X-ray or other diagnostic tests, which range from \$2.50 to \$15.00. Old patients, seen at Duke Hospital during the past twelve months, will pay only \$1.00 plus charges for any special tests ordered. Complete examination, except emergency examination, may be expected to take the better part of one day or, in some instances, longer.

### ADMISSION OF PART-PAY PATIENTS TO THE HOSPITAL

Service is provided on the Part-Pay wards for patients who are unable to pay the full cost of their hospital care and for the services of a doctor. Established rates are below what it costs the hospital to provide the care the patient receives. Advance reservations are not made for Part-Pay patients as examination in the O.P.C. or in the Emergency Room is necessary before admission.

**Admission Procedure:** Each patient is interviewed by the Admitting Officer after the examining doctor has requested that the patient be admitted. The necessary personal information for the hospital records is obtained, and the financial status of the patient is evaluated. A deposit is required in advance for the number of days it is estimated that the patient will be in the



hospital. If the hospital stay is authorized by a County Welfare Department or by a State Agency, the patient should have a letter of authorization to present to the Admitting Officer.

Hospital insurance policies should be presented at the time of admission so that benefits may be determined before discharge if possible.

Since Part-Pay patients are admitted at less than cost, on the basis of their ability to pay, benefits from all insurance policies must be assigned to the hospital.

**Minimum Rates for Part-Pay Patients:** Inclusive rates are as follows:

*Charitable agencies*—from \$10.50 to per diem cost.

*Individuals*—\$14.00 per day.

**Discharge Procedure:** When the patient is well enough to be discharged the hospital business office will notify relatives that the patient is ready to return home. An official release is obtained from the cashier in the business office. The office is open from 8:30 a.m. to 8:00 p.m. each weekday and from 8:30 a.m. to 6:30 p.m. on Sunday. All charges must be paid in full prior to discharge.

**Medical Service:** Each patient is under the supervision of a Senior Staff doctor who is a teacher in the Medical School and also has a private practice. The patient's House Physician is one of the interns or residents who has completed medical school training and is continuing his medical education in a specialized field of medicine under the guidance of the Senior doctor. Such close association on the part of the





hospital staff with the education of doctors assures the patient of the benefits of the latest advances in medical care which come from medical education and research.

### **THE PRIVATE DIAGNOSTIC CLINIC**

The Private Diagnostic Clinic (P.D.C.) is composed of doctors who are members of the Duke Hospital staff and of the Medical School faculty. It is organized to provide the services of specialists to private patients and to make possible close cooperation among the Senior Staff members. Patients may come for diagnosis only or for diagnosis and treatment.

A complete diagnostic survey usually requires a part of three to five days for completion, although problems limited to a single field often are completed in one day. Surveys may be handled on an out-patient or an in-patient basis.

**Appointments:** Examinations are given by appointment only. Appointments can be made by communicating with Clarence H. Cobb, Business Manager of the Medical Division of the P.D.C. if the complaint is of a medical nature; with E. S. Raper, Business Manager of the Surgical Division of the P.D.C. if the complaint is of a surgical, obstetrical, gynecological or endocrinological nature; or with the member of the staff to whom the patient is referred. A letter describing the symptoms briefly, addressed to either business manager will be sufficient for scheduling an appointment. Arrangements may also be made by a telephone call to either of the business managers.

**Hours:** The Private Diagnostic Clinic is open from 8:30 a.m. to 5:00 p.m. Monday through Friday, except on holidays (New Year's Day, Easter Monday, July 4th, Labor Day, Thanksgiving, and Christmas).

**Fees:** Professional fees vary with the amount of work to be done and the financial circumstances of the patient. Every effort is made to supply full medical diagnosis and treatment within the means of all who apply. An estimate of charges for examinations may be obtained in advance from the business manager if the patient so desires.

### **ADMISSION OF PRIVATE PATIENTS TO THE HOSPITAL**

Service is provided on the Private wards for patients who are able to pay the full cost of their hospital care and for the services of a private physician. Reservations can be made for direct admission to the hospital by a referring physician, or admission may follow the diagnostic survey if a room is available at that time.

**Admission Procedure:** Each patient is interviewed and the necessary personal information for the hospital records is obtained. On regular clinic days private patients are admitted to the hospital by either division of the Private Diagnostic Clinic. On Saturday afternoons and Sundays the admitting procedure is performed in the admitting office located near the main lobby of the hospital.

Hospital insurance policies should be presented to the admitting officer at the time of admission so that benefits may be determined before discharge if possible. Credit toward the hospital bill may be allowed only when the hospital has been notified by the insurance carrier, before the patient is discharged, that it will assume liability for payment.

Bills are presented at the end of each week's stay and are to be paid currently.



**Accommodations:** A variety of accommodations is available; private rooms with bath and toilet, with toilet only, and without toilet or bath; semi-private rooms; and three- and six-bed cubicles. Each room has a radio, a reading light, and an intercommunication system which permits the patient to talk with the nurse at the desk. Portable telephones are available in the private and semi-private rooms, but special regulations are in effect after 9:00 p.m.

**Rates:** Rates are quoted on a weekly basis and range from \$111.50 per week to \$153.50 per week. An allowance is made for the portion of a week that is not used. The allowance will vary from \$14.50 to \$20.50 per day depending upon the type of accommodations occupied. A rate card is posted on the door of each room.

**Discharge Hour:** A charge is made for the first day of hospitalization regardless of the hour of admission, but no charge is made for the day of discharge if the room is vacated by 2:00 p.m. An official release is obtained from the cashier in the hospital business office. All charges must be paid in full prior to discharge.

**Professional Fees:** Professional fees are determined by the business managers of the Medical and Surgical Divisions of the Private Diagnostic Clinic. For the convenience of the patient, arrangements have been made so the patient can make payment for his professional services in the hospital business office.

The professional fee is not a hospital charge and is not included on the hospital statement.

## GENERAL INFORMATION



### Meal Hours:

Breakfast is served from 7:45 to 8:30 a.m.

Dinner is served from 12:15 to 1:00 p.m.

Supper is served from 5:00 to 5:45 p.m.

Nourishments are served during the afternoon and in the evening.

**Care of Valuables:** It is our suggestion that jewelry or other items of value be left at home.



The hospital will not be responsible for such articles brought into the hospital unless they are deposited in the business office. A patient should not keep more than \$1.00 in his room. Valuables may be given

to the nurse at the time of admission, and she will return a receipt listing all items deposited with the business office. Money or valuables may be withdrawn upon presentation of the receipt. Withdrawal of sums in excess of \$200.00, at discharge or any other time, should be arranged with the business office at least one day in advance.

**Private Duty Nurses:** Registered Nurses or Licensed Practical Nurses may be secured for private nursing through the head nurse on each floor. The hospital assumes no responsibility for their payment nor for their meals.

**Acutely Ill Patients:** Permission for relatives to stay with acutely ill patients must be secured through the nursing office with the recommendation of the attending physician. If a bed is needed, one of the larger private rooms must be

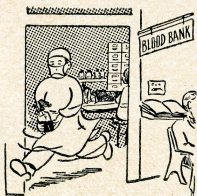
used for the patient and relative. A charge of \$5.00 per day is made for a bed and meals.

**The Chaplain:** Illness and the experience of being admitted to a large hospital is characterized by a growing sense of isolation in which one feels cut off from persons and practices that are familiar. Many find reassurance through the call of a pastor at such a time. If a patient would like to see a pastor, priest, or rabbi, the chaplain will be glad to call one of your choice. If the patient would like to be visited by the hospital chaplain, or by one of his assistants, the nurse will pass the request on to the chaplain's office.

**Room Transfers:** It is not always possible to give patients the accommodations desired at the time of admission. Private and semi-private patients may request transfer to another room by asking their doctor and head nurse.

**Pharmacy:** The hospital Pharmacy is located on the ground floor of the hospital. It is open from 10:00 a.m. to 5:00 p.m. on weekdays and from 10:00 a.m. to 12:30 p.m. on Saturdays. This department will fill those prescriptions given by our doctors that cannot be filled by the patient's home town pharmacist.

**Blood Bank:** The hospital Blood Bank is operated so that blood will always be available for those who will need it. It is therefore desirable that any blood used by a patient be promptly replaced by friends or relatives. It is open to



donors from 9:00 a.m. to 5:00 p.m. on weekdays and from 10:00 a.m. to 5:00 p.m. on Sundays.

The following points of information apply to donors:

a. Blood type makes no difference when replacing blood.

b. The donor must be between the ages of 18 and 60.

c. The donor must be free from a history of venereal disease, jaundice, malaria, asthma, severe hayfever, or hives.

d. The donor should not eat for several hours prior to giving blood.

e. Giving blood is not injurious in any way and may be repeated every 8 weeks.

If the private patient has a pint replaced for each pint of blood he has received, only a \$5.00 fee is charged for laboratory work on each donor's blood. If blood is not replaced, the cost is \$25.00 for each pint in addition to the laboratory fee.

The Part-Pay patient is not charged a laboratory fee. The schedule for replacement of blood is as follows:

2 donors for 1 transfusion or \$15.00

3 donors for 2 transfusions or \$25.00

4 donors for 3 transfusions or \$35.00

6 donors for 4 transfusions or \$50.00

After the fourth transfusion blood is replaced by one donor for each additional transfusion or a charge of \$10.00 is made for each. The requirement of an extra donor for the first and fourth transfusions is necessary to maintain an adequate supply of blood in the bank.

As blood can be stored for only a short time, credit for blood placed in the bank cannot extend beyond one hospital admission or beyond a maximum of 30 days during any hospital stay. No refunds are given for blood placed in the bank and not used.

**Radios:** A radio is available in each room. Portable radios should not be brought to the hospital. Patients on the Part-Pay wards may

request earphones from the nurse. These earphones may be placed under the pillow where the sound will not disturb others.

**Newspapers:** Local newspapers are delivered to the hospital twice daily. Arrangements can be made with the ward secretary for regular delivery service to the patient's room. Out-of-town newspapers are available in the lobby.

**Mail:** Letters are collected regularly from two mail chutes. Stamps may be purchased and packages mailed in the hospital Post Office located on the ground floor.

Addresses on mail for patients should include the name of the hospital ward if possible. Mail is delivered to the wards twice daily.

When you are ready to go home please leave your forwarding address at the main information desk in the lobby or with the head nurse on your floor.

**Barber Service:** Barber service may be secured by making a request to the nurse.

**Telegraph Service:** Direct telegraph service is available in the lobby of the Private Diagnostic Clinic from 8:30 a.m. to 8:30 p.m. each weekday and from 9:00 a.m. to 6:00 p.m. on Sunday.

**Notary Public:** The services of a notary public are available upon request in the hospital business office.

**Hospital Store:** The Hospital Store is located on the first floor near the exit leading to the University campus. Sandwiches and fountain service are available as are magazines and gift items. Hours are from 8:15 a.m. to 6:00 p.m. on Monday through Friday, from 8:15 a.m. to 1:00 p.m. on Saturday and from 12:15 to 5:30 p.m. on Sunday.

**Restaurant:** Visitors desiring meals are invited to eat at one of the several dining rooms in

the Union Building on the campus. Hours are Breakfast from 7:00 to 9:30 a.m., Dinner from 11:30 a.m. to 1:30 p.m., and Supper from 5:00 to 6:30 p.m.

A Snack Bar is open from 9:30-11:00 a.m.

**Room Accommodations for Visitors:** Visitors desiring accommodations in town may make reservations at local hotels, or they may contact the Hostess in the hospital lobby for information about rooms in private homes near the hospital.

**Telephone Service:** Patients occupying rooms in which there is a telephone jack, may place or receive telephone calls in their room. A limited number of private telephones are available but there is an installation charge for this service. Portable phones are available to patients who do not desire a private phone. Due to an extremely large volume of telephone calls, patients using portable phones are asked to use them sparingly and, when possible, to limit conversations to three minutes.

The Part-Pay wards are not equipped for telephone service and telephone calls must be placed or received in the booths in the main lobby.

Only emergency calls are accepted for patients after visiting hours (9:00 p.m.)

**Flowers:** To facilitate the handling of flowers, friends sending them are asked to identify clearly the patient for whom they are meant. The patient's given name should be used (Mrs. Mary Smith rather than Mrs. John Smith). The hospital ward on which the patient is located should be indicated, and the home address of the patient should be included to provide full identification.



**Cashing Checks:** The hospital business office is not permitted to cash personal checks for patients or visitors. Checks are accepted only for payment on an account.

**Tipping:** Under the rules of the hospital, no person connected with the institution is permitted to receive tips.

**Ambulance Service:** Ambulance service is available from firms in Durham, and the business office will be glad to secure rates and other information for patients.

**Taxicabs and Bus Service:** A taxicab station is located opposite the Emergency Entrance. Bus service is available at 15-minute intervals from 6:00 a.m. to 11:30 p.m. Duke Hospital is the terminus of the route that serves it.

### THE WOMEN'S AUXILIARY

The friends of Duke Hospital have volunteered to provide the following services to the patients and their visitors:

A **Shop Cart** which visits each ward each day.

A **Coffee and Sandwich Cart** to provide snacks for those who want a bite to eat—located in the Main Lobby from 10:00 a.m. until 9:00 p.m.

A **Guide Service** for patients and their visitors.

A **Reading and Writing Service** for those patients who are confined to their beds and cannot help themselves.

Plus many other services to Duke Hospital and its patients. For further information or help call Extension 429.

### VISITING HOURS

#### Children's Wards

Howland	from 1:00 to 2:00 p.m. daily
Matas	and Sunday

#### Part-Pay Wards

Welch	from 2:00 to 3:00 p.m. and
Osler	from 7:00 to 8:00 p.m. daily
Halsted	and Sunday.
McDowell	Visitors are to get permits from
Strudwick	the hostess in the main lobby.
Long	Visitors to Nott and Prevost
Nott	may get permits at the Emer-
Prevost	gency Room desk.

#### Private Wards


Drake	
Cabell	from 11 a.m. to 12 noon, from
Cushing	2 to 4 p.m. and from 7 to 9 p.m.
Minot	daily and Sunday
Holmes	
Sims-Williams	

**Meyer Ward** By arrangement with the attending physician.

On Sims-Williams ward for obstetrical patients the babies are in the room with the mother. Visitors are restricted to the father and the grandparents of the child.

Children under the age of 14 are not permitted to visit patients.

## HINTS FOR SICK ROOM VISITORS



Send notes and cards whenever possible instead of making personal visits. Do not make unnecessary telephone calls. Do not stay too long . . . a patient tires quickly. Be cheerful . . . not just artificially "cheery". There is a difference. Talk quietly, comfortably, about things of interest to your friend. Do not expect the patient to entertain you!

Never sit on the bed . . . the patient has troubles enough already. One or two visitors at a time is best. Large numbers increase the patient's nervous strain.

Talk quietly so that other patients will not be disturbed.

Smoking in a semi-private room may be objectionable to other patients. If you ask, they are likely to deny it bothers them even though it does.

Good etiquette and good sense are always in order in a sickroom.