

INFORMATION FOR PATIENTS

DUKE HOSPITAL
DURHAM, NORTH CAROLINA

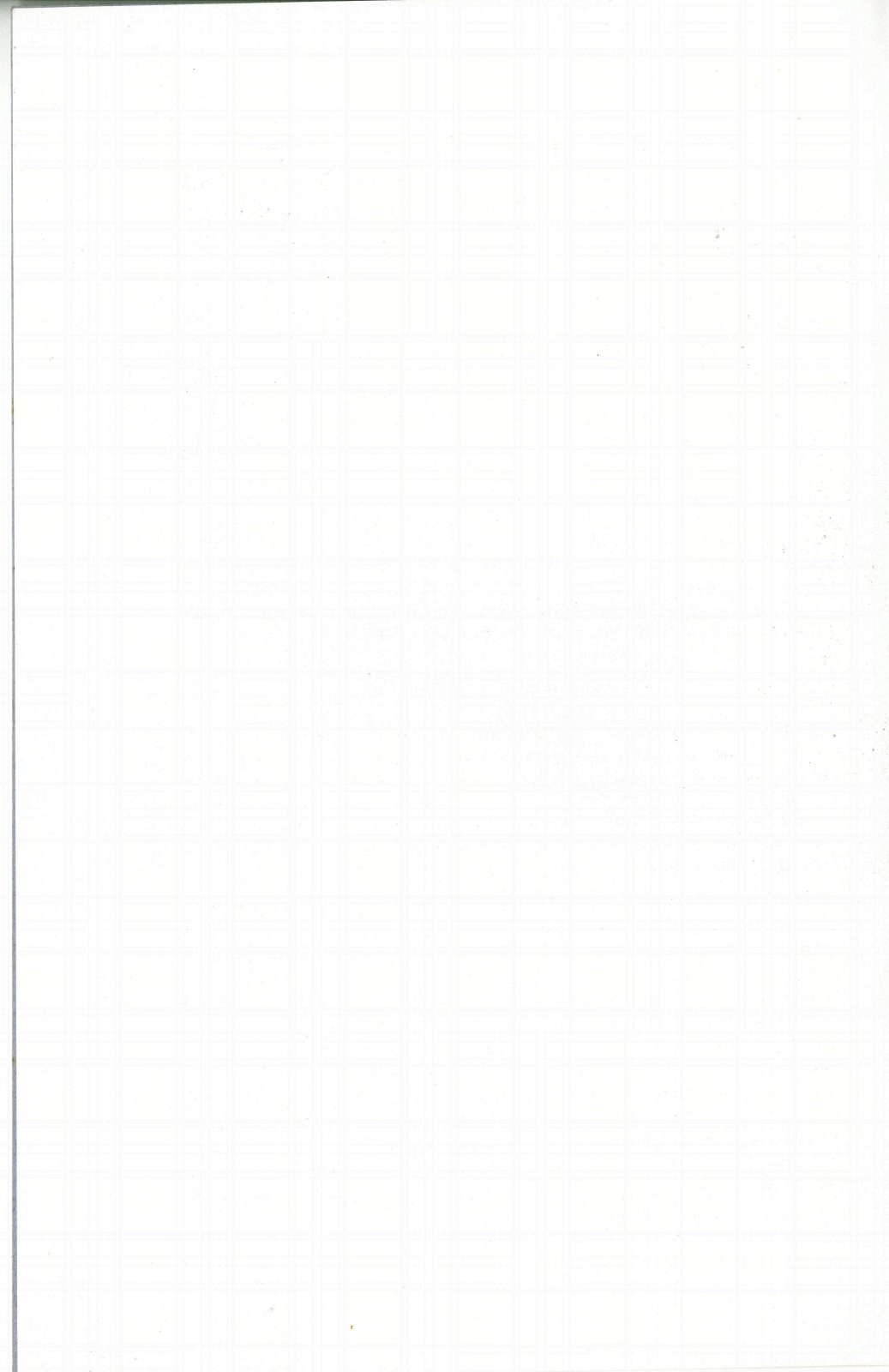
Welcome to Duke Hospital—we are here to serve you. While you are our patient, we shall do our best to give you kind, efficient, and highly skilled care.

Duke Hospital is a large and complex organization. If this is your first visit, you may find it bewildering. We hope that this booklet will answer some of the questions you may have. If other questions occur to you, please do not hesitate to ask your doctor, your nurse, or any other member of your health team.

We would appreciate your suggestions or comments concerning the care you receive. This will help us do the best possible job of serving you.

Each member of the staff joins me in wishing you a pleasant stay and a rapid and complete recovery.

CHARLES H. FRENZEL
Administrative Director



GENERAL INFORMATION ABOUT DUKE HOSPITAL

Duke Hospital is a part of Duke University Medical Center, which was established in 1930 through the generous gift of the late James B. Duke. It is accredited by the Joint Commission of Accreditation of Hospitals, the national approving agency for hospitals, and is licensed by the State of North Carolina.

Duke Hospital is one of the largest nongovernmental hospitals in the United States. There are only some forty private hospitals of comparable size in the country today. The hospital has 650 beds and 30 bassinets. Patient care ranges from an intensive nursing unit to a minimal care unit. More than 20,000 patients are admitted each year, and some 224,000 visits are made to the outpatient clinics. To serve these patients, there are 1,800 employees and a medical staff of almost 500 physicians.

In addition to patient care, Duke Hospital also performs the function of professional education. It is approved by the American Medical Association to train doctors in virtually all medical specialties. Approved training is also provided for registered nurses, practical nurses, X-ray and laboratory technicians, medical technologists, physical therapists, dietitians, hospital administrators, and anesthesiologists.

WHEN YOU ENTER DUKE HOSPITAL

WHAT TO BRING WITH YOU

When you enter Duke Hospital, you should bring with you such necessary items as sleepwear, a bathrobe, slippers, and personal toilet articles. We urge you not to bring such private property as furs, jewelry, and unnecessary articles of clothing. Please remember that you will not need these articles, and that the hospital cannot assume responsibility for private property left in the room. (See page 4, Valuables deposit.)

QUESTIONS WE MUST ASK

In order to serve you effectively, we must ask a number of questions at the time of your admission—questions about yourself, your family, and your personal financial situation. We need to know many things about you for your medical records and for statistics which we are required to keep.

Our questions about your hospital insurance, special programs from which you may be receiving assistance, and circumstances under which you were injured or became ill, are asked in order to make sure that you receive full benefit from your insurance or other assistance which may be available to you.

Our admission interview enables us to determine whether you are a private or a staff patient, a fact which governs the financial arrangements for your care.

THE THREE KINDS OF PATIENTS

PRIVATE PATIENT

If you are able to meet the full cost of your hospital care and a private doctor, you are admitted as a private patient. Your doctor is a highly trained medical specialist who carries on a private practice and who also is a teacher in the Medical School.

Various types of accommodations are available to you as a private patient, and rates vary with the type of accommodation. Most rooms for private patients are air-conditioned; each has a radio, a reading light, and an intercom system which allows you to talk directly with your nurse or ward secretary. Rooms are available with or without a bath and toilet. Every effort is made to assign you to the type of accommodation you prefer on admission.

As a private patient, you are charged a basic daily rate for your room, meals, and hospital services. Added to this are individual charges for diagnostic and treatment procedures ordered by your doctor such as X rays, laboratory tests, drugs, or the use of the operating room. If you have any questions about charges while you are in the hospital, a representative of the Hospital Business Office will be glad to visit you to discuss your account.

Your doctor's fees are separate from the hospital charges, and are determined by the business managers of the Private Diagnostic Clinics. Business representatives of these clinics will gladly discuss any questions you may have about arrangements for your doctor's fees. For your convenience, the charges for your doctor's care can be paid in the Hospital Business Office upon your departure from the hospital.

STAFF PATIENT

If you are unable to pay the full cost of your hospital care and a private doctor, you are admitted as a staff patient.

Your care is under the general supervision of a senior staff doctor, a practicing physician who is also a teacher in the Medical School. Your house staff doctor, who serves as your personal doctor while you are in the hospital, is an intern or a resident—a doctor who has completed his medical school education and who is now taking training in a medical specialty under the guidance of your senior staff doctor. You are charged a reduced professional fee if you are able to meet this cost.

As a staff patient, you are charged a substantially reduced daily rate, plus individual charges for drugs, blood transfusion services, and various other services which your doctor may order for you.

CLINICAL RESEARCH PATIENT

If you have an unusual illness about which our doctors are seeking more information, you may be considered for admission to our Clinical Research Unit. This is a ward on which special studies are made of illnesses while patients receive skilled medical care. The cost of hospitalization for Clinical Research Unit patients is paid by the National Institutes of Health, an agency of the Federal Government.

You will be notified by Duke Hospital physicians if you are eligible for admission to the Clinical Research Unit.

WHO'S WHO AT DUKE HOSPITAL

There are 1,800 employees, 250 volunteers, and a medical staff of almost 500 physicians here to serve you and other patients. You will probably recognize the doctors and nurses immediately. Other members of your health team will soon be just as familiar. They include:

Nursing aides (yellow uniforms) and *maids* (rose uniforms) who are directly concerned with your comfort and care

Housekeeping personnel (gray uniforms) who have the important task of keeping the hospital at a high level of cleanliness

Physical and occupational therapists (white uniforms with sleeve insignia) who help you regain functions impaired by injury or illness

Patient Service representatives who stand ready to assist you in many ways—for instance, by offering a reading and writing service, making travel arrangements, providing visitors with information about overnight accommodations in local motels, hotels, and private homes, and running errands for you in the hospital

Dietitians (white uniforms) who are responsible for seeing that you receive the proper diet for your particular illness

Chaplains (white coats with sleeve insignia) who will minister to you if you wish

Ward secretaries (blue skirts, white blouses) who serve as receptionists on the wards and handle records of your care

Hospital Auxiliary volunteers (pink smocks) who operate two snack bars, take a library cart and a shop cart on the wards and perform various other services for you

NOTE.—Please do not tip employees. You are not expected to tip for any service rendered, nor are hospital employees permitted to accept gratuities.

PERSONAL SERVICES FOR YOU, THE PATIENT

Private duty nurses: When available, private duty nurses may be engaged through your head nurse; they may be ordered for you by your doctor if necessary for your care. Private duty nurses are not hospital employees, and financial arrangements are made directly with them. The hospital does not assume responsibility for their payment.

Valuables deposit: Your valuables, including cash, can be deposited in the hospital vault at any time during your stay, and may be withdrawn at your request. (It is necessary to give 24 hours notice when withdrawing sums in excess of \$200.) Because the hospital cannot assume responsibility for property which you keep at your bedside, you are urged to take advantage of this deposit service.

Telephone: If you have a private room, a portable phone will be brought to your bedside when needed. There is no charge for this service, other than for long distance calls which are placed on your hospital bill. Public pay telephones are located near staff wards, in the lobby, and in several other areas of the hospital.

Telegraph service: Direct telegraph service is available in the hospital Monday through Saturday during the day and evening and on Sunday during the day. Ask your nurse for further information.

Television: Television sets may be rented for use in private rooms. A minimum charge of \$5.00 covers installation and the first five days of use. After the fifth day, a \$1.00 daily charge is made. Personal TV sets may be brought into private rooms; there is a \$3.00 antenna installation charge for these.

Mail: Mail is delivered to your ward twice a day. You may purchase stamps and mail packages in the Hospital Post Office on the ground floor. Stamps may also be purchased from the Auxiliary shop cart. Letters will be mailed for you by ward personnel on request.

Newspapers: You can arrange with your ward secretary for delivery of local newspapers to your room. Out-of-town newspapers can be purchased in the hospital lobby.

Ambulatory dining room: If your condition does not require you to remain in bed and your doctor gives you permission, you may eat in the dining room for ambulatory patients.

Barber and beautician service: A barber or a beautician can be engaged for you. Rates are comparable to local charges.

Chaplaincy service: A chaplain is available in the hospital or on call at all times for you and your visitors. Visits from a

minister, priest, or rabbi of your particular faith can also be arranged at your request. Information on local religious services is available for your out-of-town visitors. You may attend the services also if your doctor approves.

Library cart: During the week a library cart visits each ward. You may wish to borrow books from this "library on wheels." Ambulatory patients may also come to the Hospital Auxiliary Office (Room 1007 in the hospital) to sign out books.

Shop cart: A shop cart is scheduled to visit each ward every afternoon. From this cart you may purchase magazines, tobacco, and other items for your comfort and convenience.

Hospital Store ("Dope Shop"): A small store in the Medical School end of the building offers fountain service, snacks, magazines, cards and gifts, writing materials, cigarettes, and tobacco. The store is open Monday through Friday, 8:00 A.M. to 5:00 P.M.; Saturday, 8:00 A.M. to 1:00 P.M.; and Sunday, noon to 5:00 P.M.

Snack bars: The Hospital Auxiliary operates two snack bars. One is located in the Outpatient Department and is open during clinic hours. The other is located near the main lobby and is open daily except Saturday (and Sunday during the summer).

Vending machines: Machines providing soft drinks, a variety of snacks, and cigarettes are located throughout the hospital for the use of patients and visitors.

Notary public: Services of a notary public may be obtained upon request through the Hospital Business Office.

Taxi and bus service: A taxi station is located opposite the main hospital entrance. Bus service is available at 20-minute intervals during the day and hourly from 7:15 P.M. to 11:15 P.M. Buses are on an hourly schedule on Sunday.

YOUR VISITORS ARE WELCOME

There are three "rules" which govern visiting here at Duke Hospital. You, as a patient, need conditions conducive to recovery. It is our hope that you will help with this important part of patient care—your own and that of others near you—by taking note of the following:

1. All visiting is subject to the approval of your doctor.
2. Visitors must be at least fourteen years old.
3. On the Prevost and Sims-Williams wards, where babies are often in rooms with their mothers, visitors are restricted to the child's father and grandparents.

VISITING HOURS

Howland 11:00 A.M.-1:00 P.M., 2:00-3:00 P.M., 5:30-7:00 P.M.

Matas 11:00 A.M.-1:00 P.M., 2:00-3:00 P.M., 5:00-7:00 P.M.

2:00 P.M.-3:00 P.M.

and

7:00 P.M.-8:00 P.M.

Campbell
Halstead
Long
McDowell
Nott
Osler
Prevost
Strudwick

11:00 A.M.-12:00 NOON

2:00 P.M.- 4:00 P.M.

7:00 P.M.- 9:00 P.M.

Cabell
Cushing
Drake
Hanes
Holmes
Minot
Reed
Sims-Williams
Intensive Nursing Unit

Meyer—By arrangement with your doctor

Clinical Research Unit—10:30 A.M.-8:00 P.M.

SERVICES FOR YOUR VISITORS

An information brochure is available for your visitors in the hospital lobbies. The brochure gives a general listing of the services and facilities provided as well as other useful information.

WHEN YOU LEAVE THE HOSPITAL

Please plan to leave the hospital by 11:00 A.M.; otherwise, there will be a charge for part-day occupancy.

You will be expected to stop by the Hospital Business Office before leaving. This allows us to review your account, make sure that your insurance benefits are correctly considered, and discuss any questions you might have about your financial arrangements. Please remember any valuables you may have on deposit in the Business Office.

We sincerely hope that your stay at Duke Hospital was as pleasant and comfortable as possible. And, again, we would appreciate any suggestions or comments concerning the care you have received.

