

# Welcome to Saint Thomas Midtown Hospital



Fahad Tahir, President & CEO

The history of Saint Thomas Midtown Hospital is one of continuous growth, community service and superior care.

Over the years, we have established nursing schools, become a pioneer in technical advances and grown into a major medical center that provides diversified care for individuals in the Middle Tennessee area. Our community has grown and technology has changed, but our commitment to be a caring ministry remains the same.

## Information you will find in this booklet:

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## YOUR ROOM



Patient rooms are equipped with a bed, visitor seating, television, bathroom, call-light communicator to contact the nursing staff and a phone. The dry erase board in each patient room will have information such as your nurse's name and number, your patient care tech's

name and number and other information relevant to your stay at Saint Thomas Midtown Hospital.

### Hospital Bed



The patient bed has several remote functions on either side of the bed rail or attached to a remote control (beds may vary). You will have the ability to control the position of the bed, room lighting, television channels and volume and most importantly, communicate with your nurse.

### Telephone



Telephones are provided in all patient rooms. To place a local call, dial 9 + the area code + the number. To call within the hospital, simply dial the last four digits of the number. To call a patient room, dial the room number. From outside the hospital, dial 615-284 + the four-digit hospital room number. To make a long-distance call, dial 5555 and ask the operator to assist you.

### Television



Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turn off your TV at bedtime.

### Patient Meals



Patients may choose what they would like to eat at each meal. The program offers freshly prepared food items. Hospitality associates will ensure that patients' dietary restrictions and nutritional needs are adhered to with every meal. Your nurse can assist you with more information on how to make meal selections.



## Housekeeping Services

Environmental Services strives to always keep your room and bathroom clean. Your room has been thoroughly cleaned and sanitized. If for any reason you have any concern about your room, please call Environmental Services at 615.284.5237.

While you are in our care, the Environmental Services Department will provide the following tasks in your room daily:

- 1] Remove trash
- 2] Disinfect all horizontal surfaces
- 3] Clean and disinfect the restroom
- 4] Microfiber-mop the floor. (This is a new technology to prevent cross-contamination. Each mop pad is changed after mopping each room.)
- 5] Inspect your room
- 6] Dusting all horizontal surfaces was completed prior to your arrival.

*\* Note : If you would like your bed linens changed, please inform your nurse.*



## Reflective Spaces

The Virgil and Nancy Moore Chapel is available to all patients, family members and visitors for prayer, meditation and scheduled religious services. It is located on the 1st floor just off the Patient Discharge Lobby.

A variety of services are available in the chapel: Catholic Mass is celebrated every Tuesday and Thursday and the first Friday of every month at noon.

An Interdenominational Communion Service is celebrated on Sunday at 2:30pm. Sunday Communion Services and Special Seasonal Services will be televised in patient rooms on Channel 38.

A Prayer Room is located adjacent to the chapel and is open to persons of all faith traditions.

The Serenity Garden, an outdoor space created as a place for patients, families and associates to find peace and tranquility. The garden is located on the first floor of the hospital.



## Mail and Flowers

Mail and packages will be delivered to you by a hospital volunteer or associate. Any mail received after your discharge will be forwarded to your home address. Florists deliver directly to patient rooms. Please note that flowers are prohibited in intensive care units.



## Pastoral Care Services

The members of the Pastoral Care Services Department represent a variety of religious traditions and are trained to address the emotional and spiritual impact of hospitalization and the challenges associated with illness for patients and families. The staff consists of two board-certified chaplains, a Catholic priest, chaplain resident, chaplain interns and pastoral care visitors.

To contact a chaplain please call 615.284.5221. You may also ask your nurse to request a visit from a chaplain for you or a member of your family.

Monday - Friday: 7:00 am - 7:00 pm

Saturday, Sunday and Holidays: 8:30 am - 5:00 pm

The Pastoral Care staff is available for provision of the following services:

Pastoral visits for patients and/or family members.

Assistance with Advance Directives.

Discussion of treatment and end of life decisions.

Prayer, ritual, sacraments and spiritual conversation.

Emergency Catholic sacramental ministry is provided 24/7.

An on-call chaplain is available after hours and may be contacted through the PBX Operator at 615.284.5555



## Parking

Free parking is provided for all patients, families and visitors in the 20th Avenue Garage with crosswalk access to the hospital's second floor. The Mid-State Medical Center Garage offers free parking for Mid-State Medical Center obstetrics, total joint replacement and cardiovascular lab patients only. Free valet parking is available Monday through Friday from 5:00 am to 11 pm at the hospital's main entrance located off 20th Avenue by the Emergency Department.



## Security Escorts

Security officers are available at each hospital to escort visitors, as necessary, to and from the parking garages. Call 615.284.5475 for assistance.



## Cell Phones

Cellular telephones may be used in public areas of the hospital, but should not be used within three feet of any patient care equipment or in the following patient care areas:

- Intensive Care Units
- Surgery
- Cath Lab
- Emergency Department
- Medical Imaging

To protect the privacy of our patients, visitors and employees, the use of cellphones or other devices for audio/video recording is prohibited unless medically indicated and specific permission has been obtained in advance from the patient, visitor or employee. Videotaping, photographing or recording of medical procedures or hospital equipment is not allowed. Those individuals who intentionally or unintentionally capture video or audio recordings will be asked to delete such recordings from any device used. Use of cellphones and other audio/video recording devices is restricted completely from certain areas of the hospital for patient safety and privacy. Thank you for your cooperation.

# FOR YOUR CONVENIENCE



## Wireless Internet Service

Patients and guests can access the internet through Saint Thomas Midtown Hospital's free, high-speed wireless network which is available from anywhere in the hospital.

You will need your own laptop or mobile device with standard internet browser and Wi-Fi capability along with a proper operating system. Patients and guests are responsible for technical support of their own personal wireless devices.



## Public Phones

Phones are available for visitor use and located on the 1st floor near the B-Elevators across from the women's restroom. Dial 9 to get an outside line. Long-distance calls can be made by dialing 5555. Ask the operator for assistance.



## Vending Machines

Vending machines offering beverages and snacks are located in the Cafeteria, in the main hallways on the 1st floor near the B-Elevators or in the Obstetrics Family Waiting Room (3rd floor), Family Waiting Room (5th floor), and Comprehensive Surgery Center Waiting Room (7th floor). They are available 24-hours a day, seven days a week.



## Cafeteria

Visitors are welcome to dine in the hospital cafeteria. The cafeteria is located on the first floor of the hospital. The Cafeteria offers hot and cold food items. The Coffee Shop, located within the cafeteria, offers Starbucks coffee. Debit and credit cards are accepted.

### Cafeteria Hours

#### Monday – Friday

6:00 am – 10:00 am  
10:45 am – 6:00 am

#### Saturday – Sunday

6:00 am – 10:00 am  
11:00 am – 12:00 am

### The Coffee Shop Hours

#### Monday - Friday

6:00 am - 1:00 pm

#### Saturday - Sunday

Closed

# FOR YOUR CONVENIENCE

## Banking/ATMs



Life Credit Union is located in the Mid-State Medical Center, Suite 204. Their main telephone is 615.230.5433. ATMs are located in the Cafeteria on the 1st floor and in the 20th Avenue Medial Office Building by the Food Court.

## Gift Shop



The hospital's gift shop is located on the 1st floor in the main hallways near the Cafeteria, B-Elevators and Chapel. It offers a variety of items including gifts, magazines, snacks and flower arrangements. You can call the Gift Shop and have flowers delivered to a patient's room. Call 615.284.7285.

### Hours

#### Monday – Friday

8:00 am – 8:30 pm

#### Saturday – Sunday

9:00 am – 8:00 pm

## Online Patient Pre-Registration



Visit our website [www.STHealth.com](http://www.STHealth.com), select Patient and Visitors, Patient Pre-Registration Forms, then select the Saint Thomas Health Facility.

# FOR YOUR SAFETY



## Leave Your Valuables at Home

If you have valuables, please give them to a relative or friend to take home. Store your contact lenses, eyeglasses, hearing aids and dentures in the hospital-provided labeled denture/hearing aid cup when not in use. Please do not put them on your bed or food tray – they may be damaged or lost. Saint Thomas Midtown Hospital cannot be responsible for replacement of personal belongings. If you cannot send your valuables home, please speak with your nurse about storing them in the hospital safe. Saint Thomas Hospital cannot be responsible for any valuables left in your room.



## Fire Safety

We regularly conduct fire drills. Visitors may be asked to remain in a specific area for a short time until the drill is completed. These activities ensure that our staff responds quickly and appropriately should a real emergency occur. Evacuation routes are posted in each room for those who can move around on their own. Caregivers will provide assistance for those who have special needs.



## Interpreter Information

If you do not speak English and need interpreter assistance please alert your nurse and we will be happy to contact our interpreter service.

Should you be deaf or hard of hearing and need a sign-language interpreter please alert your nurse and we will be happy to contact our sign-language interpreter service.



## Rapid Response Team

The Rapid Response Team is a group of specially trained individuals who bring critical-care expertise to the patient. The purpose of the team is to quickly check the condition of the patient and provide help before there is a medical emergency.

### When to call:

You can call the Rapid Response Team:

- If there is a noticeable change in the patient's condition that needs immediate attention and the healthcare team is not recognizing or addressing the concern.
- After speaking with a member of the healthcare team (i.e. nurse, physicians), you continue to have serious concerns on how care is being given, managed or planned.

### Warning signs that a patient is getting worse:

- Changes in heart or respiratory (breathing) rate
- A drop in blood pressure
- Changes in urinary output (much more or much less urine)
- Change in level of consciousness
- Any time you are worried about the patient

### Where to Call:

From your bedside phone, call ext.7243 to access our Rapid Response Nurse. The Rapid Response Nurse will respond to the patient room, assess the medical situation and contact additional staff as needed.

## Smoking



Smoking and/or the use of any tobacco product or e-cigarettes is not permitted anywhere in the hospital or on hospital grounds and is prohibited within 200 feet of all hospital entrances. This is in keeping with Metro Nashville Ordinance #BL2012-115.

## Lost and Found



Items left after discharge are held at Security for up to 30 days. After 30 days, they are donated to charity. Perishable or soiled items are not held. For questions please call 615.284.5475.

## Medicare Patients



You may spend the night in the hospital as either INPATIENT or an OBSERVATION (outpatient) patient.

When you are an outpatient/observation patient, Medicare will not pay the hospital for self-administered drugs. If you are an outpatient/observation patient, the hospital is required to bill you for these medications in compliance with Medicare billing guidelines.

Bring each of your medications with you to the hospital in the original container. You should bring prescription and over-the-counter medications that you are currently taking. Your hospital physician must write an order for you to take your home medication. Your medications will be reviewed by hospital staff and kept in a safe place. The nurses will give you your medications while you are here. Those medications will be returned to you when you are discharged.

## Dispensary of Hope



The Dispensary of Hope is a patient assistance program designed to help patients afford their outpatient medications. The program is for patients who do not have insurance and meet certain income guidelines.

Medication is supplied through available samples at no charge or through a \$3 safety-net list of generic medications. Not all medications are covered or available.

Hospitalized patients can ask the nurse to contact the transition care partner assigned to you to see if you qualify. Outpatients may call the Pharmacy at 615.284.6170 for more information.



## Visitor Guidelines

We encourage visitors for the patient's emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease. During flu season, the hospital may restrict visitation for the health and safety of patients, visitors and staff.
- Observe "No Visiting" and precaution signs before entering the room.
- Do not smoke.
- Leave the room during tests or treatments if asked.
- It is the policy of Saint Thomas Health that visitors do not take pictures or video of staff members, procedures, patient care or equipment. If you have questions pertaining to this request, please ask to speak with a manager.



## Patient Portal

Saint Thomas Midtown Hospital is committed to helping its patients stay connected to their health care. We offer our patients the ability to view their medical information through the patient portal via [STHealthchart.com](http://STHealthchart.com). If you have not already received a PIN or Access Code and wish to enroll, you may request this by visiting [STHealthchart.com](http://STHealthchart.com) and click on the "Enroll" button.



## Midtown Express Pharmacy

Midtown Express Pharmacy is a full-service retail pharmacy. Located in the 20th Avenue Building, Suite 105. Midtown Express Pharmacy strives to offer exceptional patient care through its knowledgeable and friendly staff, convenient services and comprehensive consultation. The pharmacy is open Monday through Friday from 7 am to 5 pm. For further information you may call 615.320.8410.

# Telephone Directory

Admitting	615.284.8265
Admitting Financial	615.284.5412
Birth Certificates	615.284.5391
Cancer Center	615.284.7300
Cardiac Rehabilitation	615.222.2008
Center for Breast Health	615.284.5239
Chaplain's Office	615.284.5221
Chest Pain Center	615.284.4249
Childbirth Services/Family Learning Center	615.284.2229
Diabetes Center	615.284.2800
Emergency Department	615.284.8484
Environmental Services/Housekeeping	615.284.5237
Foundation	615.222.6800
Gift Shop	615.284.7285
Saint Thomas Joint Replacement Institute	615.284.2663
Labor & Delivery	615.284.4434
Life Therapies Inpatient Rehabilitation Center	615.284.5523
Neonatal Intensive Care Unit	615.284.5174
Nursery	615.284.7700
Operator (hospital)	615.284.5555
Parking	615.284.6354
Patient Accounts	615.284.5340
Patient Experience	615.284.4438
Patient Information	615.284.5288
Physician Referral	615.284.5433
Saint Thomas Outpatient Rehabilitation	615.284.7848
Security	615.284.5475
Social Services/Care Management	615.284.6521
Volunteer Services	615.284.6185
Waiting Areas:	
Emergency Room	615.284.3085
3rd Floor, OB Family	615.284.6238
5th Floor, Family/Surgery	615.284.2050
7th Floor, Comprehensive Surgery Center	615.284.3265

Calling a Department WITHIN the Hospital?  
Dial the last four digits of the number.

# Television Guide

## Saint Thomas Midtown Comcast Channel Lineup

<u>7</u>	Scrolling TV Guide	<u>47</u>	NATGEO
<u>8</u>	HDMI External Input	<u>48</u>	BBCA
<u>9</u>	WKRN	<u>49</u>	FOX BUSINESS
<u>10</u>	WSMV	<u>50</u>	HISTORY
<u>11</u>	WTVF	<u>51</u>	NFL NETWORK
<u>12</u>	WZTV	<u>52</u>	SEC
<u>13</u>	WNPT	<u>53</u>	FOX SPORTS SOUTH (TENNESSEE)
<u>19</u>	WUXP	<u>54</u>	SPORTSOUTH
<u>20</u>	WPGD	<u>55</u>	NBC SPORTS
<u>21</u>	WNPX	<u>56</u>	ESPNEWS
<u>22</u>	WNAB	<u>57</u>	ESPNU
<u>23</u>	WHTN	<u>58</u>	ESPN
<u>24</u>	WJFB	<u>59</u>	ESPN2
<u>25</u>	WLLC	<u>60</u>	The Golf Channel
<u>26</u>	CSPAN	<u>61</u>	Fox News
<u>27</u>	AMC	<u>62</u>	CNN
<u>28</u>	CARTOON	<u>63</u>	Headline News (CNN)
<u>29</u>	ANIMAL PLANET	<u>64</u>	MSNBC
<u>30</u>	BET	<u>65</u>	CNBC
<u>31</u>	VH1	<u>66</u>	The Weather Channel
<u>32</u>	CMT	<u>67</u>	USA
<u>33</u>	E!	<u>68</u>	TNT
<u>34</u>	BRAVO	<u>69</u>	TBS
<u>35</u>	COMEDY	<u>70</u>	A&E
<u>36</u>	Hospital Channel - BTV	<u>71</u>	HGTV
<u>37</u>	Hospital Channel - Cardiac	<u>72</u>	Food Network
<u>38</u>	Hospital Channel - Diabetes	<u>73</u>	Lifetime
<u>39</u>	Hospital Channel - Newborn	<u>74</u>	MTV
<u>40</u>	Hospital Channel - CPR	<u>75</u>	TLC
<u>41</u>	Hospital Channel - Nursing	<u>76</u>	Disney
<u>42</u>	Hospital Channel - Open	<u>77</u>	Nickelodeon
<u>43</u>	Hospital Channel - Open	<u>78</u>	Freeform
<u>44</u>	Esquire	<u>79</u>	Discovery
<u>45</u>	SYFY	<u>80</u>	Travel
<u>46</u>	SPIKE	<u>81</u>	FX

