

Sentara Virginia Beach General Hospital

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# Patient and Family Guidebook



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## Phone directory

### Main

757-395-8000

### Central scheduling

757-388-2030

### Chaplain

757-395-8132

### Compliments and concerns

757-388-4357

### Patient advocate

757-395-6099

### Gift shop

757-395-6465

### Guest services

757-395-6862

### Housekeeping

757-395-8866

### Medical records

757-395-8572

### Security

757-395-8145

### Sentara To Home Pharmacy

757-395-8844

# Welcome

On behalf of our entire team, I want to thank you for choosing Sentara Virginia Beach General Hospital for your healthcare needs. It is our honor and privilege to serve you, and we are grateful for the trust you have placed in us.

At Sentara, our mission is to improve health every day. We are dedicated to providing a personalized healthcare experience with the highest quality service and care possible.

When it comes to your health journey, we are here for you every step of the way. Our healthcare professionals are committed to delivering excellent medical attention, emotional support, and compassionate care. Your safety, comfort, and well-being are our top priorities.

Thank you again for choosing Sentara Virginia Beach General Hospital. We are honored to serve you and your loved ones.

Sincerely,

**Dennis Matheis**  
President & CEO  
Sentara Health



## About us: System overview

### Because our patients expect nothing less

Quality and safety are our top priorities for our patients and members.

We also know it is a privilege to serve our communities and that our patients and members have many healthcare choices. We are committed to providing you with an exceptional experience and better health outcomes.

#### **Our mission: We improve health every day**

Our values: people, quality, safety, service and integrity

Our vision: to be the healthcare choice of the communities we serve



## Accessibility

### Communication

We aim to provide effective communication for everyone.

- Interpreter services and/or Communication Aids will be given for free if you are limited in speaking English, deaf or hard of hearing, visually impaired, or have other impaired sensory, manual, or speaking skills.
- You can ask to have a friend or family member interpret for you. However, Sentara will still provide a qualified medical interpreter when you are discussing important information.
- We will read written materials about treatment, benefits, services, and informed consent forms aloud. We will explain forms to you if you are blind or have low vision. We will offer large print and words converted to Braille if needed.

Please contact any Sentara staff for help.

### Our promise:

- To have ADA-compliant facilities that everyone can access.
- To have convenient Handicap Accessible off-street parking.
- To ensure curb cuts and ramps between parking areas and buildings.
- To give level access into the first floor with elevator access to all other floors.
- To provide fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria and patient treatment areas, including examining rooms and patient units.



## **Sentara commitments**

We are committed to improving health every day. As members of the Sentara team, we are committed to your well-being and creating an extraordinary healthcare experience.

### **Safety**

Always keep you safe

### **Respect**

Always treat you with dignity, respect, and compassion

### **Listen**

Always listen and respond to you

### **Inform**

Always keep you informed and involved

### **Teamwork**

Always work together as a team to provide you quality healthcare

# The Sentara landscape

One healthcare system with many doors but a shared commitment to quality care and creating an extraordinary healthcare experience.

## **Members of the team**

Nearly 30,000 employees across the system

## **Sites of care**

300+ sites of care, including primary care, physical therapy, and retail clinics

## **12 hospitals**

Located across Charlottesville, Hampton Roads, Harrisonburg, Northern Virginia, Northeastern North Carolina, and South Boston. Includes Level 1 and Level 3 trauma centers

## **Sentara Medical Group**

1,300+ quality physicians and advanced practice clinicians

## **Sentara Health Plans**

Serving 950,000 Members in North Carolina and Virginia

## **Home care and hospice**

Available in Virginia and Northeastern North Carolina

## **Sentara Therapy Centers and PACE centers**

PACE locations in Hampton Roads with Sentara Therapy Centers in Hampton Roads, Northeastern North Carolina, and Northern Virginia

## **Advanced imaging and diagnostic centers**

Located across Hampton Roads, Northern Virginia, Charlottesville, South Boston, Harrisonburg, and Northeastern North Carolina

## **Outpatient care centers**

Convenient locations across Hampton Roads, Northern Virginia, Charlottesville, and Northeastern North Carolina

## **Sentara College of Health Sciences**

Offering a variety of programs including Bachelor of Science in Nursing Degree, Associate Degree in Cardiovascular Technology, Associate Degree in Surgical Technology, and certificate courses

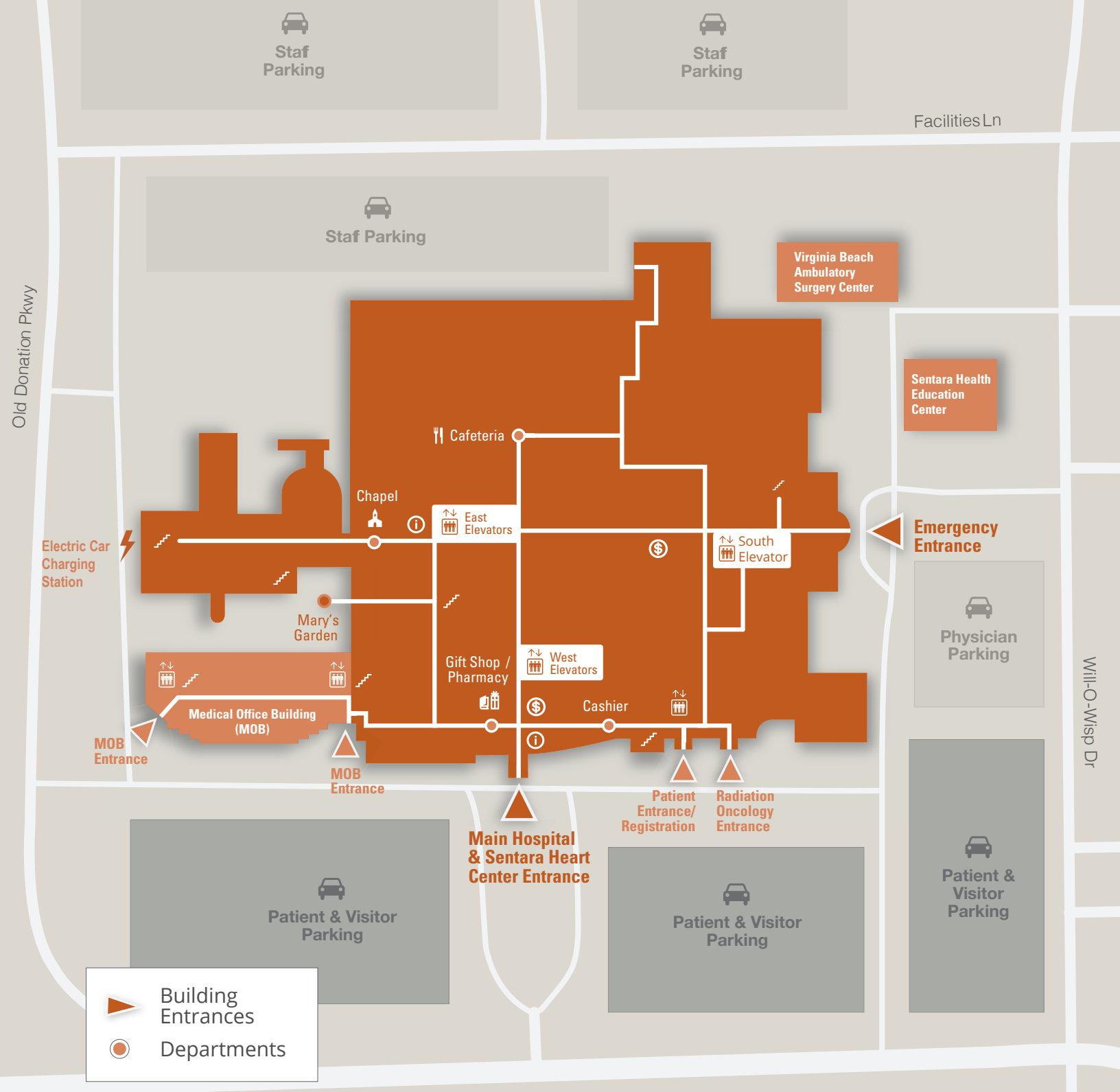
## **Medical transport**

Medical transportation with Nightingale Regional Air Ambulance or ground Medical Transport Ambulance

# Awards and recognitions

- Best Employer for Veterans, Forbes (2022, 2023)
- Best Employer for New Grads, Forbes (2022)
- Top Performer in LGBTQ Healthcare Equality, Healthcare Equality Index - HEI (2020, 2022)
- “Digital Health Most Wired” health system – College of Healthcare Information Management Executives – CHIME (2022)
- Best Employer for Women, Forbes (2020)
- Best Hospitals, U.S. News & World Report (20+ years)
- America’s Best Employers, Forbes (2018, 2022)
- Top 15 Health System (2018, 2021)
- Top 100 Hospitals (Sentara Williamsburg Regional Medical Center and Sentara Leigh Hospital, 2016, 2018, 2022 and Sentara RMH Medical Center, 2021)
- Lead Transformative CEO in Healthcare, The CEO Forum (2019)
- 100 Most Influential People in Healthcare, Modern Healthcare (2017)
- Top 25 COOs in Healthcare, Modern Healthcare (2017, 2018)
- 100 Great Hospitals in America 2016, Becker’s Hospital Review (2016)
- Ten Sentara hospitals have earned Magnet Recognition Program® designation from the American Nurses Credentialing Center, including Sentara Martha Jefferson Hospital (since 2006), Sentara Norfolk General Hospital (since 2008), Sentara Williamsburg Regional Medical Center (since 2014), Sentara RMH Medical Center (since 2014), Sentara Leigh Hospital (since 2015), Sentara Princess Anne Hospital (since 2016), Sentara CarePlex Hospital (since 2017), Sentara Obici Hospital (since 2018), Sentara Virginia Beach General Hospital (since 2019), and Sentara Northern Virginia Medical Center (*with Distinction*, since 2024).
- “A” Grade for Hospital Safety Scores, The Leapfrog Group (2015, 2016, 2022)





## Floor 1



ATM



Cafeteria



Chapel



Elevator



Gift Shop



Information Desk



Parking



Stairs



Electric Car Charging Station



# Campus map

## How to use this map

Follow the directories below to find which floor your destination is located on. Use the map to help you navigate to the nearest elevator, then use it to reach destinations above Floor 1.

### Floor 1

- Administration
- Cafeteria
- Cardiovascular Services
- Cashier
- Chapel
- Classroom
- Dialysis
- Electrophysiology/EEG
- Emergency
- Emergency Waiting
- Endoscopy
- Gift Shop
- Guest Services & Patient Advocates
- Inpatient Rehab Unit
- Integrated Care Management
- Laboratory
- Mary's Garden
- Medical Office Building
- Medical Office Building Connector
- Medical Records
- MRI
- Outpatient Medical/Surgical Unit
- Outpatient Pharmacy
- Outpatient Testing Diagnostic Laboratory
- PVL (Peripheral Vascular Laboratory)
- Radiation Oncology
- Radiology Film Pickup
- Sentara Heart Center
- Surgery Family Waiting
- Volunteer Services

### Floor 2

- 2 West Cardiology Unit
- Cardiac Care Unit
- 2 East Neurology Unit
- 2 South Oncology Unit
- Intensive Care Unit

### Floor 3

- 3 East Stepdown Unit
- Rehab Gym
- 3 West Wing Medical Surgical Unit & Orthopedics Unit
- Mother's Room/Lactation Room

### Floor 4

- Behavioral Health Unit
- 4 East Medical Surgery Unit
- 4 West Medical Surgery Unit

### Medical Office Building (MOB)

- Advanced Imaging Center
- Breast Center
- Diabetes Center & Cancer Resource Center
- Pain Management Unit
- Sleep Disorders Center



## During your stay

### ATM

ATMs are located near the main entrance and next to the South Elevators.

### The Tidewater Café

Open daily for grab-and-go items from 6:30 a.m. to 11 p.m.

#### Hours:

Breakfast: 6:30 – 10 a.m.  
Lunch: 11 a.m. – 1:30 p.m.  
Dinner: 5 – 6:30 p.m.  
Salad bar: 11 a.m. – 5 p.m.

### In-room meal service

Patient meals are delivered to their rooms. We also deliver meal trays to guests at a low cost.

### Guest services

The guest services program was created to help travelers and their families that need hospitalization during a visit to the Virginia Beach area. The program offers special services to relieve stress and offer comfort for the patient's family so they can focus on helping their loved one heal.

Guests can find more information in the Guest Services department Monday – Friday from 8 a.m. – 4:30 p.m. After hours, or weekends and holidays, please call the nursing supervisor at 757-395-8033.

### Pharmacy

Sentara To Home Pharmacy is on the first floor near the gift shop. You can buy your medications, home medical devices, and other healthcare needs here before you leave the hospital. Sentara To Home Pharmacy is open from 9 a.m. to 7 p.m. Monday - Friday, 9 a.m. to 3 p.m. Saturday, and closed Sunday. Call 757-395-8844 for more details.

## Vending machines

Vending machines are available 24 hours a day and can be found on the 2nd, 3rd, and 4th floor of the hospital by the East elevators.

## Gift shop

The Gift Shop is on the first floor near the visitor's entrance off the main lobby. It offers various personal items, flowers, magazines, gifts, balloons, cards, and more.

Our team will gladly deliver gifts or items to a patient's room for free. No minimum purchase is needed. We also welcome phone orders during Gift Shop business hours and accept MasterCard, Visa, Discover, and American Express. To place a phone order or for more information, please call 757-395-6465.

### Hours:

Monday – Friday from 9 a.m. – 7 p.m.  
Saturday – Sunday from 12 – 4 p.m.

## Chaplaincy services

Chaplaincy services are available for patients, families and staff, Monday – Friday from 9 a.m. – 4 p.m. and varied nights and weekends.

The chapel is a quiet, welcoming space for reflection and meditation and can be found on the first floor, near the concierge.

### Contact a chaplain

To reach a chaplain, please call 757-395-8132, Monday – Friday from 9 a.m. – 4 p.m. If the chaplain is unavailable, please call the nursing supervisor at 757-395-8033.

## Mary's Garden

Mary's Garden is located at the heart of Sentara Virginia Beach General Hospital and is easily accessible near Chaplaincy Services and Volunteer Services. Mary's Garden provides an atmosphere of peace and harmony to help patients, family members, and staff relax. We encourage you and your family to visit this quiet meditation space during your stay.

## Calling your nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the RED nurse call button at your bedside. If you have any questions on how to use the call button, ask a staff member to show you.

## Shift change discussion

To ensure you are kept informed and involved throughout your stay, at each nursing shift change — around 7 a.m. and 7 p.m. — your nurse going off shift and nurse coming on shift will have a shift change discussion at your bedside. The team will talk about your progress, medication, tests schedule for the day, and answer any questions you have.

## Communication needs

For all communication needs (non-English, hard of hearing, deaf, or communication aids), call the Patient Advocate at 757-395-6099 or Patient Care Supervisor at 757-395-8033.

## F.I.R.R.S.T. – Family Initiated Rapid Response Safety Team

If you are concerned, so are we.

### To access F.I.R.R.S.T.

- Dial 5-5555 (Calls must be made from a hospital phone.)
- State that it's a F.I.R.R.S.T. call
- State the hospital location (For example: Sentara Virginia Beach General Hospital)
- State your name
- State the patient's name
- State the patient's room number



**Free WiFi network:  
CARE4U**

## Visitation guidelines

Sentara Healthcare supports a philosophy of healing that involves patient-centered care. We know that patients may need to be around family and/or friends to heal physically, emotionally, and spiritually. Patients may have guests 24 hours a day, 7 days a week with exception of a few restricted access units. We support our patients' right to have any guests of their choosing, including domestic partners (which includes same-sex domestic partners). Sentara Healthcare does not discriminate against visitors based on race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity, national origin or any disability or handicap.

### General exceptions

Sentara supports an open visitation policy on all patient units. However, for patient safety, the following units have restricted access: Behavioral Health and Emergency Treatment.

### Below are some general guidelines

- Patients have the right to receive any visitors they want, whether a spouse, a domestic partner (including same sex domestic partners), another family member, or a friend. They also have the right to withdraw or deny consent at any time.
- The patient has the right to have the clergy of their choosing visit them.
- For the health and safety of children under 12 years of age, a supervising adult, other than the patient, must be with them at all times.

## Privacy and confidentiality

- We may limit the number of guests at one time due to space restrictions and out of respect for other patients.
- As a courtesy, cell phones should be placed on vibrate and conversations should take place in areas that will not affect other patients or interfere with patient care.
- Photography or videotaping, including the use of camera phones, is not allowed on premises unless a consent form has been signed. No pictures or videos may be taken of other patients, visitors, equipment, or staff without specific written permission.
- To respect confidentiality and the privacy of other patients, visitors should stay in their family member's room.

## Fire safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In a real emergency, hospital staff will tell you what to do.

## Lost and found

Lost items may be with Security. Call 757-395-8145.

## Visiting the hospital?

Thank you for taking the time to support your loved one's care and recovery. See page 10 for important visitor information.



# Take charge of your care

You are the most important member of your healthcare team.

## Speak up

Ask questions and voice concerns. It is your body.

## Pay attention

Make sure you are 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 loved one or friend to be your advocate or support person.

## What medication and why

Know what medicines you take and why you take them.

## Plan early

Prepare yourself for a healthy recovery and a successful transition from the hospital.

## Remember

### Ask questions

If you hear a term you do not know, ask what it means.

### Teach back

After you hear instructions or an explanation, repeat back what you heard to make sure you understand.

### Take notes

Write down any key facts your doctor tells you in the notes section at the back of this patient guide.

# Privacy and health information

A federal law gives you privacy rights and protects your health information. This law sets rules on who can read and receive your information. These rights are important for you to know.

## Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, other healthcare providers, their vendors, health insurance companies, including HMOs, and government programs

## What information is protected?

- Information your doctors, nurses, and other providers put in your medical records
- Information about you in your health insurer's computer system
- Billing information

## What rights do you have over your health information?

- Providers and health insurers must obey your right to:
  - » Ask to see and get a copy of your health records
  - » Make corrections to your health information
  - » File a complaint

## What are the rules and limits on who can see and receive your health information?

Your health information can be used and shared in a way that is secure and doesn't interfere with your healthcare:

- For your treatment and care coordination
- To protect the public's health, such as reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

## Social media and privacy

Please remember to respect the privacy of the people around you if you are on social media while you are a patient at sentara. These people include other patients, their families/friends, and sentara staff.

- Sentara staff cannot accept a "friend" or "follow" request from you.
- Sentara staff cannot send you a "friend" or "follow" request on social media.
- Please be aware of your providers' privacy, professional boundaries, and confidentiality. Do not post pictures of other patients or staff on social media.

Thank you for protecting the privacy and confidentiality of our patients and sentara staff.

## Right to escalate concerns

You can file a complaint if you think your rights are being denied or your health information is not being protected. File with your provider, health insurer, the U.S. government, or through the sentara patient advocate at 1-800-sentara, TDD: 711.

## Contact 757-507-7100 for copies of medical records

Another law gives more privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [samhsa.gov](http://samhsa.gov).

U.S. department of health & human services  
office for civil rights.



## Washing your hands

### Why should I wash my hands?

One of the most important things we can do to avoid getting sick and spreading germs is washing our hands. The Centers for Disease Control and Prevention (CDC) says that hand washing is one of the “most important means of preventing the spread of infection”; it is the first line of defense for infectious diseases. Remember: It is okay to ask your doctors if they have washed their hands.

### When should I wash my hands?

- Before making or eating food
- After going to the bathroom
- After changing diapers or cleaning up someone who has gone to the bathroom
- Before and after taking care of someone who is sick
- After blowing your nose, coughing, or sneezing
- After handling an animal or animal waste
- After handling garbage
- Before and after treating a cut

### What happens if I do not wash my hands?

When you do not wash your hands, you risk picking up germs that are unaffected by common antibiotics (drugs). These antibiotic-resistant germs can spread and make you or others sick.

### How should I wash my hands?

- Wet your hands with clean running water and apply soap. Use warm water if you can.
- Rub your hands together to make a lather, and scrub the front and back of your hands and fingers.
- Continue rubbing hands for 20 seconds.
- Rinse hands well under running water.
- Dry your hands using a paper towel or air dryer. Use your paper towel to turn off the faucet if you can.

### What if soap and water are not available?

Use an alcohol-based gel to clean your hands. The nursing staff can give you hand sanitizing wipes. These wipes work the same way as alcohol-based gel. Ask a staff member if you have not already been given a pack of wipes.

### When using an alcohol-based hand sanitizer:

- Apply the product to the palm of one hand.
- Rub hands and fingers together until hands are dry.

# Questions for you to ask during your stay

You have the right to ask questions and get responses from your doctor or nurse that make sense to you. Share your answers to these questions with hospital staff so we can help.

## Things to share:

- Do you or your caregiver have any communication needs?
- Do you need hearing aids or other devices?
- Do you prefer to read or have someone read health information to you?
- Do you have any cultural, ethnic, or religious-based needs we need to know?
- Who is your support person who can talk with hospital staff about your care?

## Here are some examples of questions you may ask:

- What exercises are good for me?
- What should I eat?
- What activities or foods should I avoid?
- When are my next appointments?
- What issues should I watch for?
- When and how should I report problems to a doctor or nurse?

We encourage you and your caregiver to listen to and speak openly with staff during your stay. Keep an eye out for information from us on the whiteboard in your room. We also suggest that you:

- Write down what your doctors and nurses say or ask for written instructions.
- Make lists of what needs to be done and who can help.
- Ask questions until you understand and get the answers you need.

Talk with our staff, such as social workers, physical therapists, and chaplains, about your care or any other help you may need. Our team is here to help guide you and make sure you understand everything related to your care. Please ask questions if anything is unclear.





## Prevent medicine errors

Be sure your doctors and nurses know:

- All the prescriptions, over-the-counter medicines and herbal or vitamin supplements you take
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check)

## Monitoring your medications

It's important to know what medications you are taking and why.

### Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? What is the generic name for it?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Do I need to avoid any foods, drinks, or activities?
- What do I do if I miss a dose?

### Remember, take charge of your medicines

Think you are due for your next dose? Wondering if a new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Just ask!



# Pain

Pain after a procedure (post-procedure pain) is normal and expected. These tips can help you stay as comfortable as possible.

## Pain medications

- Take medications on time. Do not wait until the pain is severe.
- Only take the medications your doctor tells you to take. Do not take more than prescribed.
- Take pain medicine with food to avoid an upset stomach.
- Do not drink alcohol while using pain medicine.

## Types of pain medications

Pain medications include non-narcotics and narcotics.

### Non-narcotics:

- Over-the-counter (such as acetaminophen\* and ibuprofen) or prescription
- Relieve mild to moderate pain; some reduce swelling
- Possible side effects include upset stomach and bleeding

\*Do not take Tylenol (acetaminophen) if taking any narcotic containing Tylenol/ acetaminophen. Ask your pharmacist if you are unsure.

### Narcotics (opiates):

- Requires a prescription
- Relieve severe pain
- Possible side effects include upset stomach, nausea, and itching
- May cause constipation (to help prevent this, eat high-fiber foods and drink lots of water)

## Pain relief techniques

Discuss techniques to help minimize pain with your healthcare team. We will work with you to manage your pain.

### Other interventions may include:

- Heat
- Ice
- Gentle exercise and massage
- Positioning
- Music therapy
- Guided imagery/meditation
- Breathing techniques
- Assistive devices
- Room lighting

## Pain scale

Talk to your doctor or other support services in your area for pain management.



# Preparing you for leaving the hospital

Did you know some patients return to the hospital after their stay? We know that returning to the hospital is the last thing you want to do. At Sentara, we want to do everything we can to prepare you for the next steps in your recovery. Our goal is to help you finish recovering from the comfort of your home or next care facility.

## **There are many things you need to do to take care of yourself after you leave the hospital.**

You need to:

- See your doctor, ideally within seven days
- Take your medicines
- Exercise
- Eat healthy foods
- Know who to call with questions or concerns

There is space on the last page of this book to write down important numbers.

You can view the “Preparing You for Leaving the Hospital” video at any time at [sentara.com/leavinghospital](http://sentara.com/leavinghospital).

## **Questions to ask your doctor or discharge nurse before discharge:**

- What number can I call 24 hours a day if I have questions or concerns? Who is my contact?
- Has my follow-up appointment been scheduled? With whom? Do I have a ride there?
- What are key warning signs I need to watch for? Who do I call if they happen?
- What special devices do I need? What special instructions do I need (wound care, injections, etc.)?
- What kinds of activities and foods are limited? For how long?
- Can the doctors caring for me after my stay access my test results and medications? Do I need follow-up tests?
- Are my new medicines safe to take with my other medicines, vitamins, or supplements?
- How and when do I take my medicines? How do I fill my prescriptions?
- Who will provide the extra personal, home, or healthcare services I may need?
- Who can help me if I have concerns about medical costs?





## How to avoid coming back to the hospital

During your stay at Sentara, the doctors and staff will help you prepare to leave the hospital. You and your caregiver can use this checklist to determine what you can do to help.

### Instructions

- Use this checklist early and often during your stay.
- Talk to your doctor and staff about the items on this checklist.
- Check the box next to each item when you and your caregiver complete it.
- Use the notes column to write down anything important (like names and phone numbers)
- Skip any items that do not apply to you.

### Follow-up care

It is very important that you come to your follow-up appointment. Your doctor will examine you and review your treatment plan to ensure you are recovering. This will help us address any problems that may cause you to return to the hospital. We may adjust your care plan to prevent that from happening.

You will need to see one of your doctors within seven days after you leave the hospital. Our staff can help you and your caregiver make these follow-up appointments.

You may also receive phone calls after you leave the hospital. These calls let us know that you are doing well and have everything you need.

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you.

Talk to your Care Coordinator or Social Worker for help finding the right after-hospital care.

# How to avoid coming back to the hospital

During your stay at Sentara, the doctors and staff will help you prepare to leave the hospital. You and your caregiver can use this checklist to determine what you can do to help.

## Instructions

- Use this checklist early and often during your stay.
- Talk to your doctor and staff about the items on this checklist.
- Check the box next to each item when you and your caregiver complete it.
- Use the notes column to write down anything important (like names and phone numbers)
- Skip any items that do not apply to you.

### Not ready to leave?

You have the right to stay in the hospital longer if you do not think you are ready to leave. Share your concerns with your discharge planner or doctor. You may also need to contact Medicare, Medicaid, or your insurance company.



## Checklist for discharge

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

### Discharge summary

This is why you were in the hospital, who cared for you, your procedures, and your medicines.

### Medicines list

This lists all your new and past prescriptions, over-the-counter medicines, vitamins, and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also, make sure you know why, how and when to take each one.

### Prescriptions

Check that your pharmacy has your new prescriptions and you know how to fill them.

### Follow-up care instructions

Beyond medicines, this can include:

- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or use devices
- Warning signs to watch for
- Daily living adjustments (like how to get in and out of bed)
- Who to call with questions

### After-hospital services

Know how much support you will need in these areas:

- Personal care: bathing, eating, dressing, toileting
- Home care: cooking, cleaning, laundry, shopping
- Healthcare: taking medicines, doctor's appointments, physical therapy, wound care, injections, medical devices
- Local resources: ask your Care Coordinator for help finding local after-care services or other support groups

### Try the teach-back method

Repeat back what the Care Coordinator says to make sure you fully understand.

# Sentara To Home

Sentara To Home is made with you – the patient leaving the hospital and going home – in mind. Our goal is to care for you even after you leave. We want to make your move back home simple and convenient for you and your family.

## **With Sentara To Home, you will be able to:**

- Leave the hospital with your prescribed medications in hand
- Have the necessary home medical equipment you need—ALL before you leave the hospital

## **Service, designed for you, about you**

1. The Transition Specialist will speak with you once you are admitted OR after your surgery or procedure. They will tell you what you will need to have a successful recovery once you leave the hospital.
2. The transition specialist will visit you in your room the day before you are discharged from the hospital. They will address your medication needs and self-care requirements. They will also arrange any purchases and handle payment right at your bedside.

Your medicines will be sent to your hospital room before you leave. Any home medical equipment that you will need to take with you will also be delivered to you.

## **Who is the Transition Specialist?**

The Transition Specialist will be your advocate and partner in your transition to home. You can expect your Transition Specialist to:

- Teach you about the various services offered through Sentara To Home
- Visit you when you arrive, after surgery, and before you leave to talk about your recovery needs
- Order and arrange for any medication and/or medical equipment deliveries to your hospital room before you leave









# Make a plan

Action items	Notes
<b>What's ahead?</b>	
Ask where you will get care after you leave the hospital.	
If you have a caregiver, give their name and phone number to your nurse.	
<b>Your health</b>	
Ask the staff about your diagnosis and what you can do to help yourself get better.	
Ask about problems to watch for and what to do if you develop them.	
Ask to review your medication list before discharge.	
Ask if there are any new medicines you need to start taking.	
<b>Recovery and support</b>	
Ask if you will need medical equipment and who will arrange for this.	
Ask about any activities to avoid, such as bathing, cooking, and exercise.	
Ask if there are any tasks or special skills that you and your caregiver need to learn.	
Ask your Social Worker or Care Manager about what your insurance will cover.	
Ask for written discharge instructions.	
Know when your next follow-up appointment will be.	Date  Time  Provider



## Understanding/Paying your bill

Sentara offers many ways to pay your bill — online, via mail, on the phone, or at a payment location near you.

You may receive different types of bills: a physician bill for services provided by your doctor and/or a hospital bill for services provided at one of our hospitals.

We are here to help you with your billing questions. Please call our billing representatives at the numbers below or visit [sentara.com/billing](https://www.sentara.com/billing).

### **Sentara hospital billing**

Call Customer Service at 757-233-4500.  
Hours: Monday – Thursday, 8:30 a.m. – 5 p.m.  
Friday, 8:30 a.m. – 4:30 p.m.

### **Sentara physician billing**

Please contact our Sentara Physician Billing Customer Service Department for any billing concerns or send an inquiry through the Sentara App.

Hours: Monday – Friday, 8 a.m. – 4:30 p.m.  
Phone: 757-252-2900  
Toll-free: 888-236-2263

## Requesting your medical record

To get a copy of your medical record, visit the section “Request Your Medical Records” on [sentara.com/patientguide](https://www.sentara.com/patientguide). From there, choose your hospital to find your authorization form. After you print out and complete the form, mail or fax it to the facility or hospital listed below. If you have more questions about your medical records or health information, please call the phone number listed for the facility that provided your services.



**For services received at Sentara Medical Group, Sentara BelleHarbour, Sentara Obici Hospital, Sentara Leigh Hospital, Sentara Norfolk General Hospital, Sentara Princess Anne Hospital, and Sentara Virginia Beach General Hospital:**

### **Mailing address**

Health Information Management  
Attention: Release of Information

The Offices at Landstown Commons  
3388 Princess Anne Road, Suite 3000  
Virginia Beach, Virginia 23456  
Phone: 757-507-7100  
Fax: 757-995-7366

**For services received at Sentara CarePlex Hospital and Sentara Port Warwick:**

### **Mailing address**

Health Information Management  
Attention: Release of Information

4000 Coliseum Drive  
Medical Arts Building, Suite 450  
Hampton, Virginia 23666  
Phone: 757-827-2424  
Fax: 757-827-2579

**For services received at Sentara Williamsburg Regional Medical Center:**

### **Mailing address**

Health Information Management  
Attention: Release of Information

4000 Coliseum Drive  
Medical Arts Building, Suite 450  
Hampton, Virginia 23666  
Phone: 757-827-2587  
Fax: 757-827-2004

# TV channels

2	WTVZ
3	CBS
4	POP
5	Univision Network
6	WGN America
7	WGNT
8	CNN
9	Lifetime
10	NBC
11	COX Hampton Roads
12	ESPN
13	ABC
14	FOX
15	PBS
16	TNT
17	Cartoon Network
18	USA
19	Freeform
20	WTPC
21	ESPN2
22	Fox News
23	MSNBC
24	Weather Channel
25	CNBC
26	HLN
27	HGTV
28	A&E
29	Nickelodeon
30	TLC
31	Discovery Channel
32	Comedy Central
33	CMT
34	NBC Sports
35	Comcast Sportsnet
36	BET
37	Food Network

38	Disney Channel
39	MASN
40	Fox Sports
41	E!
42	TBS
43	Animal Planet
44	History Channel
45	Travel Channel
46	FX
47	MTV
48	Golf Channel
49	ION
50	QVC
51	FXX
52	Syfy
53	HSN
54	Fox Business
55	AMC
56	Spike
57	TruTV
58	OWN
59	TV Land
60	CSPAN
61	Bravo
67	VH1
68	INSP
69	Eternal Word TV Network
70	The Word Network
71	National Geographic
74	Hallmark
76	GSN
77	Cox Hampton Roads Explore
78	Velocity
79	Daystar
80-87	Sentara Education





# Service location

## **Sentara Virginia Beach General Hospital**

1060 First Colonial Road  
Virginia Beach, VA 23454  
**P:** 757-395-8000

**[sentara.com/VirginiaBeachGeneral](https://sentara.com/VirginiaBeachGeneral)**

Atención: si habla español, tiene a su disposición servicios lingüísticos gratuitos. Llame al 844-809-6648.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 844-809-6648 번으로 전화해 주십시오.

注意: 如果您讲中文普通话, 则将为您提供免费的语言辅助服务。请致电 844-809-6648。

*ATTENTION: Language assistance services are available to you free of charge. Call 844-809-6648.*

Sentara complies with applicable Federal Civil Rights Laws and does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity, gender expression, national origin, disability, or source of payment.