Friendship Health Patient Stay & Frequently Asked Questions

We’re eager to help you find answers to whatever questions you have. Here is a list of our most frequently-asked questions from patients and their families. If you can’t find the answers you want on this page, we would be happy to speak with you on the phone at (540) 265-2088.

ROOM ASSIGNMENTS
All patient room assignments are made without regard to race, color, religion, age, or national origin in accordance with applicable federal laws, according to available accommodations.

If a patient or his/her family is dissatisfied with a room assignment or roommate, appropriate moving arrangements for the dissatisfied party will be evaluated.

All room, roommate and bed changes within Friendship will be made with consultation from the appropriate Assistant Director of Nursing, Social Services, and the Admissions Department. The patient or their responsible party will be contacted prior to a move with the exception of when there is an emergency involving the health, safety, or well-being of a patient, a temporary arrangement may be initiated until consultation can be obtained.

TRANSFERS OR DISCHARGES
Friendship may initiate the transfer (including transfer within the facility) or discharge of a patient from Friendship (1) if it is necessary for the patient's welfare and the patient's needs cannot be met in Friendship, (2) if appropriate because the patient’s health has improved sufficiently so the patient no longer needs the services provided by Friendship, (3) if the safety of individuals in Friendship is endangered, (4) if the health of individuals in Friendship would otherwise be endangered, or (5) if the patient has failed, after reasonable and appropriate notice, to pay for a stay in Friendship, except as prohibited by Titles XVIII or XIX of the United States Social Security Act and the Virginia State Plan for Medical Assistance Services, or (6) if Friendship ceases to operate.

Any concerns or issues related to transfers or discharges should be discussed with the appropriate Assistant Director of Nursing, Social Services, and the Admissions Department.

Except in an emergency involving the patient's health or well-being, no patient shall be discharged from Friendship without prior notice and consultation with the patient, the patient’s family or responsible party and the patient’s attending physician (or Medical Director if attending physician is unavailable).

Patients leaving the facility against the advice of the physician will be releasing the attending physician and Friendship from all responsibilities and ill effects which may
result from such unadvised actions.

Patients and/or family representatives who voluntarily initiate a non-emergency discharge from Friendship must give a five-day (5) written notice to the Administrator prior to vacating the room. Failure to give proper notice of five (5) days may constitute a charge for five (5) days room and board.

In an effort to ensure security and accountability of the patient’s personal belongings, Friendship requires that when any patient is discharged from Friendship, the responsible party must make immediate arrangements with the Nursing Unit to pick up the patient’s belongings from Friendship.

If such arrangements are not made, Friendship will notify the patient and/or responsible party that the patient’s personal belongings and other property must be picked up within 30 days of the date of the notice or Friendship will dispose of the property. The patient and the responsible party agree that Friendship is authorized to dispose of the patient’s personal belongings and other property if such property is not removed from Friendship’s premises within 30 days of the date of the written notice from Friendship. The patient and the responsible party further agree to indemnify and hold harmless Friendship from and against any liability for disposing of the property in accordance with this paragraph.

**BED RESERVE ARRANGEMENTS**

Friendship charges the prevailing room rate for any bed reservation arrangement whenever a patient is not in Friendship for the day.

**PRE-ADMISSION:** Any incoming admission may voluntarily request Friendship to reserve a bed prior to the actual day of scheduled arrival. This private payment along with a signed Bed Retention Agreement to reserve an assigned bed prior to admission, initiated by the patient and/or responsible representative, is (1) not a condition for admission, (2) not an advance payment for coinsurance and deductibles and (3) not a Medicare covered service.

**HOSPITALIZATION:** Medicare and Medicaid Programs do not pay for reserve bed days in Friendship when a patient is admitted to the hospital overnight. Consequently, whenever any patient (regardless of payer source) is transferred from Friendship and is admitted for overnight hospitalization, the patient and or the responsible representative must provide private payment to reserve the bed. To make this arrangement the patient and/or responsible representative must contact the Admissions Department to promptly complete and sign a formal Bed Retention Agreement. This arrangement should be made on the day of transfer to the hospital. Any charges from holding a bed will be reflected on the monthly statement.

If the patient or responsible representative, after being notified by Friendship of the hospital admission, has not initiated a proper and prompt bed reserve arrangement and/or the patient’s account is not current through private payment, the patient will be discharged from Friendship.

**READMISSION:** A discharged patient may apply at any time for readmission to the next available bed. If approved for readmission, the patient and/or responsible representative may be required to execute a new Admission Agreement Package.
LEAVING THE PREMISES
Before a patient voluntarily leaves the premises for any reason, or for any period of time, the patient and/or responsible representative must notify the Nursing Supervisor on the unit so that the nurse can obtain medical approval from the patient’s physician and so that proper arrangements can be made to secure any necessary medications. The patient or the person who will be responsible for the patient must sign any required clinical and/or release forms at the unit and give the estimated time of return. The patient and/or the responsible representative accompanying the patient at the time of return to Friendship must document arrival as designated on the responsible release forms.

Medicaid will allow therapeutic leave when the patient’s plan of care provides for such leave and is so noted on the patient’s chart. Therapeutic leave includes facility visits or visits with relatives and friends or admission to a rehabilitation center for up to seven days for an evaluation. Such leave is limited to 18 days in any 12-month period (with no restriction as to duration or time of leave, except in the case of admission to a rehabilitation center for an evaluation which is restricted to no more than seven days per evaluation). Therapeutic leave is patient-specific and is counted from the first occurrence of overnight leave that a patient takes. From that date, a patient has 18 days of leave available for the next 365 days.

Patients voluntarily leaving Friendship at any time without first obtaining approval of their attending physician are leaving against medical advice and are releasing Friendship of all responsibilities for the patient’s care.

PHYSICIAN SERVICES
Friendship has a number of physicians who currently have established attending rights at the facility. Patients have the right to choose any of these attending physicians or change their attending physician during their stay at Friendship.

The attending physician for each patient is required to manage his/her plan of care from admission to discharge. If the attending physician does not visit or provide documentation within the guidelines established by regulatory policy, the physician will be notified of noncompliance by Friendship. Failure to comply may result in the attending physician’s privileges being temporarily or permanently withdrawn by Friendship.

In the event of any interruption of physician privileges, you will be promptly notified and given opportunity to choose another attending physician.

Please see an admissions representative for a list of approved doctors.

MEDICATION AND PHARMACY SERVICES
Friendship Health has developed certain policies and procedures in order to create a uniform medication distribution system for drug therapy, distribution and control.

Friendship Health and Friendship Pharmacy, Inc. (referred to as the “Designated Pharmacy”) which will provide medication in accordance with our policies are related by virtue of common ownership.
Any and all medications must be prescribed by the attending physician and procured in accordance with all regulatory agencies. Due to our medication delivery system, all medicines must be dispensed by Friendship Pharmacy. Outside medication brought in must be examined and re-packaged by Friendship Pharmacy and a separate fee will be applied.

MEAL SERVICES
Breakfast, lunch, and dinner are served daily. Please check with the specific nursing unit for times. Substitutions of menu items are available.

Family and friends can make an advance reservation to dine with a patient at Friendship Health at current cost for guest meals. A family dining area is available for family meals with patients. Please contact the Director of Dietary Services for reservations.

Since many patients require special diets, we ask that family and friends consult with the nurse in charge before bringing food or beverage items to patients. Any food or beverage items left for the patient must be in an airtight container and marked with the patient’s name and the date. If the item has been opened, it will be discarded after three days.

GIFT SHOP
Friendship Pharmacy operates a small, retail store near the front entrance of Friendship. Patients often enjoy shopping for gifts, cards, postage stamps and snack items. You should be aware, however, that the gift shop cannot sell over-the-counter medications to patients of Friendship Health because these must be ordered by the physician. Patients on special, restricted diets must have food purchases approved by a charge nurse from their unit to be sure the food is allowed.

RECREATION
Numerous recreational programs, both on and off campus, provide enjoyment and variety to the patient. Friendship offers activities suited to the patient’s interest and abilities. A range of programs are available, consisting of group activities, individual room projects, entertainment groups, games, etc. Calendars and newsletters reporting the month’s events are available to the patient and their family.

CHAPLAIN
Friendship’s non-denominational and interfaith chaplain is available for one-on-one visiting and comfort, crisis and council ministry. Non-denominational services are provided in Friendship. The schedule for the services is posted on your activities calendar.

PRIVATE PARTIES
If a patient or family wishes to host a private party or a special event, they are requested to make arrangements with the Activities Director. Special private arrangements may be available. Since holidays are very popular times, please schedule in advance.

ALCOHOLIC BEVERAGES
Patients may consume alcoholic beverages with their physicians’ approval only as documented in their medical record. Prescribed alcoholic beverages must be stored in the medication room and administered by the nursing staff as medication.
GUEST APARTMENTS
Two furnished guest apartments are available on a daily basis for a reasonable fee. Reservations may be made by calling (540) 265-2255.

FURNISHINGS AND CLOTHING
Patients are encouraged to bring items and personal furnishings within the space and safety limits of their room. Please do not place personal items on the over bed light fixtures.

Friendship is a communal living environment. Despite the best efforts of the staff, personal items may become misplaced. Consequently, Friendship discourages bringing personal items of significant monetary or sentimental value into the facility and cannot be held responsible for lost or damaged valuables. Please contact the unit social worker with any questions regarding missing items.

Televisions (19” or smaller) with a sturdy stand are permissible in rooms not containing facility provided wall-mounted televisions. On units where televisions are provided, personal televisions will have to be removed. To provide quality care to all patients, our staff, as well as emergency personnel, must have unobstructed access to each bed in the room. This includes ample floor space to maneuver a shower stretcher, geri-chair, wheelchair, and assistive lifts. If a room becomes overcrowded with furnishings, we will notify the patient and/or responsible party to remove specific items from the room and the facility. Friendship reserves the right to move excess items to storage if safety or health concerns dictate.

To make the transition to our facility a smoother one, please review the list of recommended items and the list of prohibited items below. We encourage patients to be up and dressed each day. Please be conscientious of the closet space available and evaluate clothing needs and seasonal wardrobe changes accordingly.

To assist in identification and proper placement of articles of clothing that may be in transit during daily care, we require that all personal possessions be individually identified with the patient’s name.

Clothing
Each patient will have his or her own closet. Being mindful of the needs of the patient upon admission, the following list may be helpful as you decide what to bring to the Friendship with you.

<table>
<thead>
<tr>
<th>Gowns</th>
<th>Dresses</th>
<th>Underwear</th>
<th>Hose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pajamas</td>
<td>Slacks</td>
<td>Sweaters</td>
<td>Coat or jacket</td>
</tr>
<tr>
<td>Robes</td>
<td>Shirts</td>
<td>Comfortable shoes</td>
<td>Scarves</td>
</tr>
<tr>
<td>Bedroom shoes</td>
<td>Warm-up suits</td>
<td>Socks</td>
<td></td>
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</tbody>
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Prohibited Items
With overcrowding and safety in mind, the following list of items is prohibited in Friendship:

<table>
<thead>
<tr>
<th>Microwave ovens</th>
<th>Televisions larger than 19”</th>
<th>Refrigerators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairs</td>
<td>Coffee pots</td>
<td>Electric heaters</td>
</tr>
</tbody>
</table>
Electric blankets  |  Toaster ovens  |  Dressers  
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Extension cords  |  Candles and potpourri burners  |  

**Personal Grooming Items**
Items such as soap and toothpaste can be provided by Friendship. You may, however, wish to bring the following:

| Bath powder and Lotion  |  Soap and Deodorant  |  Hand mirror  |
| Comb and brush  |  Toothpaste and toothbrush  |  Make-up  |
| Denture powder and cream  |  Hearing aid batteries  |  |

**For items not on this list, please obtain administrative approval prior to bringing it to Friendship Health.**

**DELIVERIES**
Mail, telegrams, gifts, flowers and plants will be promptly forwarded to the patient. Mail received after the patient’s discharge will be forwarded to the patient’s new address. In addition, a mailbox for outgoing mail is available; stamps and stationery are available to the patient for their convenience at a charge. The patient may arrange to have their personal copies of newspapers delivered to their room at their own expense.

**TELEPHONES**
Telephones and local calling service are provided in all patient rooms except those in the Alzheimer's Unit. Unlimited long distance service is available for a monthly fee specified in the rate sheet provided at admissions.

**INTERNET**
Internet Access is available in all Patient Rooms by way of cable at no extra charge. Wireless connectivity is available along with hard-wired access. Assistance is available if needed. Friendship is not responsible for any loss, theft of, or damage to patient laptops.

**TRANSPORTATION**
We encourage family members or responsible parties to accompany patients on trips to any medical appointments off campus. Some physician offices require that a family member accompany a patient to all appointments. Friendship will assist in trying to schedule these appointments at the mutual conveniences of the patient and family. Charges for transportation arranged by Friendship will be billed as appropriate by the service provider. Questions regarding transportation fees should be directed to the service provider.

**ENTRY / EXIT**
Patients, families and friends are requested by the Administrator to always use the designated entrances of Friendship for entry and exit (except in the event of an emergency or evacuation). This will enable the staff to more carefully monitor persons entering or leaving the building and to provide added security for patients.

**SAFETY**
Friendship promotes an ongoing safety awareness program and strives to establish the safest environment possible for our patients. With this in mind, weapons are not allowed on Friendship property, and patients are not allowed to keep any objects that could be harmful to themselves or others.
As circumstances or situations deem it necessary, policies, procedures or precautionary measures may be promulgated to assure the safety and well being of our patients. Friendship appreciates your support and assistance.

SMOKING
We promote a smoke-free environment. Smoking is only permitted in a designated area outside the physical building. Smoking in a patient’s room is not permitted by anyone. Smoking regulations must be observed at all times by patients and guests.

GUIDELINES FOR VISITORS
Visitors are always welcome in Friendship. Please use the designated entrance and be sure to sign our visitation register.

• In order to protect the privacy and dignity of the patient, please leave the patient’s room when the staff is providing a personal service.
• Please encourage the patient to be as independent as possible.
• Please show consideration for all patients, other families and employees. Do not be disruptive or create disturbances in rooms, lounges, or hallways that may be embarrassing or upsetting to the others in Friendship. Unruly visitors will be asked to leave the premises.
• Due to individual safety and dietary restrictions, please do not give any patient food, drink, cigarettes, or matches without checking with the charge nurse.
• Please do not perform tasks or provide personal services for patients that are the responsibility of Friendship, unless approved or requested by the nurse. Some assistance, while appreciated, could be unsafe for the patient.
• Please do not enter areas of Friendship designated as available only to Friendship personnel.
• We do require that shirt and shoes be worn at all times in Friendship.
• We do allow overnight guests to stay with seriously ill patients. Arrangements for this should be made with the nursing supervisor.
• Visitors arriving at Friendship after 8:00 PM are required to sign the Visitor’s Log Book located at the reception desk in the front lobby.
• Visitors should respect the privacy of all patients and refrain from inquiring about or otherwise becoming involved in the medical affairs of other patients.
• Visitors after 8 p.m. may be asked to visit with their patient in the dayroom so as not to disturb the roommate.

DISCHARGES
When a patient’s condition allows them to be discharged to their home or a lower level of care, the discharge process is coordinated by the social services department. The social worker will work with the patient, family, and nursing staff in this process. Each of these parties has a role in the discharge process.

Patient/Family Responsibilities:
• Communicate with the appropriate social worker to coordinate discharge plans.
• Follow up with the attending physician/unit nurse, if there are specific questions with regard to medical condition for discharge.
• Set up any outside/follow up appointments with family physician in the community for future plan of care including any prescriptions needed upon discharge. The attending physician at Friendship Health can give/call in
prescriptions for a 30-day supply following discharge, but any prescriptions past that will have to be given by a family physician. Please let the social worker know if you will need prescriptions from the attending physician at Friendship and which pharmacy is preferred.

- If home health services or medical equipment is needed/recommended, please notify the social worker of any preferences for specific home health agencies or equipment providers.
- We request that you **notify us at least 5 days prior to discharge**, so that all procedures may be completed (note: if needs are extensive, discharge process may need to start earlier than 5 days).
- Unless prior authorization is given, Friendship’s discharge time is 11am due to the potential use of that bed for another individual. Please have arrangements for transportation ready no later than 11am on the day of discharge.

Social Workers will coordinate discharge plans by:
- An invitation to the patient’s care plan meeting should be sent to you around 14 days after admission. This is a 30-minute interdisciplinary team meeting to discuss the patient’s plan of care-including discharge or other future plans.
- Working with unit nurse manager/physician/rehab therapists in obtaining proper discharge orders, orders for home health needs, and other specific discharge orders as needed.
- Calling the home health agency of choice to set up home health services and order needed equipment, once orders are obtained.
- Contacting other community agencies as indicated, such as the League of Older Americans, Area Agency on Aging, or Meals on Wheels.
- Working with other facilities for transfers, such as transfers to assisted living settings.