

Greenville Memorial Hospital Information for Visitors



GREENVILLE MEMORIAL HOSPITAL

Greenville Hospital System University Medical Center (GHS) strongly believes family and friends play an important role in the healing process. Our system's visiting program enables patients to choose whom they want to visit and when.

GHS recognizes that the following are important to the recovery process

- Presence of family and loved ones who are supportive
- A sense of safety and security
- A quiet environment

Our staff members support each patient's decisions on visitation. Please let us know if our help is needed with visitation. Guest Services may be reached at 455-5555.

Greenville Memorial Hospital (GMH)

Visiting Hours

- General visiting hours are 9 a.m.-9 p.m.
- See additional information regarding visiting hours in specific areas listed on the pages inside
- Care Partners may visit anytime at the patient's request
- Before 9 p.m., visiting hours are flexible based on the needs of our patients
- For the safety and rest of our patients, all facilities are locked from 9 p.m.-6 a.m.
- We urge family and friends to call in advance to make sure their visit will be convenient for the patient: To call a patient's room, dial 455-7000

Protecting the Health of Our Patients

A person – child or adult – who is showing any symptoms of illness should not visit a patient in the hospital until the symptoms are gone. For the protection of patients, all family members and visitors are asked not to visit if they have any of the following:

Runny nose	Fever (greater than 100.4°F)
Cough	Vomiting
Sore throat	Diarrhea
Sneezing	Draining wound
Rash	

Note: Your child's immunizations should be current. Any child who has a cold, the flu, chickenpox, measles or mumps within the past week may not visit.

Also for everyone's safety, visitors of all ages must wear shoes and appropriate clothing.

Hand Cleaning Helps Prevent Infection

We encourage our patients and their family and friends to be involved in the care of the patient. It is fine for you to ask healthcare providers if they have cleaned their hands. Patients and visitors should also clean their hands ...

- Before and after using the bathroom
- Before and after touching the patient
- Immediately after contact with blood, other body fluids, non-intact skin or any potentially infectious source
- After covering a cough or sneeze or wiping the nose

Routine hand-cleaning instructions: Use either soap and water or a waterless gel.

Soap and Water

- Wet hands and wrists with water
- Apply soap and work up a good lather
- Scrub all areas of fingers, hands and forearms
- Dry hands with paper towels completely
- Turn faucet off with a paper towel

Waterless Gel

- Push metal bar to dispense gel into palm
- Rub hands together until gel covers them
- Allow hands to dry without wiping them

Adults should wash a child's hands.

Preparing Children to Visit the Hospital

A visit from a child can be of great comfort to the patient; however, if not handled properly, the visit can be stressful for both the patient and the child. The following guidelines will help make the visit a positive experience for everyone:

- Children are identified as age 14 and under
- Children should visit with a purpose
- An adult other than the patient should accompany children at all times, and children should never be left unattended
- Behavior should be appropriate (quiet voices, low activity levels, etc.)

When children do visit, the responsible adult must be mindful of other patients. Encourage children to keep their voices low; keep children in the patient's room with the door closed.

Before the visit, talk with the patient and nurse to decide the best time to visit and how to handle any “scary” details.

Talk to the child about why the patient is in the hospital and what he or she can expect to see during the visit. Describe the medical staff and equipment as well as how the patient will look and act.

During the visit, place the child in clear view of the patient. Talk about familiar objects in the room such as cards, pictures or flowers. Observe the patient and the child for signs that the visit has lasted long enough. Offer the child an opportunity to leave the bedside if the adults would like to visit further, but make sure the child is still under adult supervision.

After the visit, listen for questions and respect the child’s feelings. Encourage drawing and writing to help the child express emotions.

Pet Visitation

Patients who wish to have their pet visit during their hospital stay are encouraged to do so. Animals most suited for hospital visits are small dogs and cats. Inquiries should be made to the patient’s nurse. Approval must be obtained from the patient’s physician. You will be required to show your pet’s immunization record.

How to Be a Great Visitor

For the comfort of your loved one and to respect the needs of all, we ask that you observe the following guidelines:

- Please call the patient before visiting: The GHS operator is 455-7000
- Let the patient determine the length of visits
- Limit the number of guests in the patient’s room and be as quiet as possible in the hallways
- Use the restroom facilities in the waiting areas
- Be aware that patients may be sensitive to certain smells, so please do not wear perfume or cologne and limit food and beverages to designated areas
- Dress appropriately – shirts and shoes are required for everyone, including children
- Honor “No Visitors” signs on patient room doors
- Ask the patient or family members how you can best help them – see below for some tips

Alternatives to Visiting

It is possible to provide comfort and support for patients in ways other than visiting the hospital. Consider these alternatives:

- Send the patient a greeting card or an online greeting by going to ghs.org/egreeting.asp
- Provide for the family’s food needs by doing the grocery shopping, preparing and freezing meals or giving gift certificates to local restaurants
- Help with daily activities such as making lunches and carpooling children, collecting mail and newspapers, cleaning house, caring for pets or running errands

- Consider other special needs you can help with such as planning birthday parties, picking up relatives from the airport or offering a ride home from the hospital

Care Partners

A Care Partner is a family member or close friend, at least 18 years old, chosen by the patient to participate in the emotional, physical, educational and spiritual support of the patient. Care Partners are given an identification badge and packet of information on admission. With the identification badge, the Care Partner may stay in the hospital after 9 p.m. at the patient’s request. Meals for Care Partners are discounted and may be ordered with the patient’s meal. Refer to your packet for additional information.

Visiting in Special Areas

Labor & Delivery and Mother-Baby Units

Having a baby is an exciting and busy event. New mothers and babies need lots of rest and time to be together. In response to these needs, as well as to keep new babies from being exposed to illness, the maternity units have special visiting policies. Ask your nurse for the Labor & Delivery and Mother/Baby Units Visitation Policy brochure.

Mother-Baby Unit Visiting Hours:

Immediate family: 9 a.m.-9 p.m.

Extended family and friends: 6-9 p.m.

We encourage mothers to rest from 12:30-2 p.m. daily; please avoid visiting during this time.

Emergency Services

Greenville Memorial Hospital has the only Level I (most advanced) Emergency Trauma Center in Greenville and the Upstate’s only Children’s Emergency Center. Our emergency trauma center is a very busy place, and we ask that you comply with the following:

- Each visitor entering GMH’s trauma center at any time of the day or night must register in the Fast Pass visitor management system
- Each visitor must be positively identified through a form of official identification such as a driver’s license or passport
- Visitors will be issued a temporary badge that will include a picture of the individual, location to visit and expiration date; badges must be worn at all times
- Two visitors may visit at a time
- Visitors are asked to remain with the patient when visiting in the treatment area
- Children must be accompanied by an adult at all times

Critical Care Areas

Greenville Memorial Hospital has the following critical care areas: Cardiovascular, Coronary Care, Medical/Surgical, Neuro/Trauma and Intermediate Intensive Care. Visiting patients in these areas can be stressful and scary, particularly for children. If you would like to arrange a visit from your child, please speak with a nurse. We can ask a

Child Life specialist to help make the experience positive both for the child and the patient.

- Visiting hours for all critical care areas are 9 a.m.-9 p.m.
- Visiting is based on the needs of our patients in the intensive care units
- Two Care Partner badges will be given to the family on admission to the area
- Visiting may be delayed for medical procedures performed at the bedside and for communication among caregivers at shift change

Neonatal ICU

Parents may visit at any time except during shift change and patient rounds. Family and special friends may visit with a parent only. Parents may visit after 9 p.m.

Marshall I. Pickens Hospital—Behavioral Health

Geriatric Unit: Daily, 11 a.m.-1 p.m., 4:30-6:30 p.m.

Adult Inpatient Unit: Monday, Wednesday and Friday, 7-8 p.m.

Child/Adolescent Unit: Monday, Wednesday, Friday, Saturday, and Sunday, 6-7 p.m.

Roger C. Peace Hospital—Rehabilitation

Monday-Friday, 4:30-8:30 p.m.

Saturday and Sunday, 1:30-8:30 p.m.

Additional Information

Food and Beverage

Greenville Memorial Hospital offers several options such as the cafeteria, Chick-fil-A®, Energy Zone, Freshens®, Starbucks®, Subway® and vending machines. Gift cards are available from the GMH gift shop.

Gift Shop

The gift shop is located in the main lobby of Greenville Memorial Hospital.

Hours are Monday, Wednesday and Friday, 8:30 a.m.-8:30 p.m.

Thursday, 7 a.m.-8:30 p.m.

Saturday and Sunday, 9 a.m.-5 p.m.

For additional service, call 455-7923.

Pastoral Care

Located near the visitor elevators, the hospital chapel offers a quiet place for prayer and meditation for anyone of any faith and is open 24 hours a day with the exception of scheduled private services. A chaplain is always on call for comfort and counsel.

GHS respects and honors the many cultural, spiritual and ethnic values and beliefs of our patients and visitors. If we can help you in any way, please let us know.

For more information, please contact the Pastoral Care office at 455-7942.

Internet Service

Patients, family members and visitors may access the Internet from a laptop or tablet PC in most areas of Greenville Memorial Hospital, provided the laptop or tablet device has wireless 802.11B/G capability. This Internet-only access does not connect to the GHS internal network. You may be prompted to enter the following information:

- SSID is 701Guest (this is case sensitive)
- Encryption should be set to None or Disabled
- There are several designated areas in the hospital for visitors and patients to use a computer: Please check with your nurse for locations

CarePages™

GHS offers CarePages, a free Web service for our patients to help them keep in touch with family and friends. For more information, visit ghs.org.

Lodging

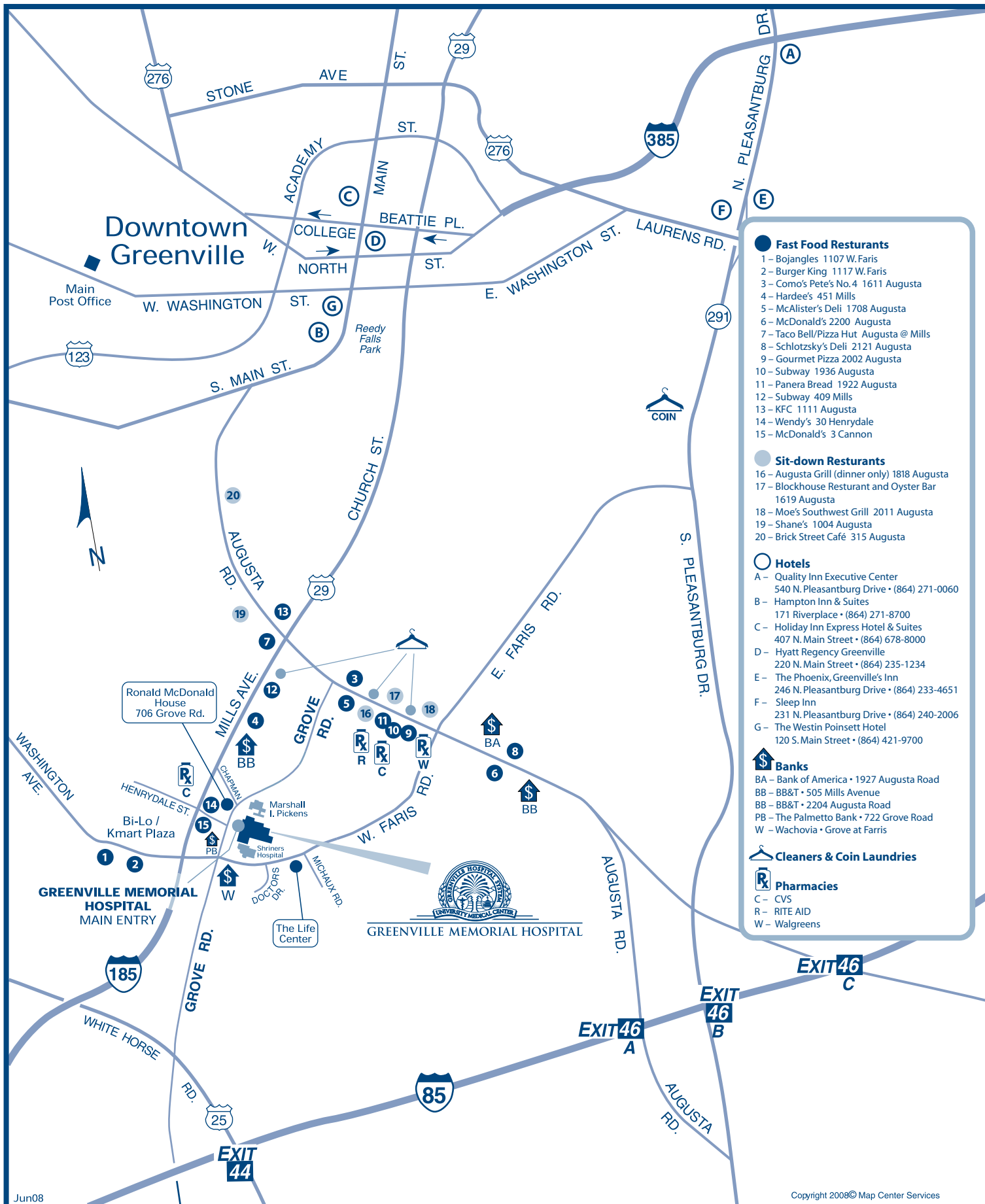
GHS has partnered with local hotels to provide our patients and their family members discounted rates. Visit the Information/Guest Services Desk in the lobby for a listing of local hotels. Please check with the individual hotels to find out about these special GHS rates.

The Ronald McDonald House (235-0506) provides a “home-away-from-home” for families of seriously ill children who are receiving treatment at nearby hospitals. Located across the street from Greenville Memorial Hospital, the Ronald McDonald House provides safe and convenient housing. In return, families are asked to make a donation ranging from \$5 to \$20 per day; if that isn’t possible, their stay is free.

We wish you a very good stay on Greenville Memorial Medical Campus and encourage you to let us know if you have any suggestions that would improve your visit with us. Please call our Guest Services Line, 455-5555, to share your ideas.

Notes

Greenville Memorial Hospital Neighborhood Resource Map



Fast Food Restaurants

- 1 – Bojangles 1107 W. Faris
- 2 – Burger King 1117 W. Faris
- 3 – Como's Pete's No. 4 1611 Augusta
- 4 – Hardee's 451 Mills
- 5 – McAlister's Deli 1708 Augusta
- 6 – McDonald's 2200 Augusta
- 7 – Taco Bell/Pizza Hut Augusta @ Mills
- 8 – Schlotzsky's Deli 2121 Augusta
- 9 – Gourmet Pizza 2002 Augusta
- 10 – Subway 1936 Augusta
- 11 – Panera Bread 1922 Augusta
- 12 – Subway 409 Mills
- 13 – KFC 1111 Augusta
- 14 – Wendy's 30 Henrydale
- 15 – McDonald's 3 Cannon

Sit-down Restaurants

- 16 – Augusta Grill (dinner only) 1818 Augusta
- 17 – Blockhouse Restaurant and Oyster Bar 1619 Augusta
- 18 – Moe's Southwest Grill 2011 Augusta
- 19 – Shane's 1004 Augusta
- 20 – Brick Street Café 315 Augusta

Hotels

- A – Quality Inn Executive Center 540 N. Pleasantburg Drive • (864) 271-0060
- B – Hampton Inn & Suites 171 Riverplace • (864) 271-8700
- C – Holiday Inn Express Hotel & Suites 407 N. Main Street • (864) 678-8000
- D – Hyatt Regency Greenville 220 N. Main Street • (864) 235-1234
- E – The Phoenix, Greenville's Inn 246 N. Pleasantburg Drive • (864) 233-4651
- F – Sleep Inn 231 N. Pleasantburg Drive • (864) 240-2006
- G – The Westin Poinsett Hotel 120 S. Main Street • (864) 421-9700

Banks

- BA – Bank of America • 1927 Augusta Road
- BB – BB&T • 505 Mills Avenue
- BB – BB&T • 2204 Augusta Road
- PB – The Palmetto Bank • 722 Grove Road
- W – Wachovia • Grove at Farris

Cleaners & Coin Laundries

Pharmacies

- C – CVS
- R – RITE AID
- W – Walgreens