



**PATIENT  
INFORMATION  
GUIDE**

## **OUR MISSION**

The mission of the WCA Hospital is to improve the health and well being of the people of Chautauqua County and the surrounding area in a way that includes compassion, dedication and a commitment to quality, while maintaining economic viability and a vision for the future.

## **OUR VISION**

WCA, as a regional medical center, will be the first choice of all stakeholders with a commitment to quality, independence, fiscal integrity, innovation and collaboration.

## **WELCOME**

Welcome and thank you for choosing WCA Hospital for your health care. We have been proud to serve this community for more than a century. It is our goal to provide you with the most caring and skilled personnel, up-to-date equipment and overall high quality care. We have designed this information guide with you and your caregivers in mind. You will find important information about WCA, your rights and responsibilities as a patient, your hospital stay and discharge information in this guide. If you still have unanswered questions or concerns, please contact any member of your healthcare team.

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Betsy T. Wright  
President/Chief Executive Officer

**WCA...  
YOUR FIRST CHOICE  
FOR HEALTHCARE**



WCA first began its mission as a one-room hospital for the sick and injured and a boarding house for young working women in 1885. Today, WCA is a multifaceted healthcare delivery system with more than twelve hundred employees, more than one hundred physicians and more than one hundred services and programs.

At WCA, we don't just treat illness. We treat people. The quality of our care is excellent, yet personal. We have highly skilled, experienced physicians and staff who know that kindness and compassion are an important part of the healing process. Which is why, when you have a medical need, you could not choose a better place for your care. Our hospital offers exceptional programs, services and technology which include:

- Cancer Care
- Heart Care
- Women's Care
- Joint Care
- Emergency Services

**TO ASSURE THAT WCA HOSPITAL OFFERS THE GOLD STANDARD IN HEALTH CARE WE ARE:**

**ACCREDITED BY:**

- The Joint Commission
- The Commission on Cancer

**LICENSED BY:**

- NYS Department of Health
- NYS Office of Mental Health
- NYS Office of Alcoholism and Substance Abuse Services

# **WCA HOSPITAL PROVIDES SERVICES AT SEVERAL LOCATIONS**



## **The WCA campus at 207 Foote Avenue includes:**

- Hospital (full medical/surgical services)
- Emergency Department
- Center for Imaging (Women's Health)
- Laboratory
- Radiology
- Cardiology
- Wound Care Center
- Sleep Center
- Medical Rehabilitation Services
- Chemical Dependency Services
- WCA Orthopedics

## **The Jones Memorial Health Center at 51 Glasgow Avenue includes:**

- Mental Health Services
- Psychology Services
- Cancer Treatment Center
- Occupational Health
- Ears, Nose & Throat (ENT) Services

## **WCA Center for Orthopedics, Sports Medicine and Rehabilitation located on the first floor of 31 Sherman Street:**

- Sports Medicine
- Outpatient Physical Therapy
- Occupational Therapy
- Speech & Hearing

## **Additional health services are available at:**

- Dunkirk Health Center (Outpatient Chemical Dependency/Outpatient Mental Health)
- Lakewood Health Center (Diabetes Education and Nutrition Program)

## **Additional Laboratory Services are available at:**

- Lakewood Health Center
- Randolph Health Center

# PATIENT, PEDIATRIC PARENTS OR OTHER DESIGNATED DECISION MAKER'S RIGHTS AND RESPONSIBILITIES

On admission to WCA Hospital, you will receive a copy of the booklet, **Your Rights as a Hospital Patient in New York State**, created by the New York State Department of Health. It contains the Patient Bill of Rights and other important information and materials from the state and federal governments. Please read it carefully.

The patient or his or her representative has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment and being able to request and refuse treatment. This right is not a mechanism to demand the provision of treatment of services deemed medically unnecessary or inappropriate.

## **Patients' Rights**

- Safe, dignified, respectful, and considerate care
- Effective pain relief
- Reasonable response to his/her requests
- Personal privacy, security and confidentiality of medical treatment/records
- Make personal decisions involving his/her care, in collaboration with his/her physician
- Have a family member or representative of his/her choice and his/her own physician promptly notified if his/her admission to the hospital.
- All test results completed during the patient's admission or emergency room visit will be reviewed by physician, physician assistant or nurse practitioner who is familiar with the patient's presenting condition
- Patients may not be discharged from the hospital or emergency room until any tests that could reasonably be expected to yield "critical value" results- results that suggest a life-threatening or otherwise significant condition such that it requires immediate medical attention- are reviewed by a physician, physician assistant (PA) and/or nurse practitioner (NP) and are communicated to the patient, his or her parents or other decision-makers, as appropriate
- Patients may not be discharged until they receive a written discharge plan, which will also be verbally communicated to patients, their parents or other decision makers, which will identify critical value results of laboratory or other

diagnostic tests ordered during the patient's stay and identify any other tests that have not been concluded

- The communication of critical value results and the discussion of the discharge plan must be accomplished in a manner that reasonably assures that the patient, their parents or other medical decision makers understand that health information provided in order to make appropriate health decisions.
- Hospitals shall provide all lab results to the patients primary care provider, if known
- A patient, his or her parent or other medical decision maker has the right to request information about the diagnosis, possible diagnoses that were considered and complications that could develop as well as information about any contact that was made with the patient's primary care provider
- On discharge, the hospital must provide a patient, his or her parent or other medical decision maker a phone number that the patient, his or her parent or other medical decision maker could call in the event that complications or questions arise

## **Parent's Bill of Rights**

### **NEW YORK STATE PARENT'S BILL OF RIGHTS**

As a parent, legal guardian or person with decision-making authority for a pediatric patient receiving care in this hospital, you have a right, consistent with the law, to the following:

- To inform the hospital of the name of your child's primary care provider, if known, and have this information documented in your child's medical record.
- To be assured your hospital will only admit pediatric patients to the extent consistent with your hospital's ability to provide qualified staff, space and size appropriate equipment necessary for the unique needs of pediatric patients.
- To allow at least one parent or guardian to remain with your child at all times, to the extent possible given your child's health and safety needs.
- That all test results completed during your child's admission or emergency room visit be reviewed by a physician, physician assistant, or nurse practitioner who is familiar with your child's presenting condition.
- That your child not be discharged from our hospital or emergency room until any tests that could be reasonably be expected to yield critical value results are reviewed by a physician, physician assistant, and/or nurse practitioner and communicated to you or other decision makers, and your child, if appropriate.

Critical value results are results that suggest a life-threatening or otherwise significant condition that requires immediate medical attention.

- That your child not be discharged from our hospital or emergency room until you or your child, if appropriate, receives a written discharge plan, which will also be verbally communicated to you and your child or other medical decision makers. The written discharge plan will specifically identify any critical results of laboratory or other diagnostic tests ordered during your child's stay and will identify any other tests that have not yet been concluded.
- To be provided critical value results and the discharge plan for your child in a manner that reasonably ensures that you, your child (if appropriate), or other medical decision makers understand the health information provided in order to make appropriate health decisions.
- That your child's primary care provider, if known, to be provided all laboratory results of this hospitalization or emergency room visit.
- To request information about the diagnosis or possible diagnoses that were considered during this episode of care and complications that could develop as well as information about any contact that was made with your child's primary care provider.
- To be provided, upon discharge of your child from the hospital or emergency department, with a phone number that you can call for advice in the event that complications or questions arise concerning your child's condition.

### **Patient, Pediatric Parent or other designated decision maker's responsibilities**

Along with your rights as a patient you also have responsibilities to ensure the high quality healthcare you deserve. As a patient at WCA you must:

- Provide accurate and complete information: provide to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. Report any changes in your condition to your physician, nurse or hospital staff. Tell your physician, nurse or hospital staff if you are having pain.
- Ask questions about your care or treatment plan: Ask Questions when you do not understand your care or treatment plan or what to expect. Let your healthcare provider know if you do not understand your illness or course of treatment and what is expected of you. Ask for a simpler explanation if medical terms are difficult to understand.

- Follow instructions recommended by your healthcare provider: Follow the treatment plan developed and recommended by your healthcare provider. This includes following the instructions of nurses and other health personnel as they carry out your plan of care and as they enforce the hospital rules and regulations. Express any concerns if you disagree with or anticipate any problems with your treatment plan.
- Accept consequences: Accept consequences of your actions if you refuse treatment, or do not follow the healthcare provider's instructions or your treatment plan. Recognize the effect of lifestyle on your health and safety.
- Follow rules and regulations: Follow the hospital rules and regulations including the no smoking law.
- Show mutual respect and consideration: Show mutual respect and consideration by maintaining civil language and conduct in interactions with staff and healthcare providers. Be considerate of the rights of other patients and hospital staff, assist in the control of noise and visitors in your room. You are expected to be respectful of the property of other people and the property of the hospital.
- Meet financial commitments: Pay your bill on time. If you have insurance, please provide this information at the time of service. You are personally responsible for the prompt payment of deductibles, co-pays and any services that are not covered by your insurance.

## **PROTECTION OF HEALTH INFORMATION**

We are dedicated to protecting the privacy of your health information while providing quality care.

- You will receive WCA Hospital's Notice of Privacy Practices and will be asked to sign an acknowledgement the first time you are admitted to the hospital or receive outpatient care.
- You may specify which of your family members and friends you wish to receive your health information.
- You have a right to have a family member or representative of your choice and your own physician promptly notified of your admission to the hospital. If you would like someone notified please let the nurse know.



## SAFETY

Your safety is important to us. As a patient, you are the key member of the team and will be a partner in your care. You play a vital role in making your care safe by becoming an active, involved and informed member of the team. As a patient at WCA Hospital you can expect:

- To know what medications you are taking and why.
- Staff to wash their hands before and after contact with you and other patients.
- Staff to ask your name and date of birth when providing care.

Fire Safety: In case of a fire or fire drill, “Dr. Red” will be announced and the fire alarm will be sounded. Your room door will be closed by staff. Stay in your room until directed by hospital staff or the switchboard operator announces “All Clear”.

If you have safety concerns related to your care, notify your caregiver or unit manager.

**Remember . . . IT’S OK TO ASK QUESTIONS IF YOU DO NOT UNDERSTAND**

## MEDICATIONS

You may be on medications at home that your physician would like you to continue while in the hospital. To assist us in providing quality care, please bring with you an accurate list of all medications you are currently taking.

## EDUCATION

It is important that you learn about your medical needs and how to take care of yourself. We will provide you with information about your medical problems, treatment and aftercare so you can make informed decisions and be an active participant in your healthcare. We will give you information about important issues such as diet, exercise and smoking cessation to help you make healthy choices.

Please ask questions. It is important that you understand the information you have been given. Family support is also important; we recommend that a family member be involved in the education process.

## LANGUAGE ASSISTANCE PROGRAM

Translation services are available, without charge, for your medical needs while you are a patient at WCA Hospital. Please ask a staff member for assistance.

## **ADVANCE DIRECTIVES – FOR YOUR HEALTH CARE CHOICES**

Advance directives are verbal or written instructions that are valuable in the event of an incapacitating illness or injury. There may be times when you are not capable of making decisions regarding your medical care and treatment. This could include simple decisions such as whether or not to have a particular test or a more difficult decision such as artificial nourishment or life support.

If you become too sick to make health care decisions, someone else must decide for you. In New York State, the best way to protect your treatment wishes is to appoint someone you trust to decide about treatment if you become unable to decide for yourself. By filling out a form called a Health Care Proxy, this person becomes your “health care agent”. If you do not have a health care proxy, one of the following people will be asked to make decisions: a legal guardian, a spouse or domestic partner, an adult child, a parent, an adult sibling or close friend.

It can be difficult to make good decisions in the midst of an illness or medical crisis. Therefore, we encourage all adults to complete a Health Care Proxy and appoint a Health Care Agent before a serious illness occurs and to discuss with your agent your wishes about treatment in a life threatening situation. Your nurse or Case Management staff is available to answer questions or assist you.

For more information about health care decisions, please see the booklet, “Your Rights as a Hospital Patient in New York State”, which is included in the Health Education packet.

## **RAPID RESPONSE TEAM**

WCA wants to do everything possible to promptly deal with actual/potential problems. When you think someone is suddenly getting sicker and needs help right now, the Rapid Response Team is available. This group is meant to enhance the trained professionals currently caring for your loved ones. The Rapid Response Team consists of WCA staff who has received special training in assessments and interventions. If you think your loved one is suddenly getting sicker and needs assistance within 5 minutes, tell any WCA staff member that you request the Rapid Response Team.

## **CASE MANAGEMENT**

The WCA Hospital Case Management Department is staffed by social workers and registered nurses. Throughout your stay in the hospital, our Case Management staff will follow your treatment plan and work collaboratively with all members of your healthcare team and your insurance company. If you need services after discharge such as home care, equipment or placement at a different level of care such as rehabilitation or skilled nursing facility, the Case Management staff will provide you with the necessary information so you can make an informed choice. It is our goal to work with you and your family early during your admission to identify what your needs may be and prepare you for discharge once you no longer require hospital care.

A hospitalization can be a very anxious time for you and your family. The staff of the Case Management Department is available to discuss your concerns and answer any questions you may have. Please call (716) 664-8287 for assistance.

## **ADDRESSING YOUR CONCERNS**

At WCA Hospital, our goal is to provide the highest quality care and service to you patients and their families. WCA Hospital encourages you to express any concerns or problems you may encounter. Effective communication with our patients and their families is very important to us. We offer these guidelines should you need explanations or have concerns, you can address in the following way:

- Address your concern directly with the staff member caring for you. Those directly involved are most likely to have the best information and should be the starting point to resolve the situation.
- If a resolution is not reached, please ask the staff to involve the manager of the unit.
- If after speaking with the manager and a resolution has not been reached, you may call Administration at (716) 664-8271. Our goal is to provide you with the best experience possible. We welcome your comments, suggestions and feedback. After hours, you may contact our Administrative Nurse at (716) 487-0141. Feel free to ask a staff member to make the contact for you.
- You may also write to WCA Hospital with your concern:  
WCA Hospital  
Administrative Office  
207 Foote Avenue, P.O. Box 840  
Jamestown, NY 14702-

## **SPIRITUAL CARE**

We recognize that spiritual beliefs can play an important role in your healthcare recovery. At your request, we will assist you in obtaining spiritual support. A chapel is available 24 hours/day at WCA on Level II (Main Corridor) and at JMHC on Level III.

## **NUTRITION SERVICES**

Good nutrition is an important part of your recovery. Your physician and a dietitian will select the best diet for your physical condition. The staff will assist you with daily menu selection, meal service, and feeding if necessary. Visitors must check with a nurse before bringing you food or beverages.

## **PERSONAL ITEMS & VALUABLES**

WCA Hospital is not responsible for cash, valuables, or personal items that you bring with you. This includes eyeglasses, hearing aids, dentures, canes, prostheses, wheelchairs, and other easily misplaced items. If you wear dentures, eyeglasses, hearing aids or contact lenses, you should keep them in protective containers, labeled with your name, when not in use. To prevent loss, never place personal items on meal trays, never put them under the pillow, or wrap them in napkins. All jewelry, money and valuables should be sent home or placed in the hospital safe. Staff members can assist you in arranging placement in the safe.

## **PREPARING TO LEAVE THE HOSPITAL**

Your medical team will work with you so you can leave the hospital as quickly as possible. You can be certain that when your doctor determines it's time for you to leave WCA Hospital, it is the right next step in your health care plan. Your medical team starts to plan for your discharge almost as soon as you arrive and will help you plan for the transition from hospital to home or to other facilities as needed.

Our team will put in place a thorough plan for your care after you leave the hospital. If you are going home, you will receive clear written instructions that we will review with you before you leave. If you are leaving to go to another health care facility, our team will make the necessary arrangements for transfer and will forward your medical information to the new facility so you may continue your care without interruption. The nursing staff will advise you of your discharge time. Please make arrangements to have transportation available.

Before you leave, check your room for any personal items you may have. Don't forget to collect any valuables you have placed in the hospital safe.

## REGISTRATION SERVICES

**Admissions (WCA) – (716) 664-8218** (Level 1 in the WCA Outpatient Registration area, behind the Outpatient Registration desk)

**Admissions (JMHC) – (716) 664-8617** (use the Outpatient/Admissions entrance off Baker Street)

Patients may be admitted to the nursing units at WCA or JMHC from the Emergency Department, from outpatient programs or as a direct referral from a physician's office. Patients or family members will be asked to provide information needed to complete the registration process.

## BILLING AND FINANCIAL INFORMATION

You will be asked to provide insurance information at the time of admission. As a courtesy, we file all health insurance claims for you. Although the hospital will assist in processing and expediting your claim, you are ultimately responsible for your total hospital bill. Insurance deductibles, co-pays and services not covered by your insurance policy provisions are your responsibility. Please be prepared to pay these amounts or to make payment arrangements before you leave the hospital.

After you leave the hospital, you will receive bills related to your care here. You may receive bills from people you never met personally. This occurs because specialists may have consulted on your care or interpreted test results, even though you may not have seen them do so. Separate bills will be sent to you for treatment, consultation and professional review by:

- Your own doctor
- Anesthesiologist
- Pathologist (Laboratory)
- Radiologist (X-ray, Imaging)
- Other consultants brought in by your own doctor
- Emergency Department Physicians

Not all physicians participate in all insurance plans. Please check with your insurance company directly if you have any questions about coverage; they make the final decisions on payments.

Insurance typically does not pay for a private room unless authorized by your physician for medical reasons. Any non-covered amount will be your responsibility.

**The Customer Service/Finance Department is available at (716) 664-8216 to:**

- Answer any questions or concerns about your hospital bill
- Assist you in understanding our billing and collection process

**Financial counseling staff can be reached at (716) 664-8360 to:**

- Explain payment options and requirements
- Assist you in accessing the Charity Care Program

## **MED ASSIST PROGRAM**

WCA has contracted with MedAssist to provide a representative on site to assist uninsured patients through the process of applying for Medicaid (medical assistance). The MedAssist representative works one on one with patients to help simplify this often difficult and confusing process. The MedAssist representative at WCA can be reached at 716-664-8173.

## **CHARITY CARE**

WCA Hospital, including all its locations, is committed to providing its services without charge to eligible persons who cannot afford to pay for care through our Charity Care Program. To be considered for the Charity Care Program, you must meet certain guidelines and fill out an application before, or as soon as possible after, you receive services.

## **WCA HOSPITAL OUT OF NETWORK DISCLOSURE** **Important Information about Paying for Your Care at WCA Hospital**

WCA Hospital is a participating provider in many health plan networks. You can find a list of the plans which we participate with in our Customer Service office or on our website at:

<http://www.wcahospital.org/wcahospitalparticipatinghealthinsuranceplans.php>

Some health plans use smaller networks for certain products they offer so it is important to check whether we participate in the specific plan you are covered by. Our list only contains health insurance plans that we participate in.

It is also important for you to know that the physician services you receive in the hospital are not included in the hospital's charges. Physicians who provide services at the hospital may be employed by the hospital or independent voluntary physicians. A list of employed or contracted physicians can be found in our Customer Service office or on our website at

<http://www.wcahospital.org/wcahospitalemployedorcontractedphysicians.php>

Independent voluntary physicians bill for their services separately and may or may not participate in the same health plans as the hospital. You should check with the physician arranging your hospital services to determine which plans that physician participates in. A Physician Directory is available in our Customer Service office or on our website at <http://www.wcahospital.org/physiciandirectory.php>

WCA Hospital also contracts with a number of physician groups, such as emergency department physicians, anesthesiologists, radiologists and pathologists, to provide services at the hospital. These health care professionals bill independently from WCA Hospital. A listing of these health professionals can be found in our Customer Service office or on our website at

<http://www.wcahospital.org/contractedindependenthealthcareprofessionals.php>

You should contact these groups directly to find out which health plans they participate in.

You should also check with the physician arranging for your hospital services to determine whether the services of any other physicians will be required for your care. Your physician can provide you with the name, practice name, mailing address and telephone number of any physicians whose services may be needed. Your physician will also be able to tell you whether the services of any physicians employed or contracted by WCA Hospital are likely to be needed, such as anesthesiologists, radiologists and pathologists. Contact information for these physicians is available in our Customer Service office or on our website at

<http://www.wcahospital.org/physiciandirectory.php>

You should contact these physicians directly to find out which health plans they participate in.

Hospitals are required by law to make available information about their standard charges for the items and services they provide. This information is available in our Customer Service office or on our website

<http://www.wcahospital.org/mostcommoncharges.php>

If you do not have health insurance, you may be eligible for assistance in paying your hospital bills. Information about financial assistance is available in our Customer Service office or on our website at <http://www.wcahospital.org/charitycare.php> or you may contact our Financial Assistance Office at (716) 664-8360.

## VISITATION

We believe strongly in including our patients' loved ones and caregivers in the healing process. When family, friends and caregivers work together, patients often experience a higher level of safe, quality care that leads to an enhanced recovery and hospital stay.

While each unit may have recommendation guidelines appropriate for that level of care, hospital visitation guidelines are as follows:

The patient has the right to designate visitors, and has the right to withdraw or deny visitors at any time. WCA Hospital will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity sexual orientation or disability. An individual of the patient's choice may be present with the patient for emotional support during the course of the stay, unless the individual's presence infringes on others rights, safety or is medically or therapeutically contraindicated.

### **We ask our guests:**

- Not to sit on the patients bed, or vacant bed in the room
- Please check with the unit staff before giving patients anything to eat or drink
- Children under 12 years of age must have permission from the staff to visit
- Follow all contact precaution signs placed outside the patient's room. This is to protect the patient, the visitor and other patients from potential infection
- If our guests are staying with the patient after 9:00 p.m., please visit our Emergency Department on the 1<sup>st</sup> Floor to obtain a "visitor's pass" from Emergency Department Security and sign the "log-in book". We ask that our guests who are staying after 9:00 p.m. not wander to other units or areas of the hospital. Please return your Visitor pass to the Emergency Department Security Desk before you leave. Thank you.

The following recommendations are to encourage adequate rest for the patient's healing process:

- General visiting hours are from 11 am to 9 pm
- Please limit to two (2) visitor at a time

**The departments listed below have additional recommendations specific to the unit. Please contact the unit for additional information.**

Maternity/Labor and Delivery - 2B (716-664-8281)



3D rooms (ICU) 363-380 (716-664-8248)

Phase I: rooms 363-377

- 11:30 m – 12:30 pm
- 2:30 pm – 3:30 pm
- 6:30 pm – 7:30 pm

Special considerations may be arranged between the patient, visitors and charge nurse according to the patient's condition and/or the visitor situation, or as ordered by the physician. Visiting is limited to two visitors at a time for the comfort of our patients

Phase II: rooms 378-381

- Monday – Friday 11:00 am – 9:00 pm

## **JMHC (JONES MEMORIAL HEALTH CENTER) CAMPUS**

### **Inpatient Mental Health Unit (Child/Adolescent) – 3S (3 South)**

Inclusion of family/loved ones is vitally important in promoting well-being and recovery. Our mental health unit promotes a patient and family centered environment.

Visiting hours are designated so as not to conflict with unit programming:

Weekdays: 12:00 pm - 1:00 pm and 6:00 pm - 8:00 pm

Weekends and holidays: 1:00 pm – 8:00 pm

If these are not convenient, other times are welcomed, and may easily be coordinated by calling the unit at 716-664-8645

Please discuss appropriateness of young children visiting.

In order to promote a safe environment, we can provide visitors with a list of items not permitted on the mental health unit.

### **Inpatient Mental Health Unit (Adult) – 3M (3 Main)**

Inclusion of family/loved ones is vitally important in promoting well-being and recovery. Our mental health unit promotes a patient and family centered environment.

Visiting hours are designed so as not to conflict with unit programming:

Weekdays: 1:00 pm – 2:00 pm and 6:30 pm – 7:30 pm

Weekends and holidays: 1:00 pm – 3:00 pm and 6:00 pm – 8:00 pm

If these are not convenient, other times are welcomed, and may easily be coordinated by calling the unit at 716-664-8640.

Please discuss the appropriateness of young children visiting.

In order to promote a safe environment, we can provide visitors with a list of items not permitted on the mental health unit.

## **GENERAL INFORMATION**

Maternity/Labor & Delivery (2B)	716-664-8281
3B	716-664-8112
3D (ICU – Intensive Care Unit)	716-664-8248
4D	716-664-8270
5D	716-664-8283
Medical Rehabilitation (4C)	716-664-8650
Inpatient Chemical Dependency (4B)	716-664-8620
Ambulatory Service Center	716-664-8332
Inpatient Mental Health – Adult	716-664-8640
Inpatient Mental Health – Adolescent	716-664-8645

A telephone amplifier is available for the hearing impaired. Please let the staff know if one is required. The number for the phone in your room may be obtained from the switchboard (716-487-0141) or the nursing staff.

Pay phones are located on the second floor at WCA.

Cell phones should be turned off when entering the hospital. Cell phones may only be used in designated waiting rooms or lobbies.

Television services are provided by an outside vendor for a charge. You may rent this service by dialing 8080 from your patient phone which will then give you instructions to have this billed to your credit card. Friends or family may activate your service by calling toll free at 1-800-288-7351.

Wireless internet is available throughout both WCA and JMHC.

WCA and JMHC are tobacco-free campuses. Smoking is not permitted at any of the hospital's facilities. Please help us maintain a health environment for our patients and others by refraining from using tobacco products.

Security personnel are on duty 24 hours a day. Staff will contact Security as necessary if you need assistance.

The cafeteria at WCA is located on Level I and is open to the public. Hours are listed outside the cafeteria.

A Gift Shop, operated by the WCA Auxiliary, is located by the main entrance at WCA. Hours of operation are posted.

Vending machines are located by the Outpatient entrance at WCA and adjacent to the cafeteria on Level I and at JMHC by the main elevators on Level I.

An ATM is located in the main corridor at WCA on Level II. A change machine is located by the Outpatient Entrance on Level I at WCA and on Level I at JMHC.

## YOUR OPINION COUNTS

We value your opinion regarding your experience at WCA. Please feel free to address anything during your stay that could be improved. It has been our privilege to provide your care. We hope you will return to WCA for future needs, should they arise, and that you will recommend us to your family and friends.

If you would like to tell us about any exceptional service provided by an employee or department, please contact the nurse manager on your floor.

After your discharge, an independent company may call you to participate in a confidential satisfaction survey. Please take the time to speak with the representative and share your opinions about your stay. Your feedback is an important part of our goal to improve the care and services we provide to every patient, every encounter, every day.

Additional information about WCA Hospital can be found on our internet website:

[www.wcahospital.org](http://www.wcahospital.org).

