



NAVAL MEDICAL CENTER CAMP LEJEUNE

Welcome to the Multi-Service Ward

The staff of MSW would like to take this opportunity to welcome you to our ward! We are a 27 bed inpatient ward that cares for a wide variety of patients; hence the name "Multi-Service". Our population ranges in age from infants to senior adults and includes active duty military members, retirees, civilians, and eligible family members. The staff is a mixture of military and civilian nurses, Medical Support Assistants, and Hospital Corpsman. Our staff is committed to providing you with the highest standard of medical care. If you have any questions or concerns during your stay, please feel free to ask.

MISSION STATEMENT

To serve our growing military community through excellence in patient and family centered care, readiness, and professional development.

NURSING STATION PHONE NUMBER:

450-4355

The following guidelines have been established to help us provide care to everyone in a safe and private environment. We ask that all patients and visitors observe these guidelines:

Visiting Hours: The hospital has open visiting hours. However, due to the busy nature of the MSW, the preferred visiting hours are 1000 to 2200 daily. These times allow for physician rounds and nursing staff to assist patients with medical treatments and/or procedures, and activities of daily living. Quiet hours are 2200 to 0700.

Patients are not to have overnight guests. The only exception is pediatric patients.

For parents of our patients under the age of 12, we encourage and can arrange that one (1) parent/guardian stay in the room with infant/child each night. This will help to allay fears and provide comfort to the infant/child. The only reason we would not be able to accommodate this would be if the stay interfered with your child's medical treatment. Infants/Children are not to sleep in the bed with parents.

Electrical Appliances: Prior to any use, all personal electrical appliances (hair dryers, electric razors, etc.) must be inspected and approved for safety by the Safety Office, room N308, phone 450-4354. Please make our staff aware and we can assist you with this process.

Telephones: Phones in patient rooms are for patient use only. An outside line may be obtained by dialing "99" before the local number. Cellular phones may be used on the ward.

Hospital Beds: Hospital beds are for patient use only. No family members or friends should be in a hospital bed. Please do not sit or use another bed in the patient's room. The only exception to this rule is for the parent/guardian of pediatric patients.

Visitors: To protect our patients from potentially infectious organisms, we reserve the right to limit the number of visitors at any time. It is recommended that only two (2) visitors be at the bedside at one time. Bathroom facilities for guests are located down the hall next to room 333. Patient bathrooms are not for visitors use.

Children Visitors: It is not recommended to bring children under the age of 12 to the ward. This is out of concern for safety and the possible exposure or spread of infectious disease. If a child is brought on the ward, they must remain under the direct supervision of a responsible adult at all times.



Tobacco/Alcohol use: Naval Medical Center Camp Lejeune is a tobacco free facility. Alcoholic beverages of any kind are not allowed.

Valuables: MSW staff is not responsible for the safekeeping of personal belongings. Items not needed during your hospital stay should be sent home with family or friends. If this is not possible, arrangements can be made and items will be inventoried and placed in the hospital safe. Please notify the nurse.

Personal Medications: Personal medications brought from home will only be used on MSW if the hospital pharmacy does not stock that particular medication and it is needed for your care. Otherwise, medications brought from home should be taken home or discarded. Medications are NOT to be kept at bedside or taken unless instructed to do so by the nursing staff with a Doctor's Order.



Hospital Privileges: A Doctor's Order is required for any patient to leave MSW for any reason. Please do not leave the ward unless you have notified the nursing staff and we have verified the physician's order. A "sign-out" log is kept at the nurse's station for those individuals with hospital privileges. Nursing staff will instruct you on signing in and out as appropriate.

Food/Snacks: Your physician and the nutrition department work together to tailor your diet according to specific medical conditions. You may be on a special diet or food restrictions during your hospitalization. Please ask staff before eating or drinking food items bought to you by visitors. Food trays will not be ordered for visitors. Visitors may buy food in the galley on the Lower Level or at the NEX or Lighthouse Cafe on the first deck.

Breastfeeding moms: If your child is admitted and you are staying with them, we can arrange to have meals brought to you at meal times. You will need to purchase the meals in advance through the Diet Office. Please let your nurse know if you are interested in a hospital meal.

Bedside Area: Please assist us in keeping your bedside area neat and clean. Personal items should be placed in the closets. Alert staff to any spills, safety issues or other housekeeping needs.



Discharge Instructions: All Patients will receive discharge instructions before going home. These will outline how to care for yourself at home and when you are to follow-up with your physician prior to leaving the ward. Do not leave the ward until your nurse has reviewed your discharge instructions with you and you have received your signed copy.

ICE Survey: The MSW staff would appreciate your feedback. Please complete an ICE survey at kiosks located throughout the hospital or via the internet after you are discharged from MSW. Click or go to the link

www.med.navy.mil/sites/nhcl/Pages/default.aspx

Select: Multi Service Ward (Naval Hospital, 3rd Floor)
Fill out the survey
Click "Submit Comment Card"
button at the bottom of the survey

Should you need further assistance, contact the Naval Hospital Command Assist Team at (910) 450-4154/55