

**WELCOME TO**



**THOMAS HOSPITALS**

**ThomasHealth.org | 304.766.3600**  
**4605 MacCorkle Ave SW, South Charleston, WV 25309**

# A MESSAGE FROM OUR ADMINISTRATION

Thank you for choosing Thomas Health for all of your health care needs. On behalf of the hospital employees, medical staff, and board of trustees, welcome to our campus.

Thomas Health's mission is to be the trusted, personal choice for wellness and quality care. We hope your stay is as comfortable as possible. Please take your time reading this welcome guide, it should answer most questions you may have during your stay. If you still have questions, please do not hesitate to ask a member of your health care team for assistance.



*Albert Wright,  
Interim CEO of Thomas Health &  
CEO of WVU Medicine*

## OUR MISSION

Thomas Health's mission is to be the trusted, personal choice for wellness and quality care, focused on optimal individual health. Our vision is to offer a range of patient focused service lines creating value for patients, physicians and payers through committed health care professionals delivering a compassionate exceptional patient experience, superior clinical outcomes, engaged physicians and staffs, and fiscal stewardship to enhance the health and wellness of the communities we serve.

**Scan QR code  
to visit our  
website**



**THOMAS HOSPITALS**

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Section 1:

# Protecting Your Privacy

# CONFIDENTIAL STATUS

## What this means to you as a patient:

Every precaution is taken to make and keep your medical records confidential at all times.

What the term/process of making your visit confidential means to you is: when someone calls to find out if you are here, what your room number is or what your condition is. No information will be given to confirm you are a patient in Thomas Health.

*During your current stay with Thomas Health, **do you desire to have your visit status flagged as “CONFIDENTIAL” on our patient care computer system?***



Deliveries of flowers, gifts or mail will not be accepted nor delivered to your room. If we accepted the mail, flowers or gifts, we would inadvertently be acknowledging you as a patient. Clergy, family members and friends who ask what room you are in will not be given that information by hospital staff, either by phone or in person. Volunteers and the switchboard will not have access to view your name in the patient care computer system.

Physicians and other caregivers in the facility will still have access to your record in order to continue to provide you with your treatment and care. Admissions and business office staff will have access to information relative to insuring your claim is processed accurately and timely with your insurance company.

All vendors, visitors and callers will be told we have no record of you as a patient at our facilities. It is private to everyone; we cannot provide information to “allowed” family members or friends while prohibiting others from knowing you are here. As a patient you may tell whomever you desire, however, the facility will not divulge that information once your accounts is flagged as confidential.

**If at any time during your visit you wish to change the status you may do so by contacting your nurse.**



You will need to sign a form acknowledging your wishes to be made confidential or to be removed from that status.



If you have any questions please feel free to ask at any time.

Section 2:

# About Our Campuses

## VISITOR INFORMATION



### CAFETERIA HOURS

**SAINT FRANCIS CAMPUS**

Monday-Friday from 7am to 2pm

**THOMAS MEMORIAL CAMPUS**

Monday-Friday from 7am to 2pm

Weekends from 7am to 2pm



### CHAPEL

**SAINT FRANCIS CAMPUS**

The chapel is located on the entire 5th floor of the East building and everyone is welcome.

**THOMAS MEMORIAL CAMPUS**

The chapel is located on the 1st floor by the information desk and everyone is welcome.



### PARKING

Free parking is available to patients and visitors in the following areas:

MacCorkle Lot

Pavilion Lot

Half of the Poplar Lot

Parking garage (located on Division Street)



### GIFT SHOPS

The Thomas Memorial Hospital

Gift Shop is open M,W,F from

11am-2pm.



### AREA LODGING

Please visit

[www.thomashealth.org/lodging](http://www.thomashealth.org/lodging)



### CAFE 46

Located at

THOMAS MEMORIAL HOSPITAL

Monday - Friday from 6am - 6pm

Saturday - Sunday from 7am - 12pm

**VISITOR HOURS VARY PER UNIT,  
PLEASE VERIFY WITH YOUR SPECIFIC UNIT.**

# TOBACCO FREE ENVIRONMENT

**“We are committed  
to the prevention of disease  
and to the promotion of good  
health and healing.”**

In a desire to provide a healthy environment for patients, employees, visitors, physicians, and volunteers, the use of all tobacco products is prohibited on hospital owned property and grounds and in all Thomas Health leased or rented office space where employees work. The hospital acknowledges that tobacco use is hazardous to individuals as well as those in the near vicinity. In a desire to provide a healthy environment, Thomas Health is tobacco free.



**THANK YOU FOR  
NOT SMOKING  
OUR CAMPUS.**

Patients are encouraged to abstain from use of tobacco products while receiving care at the facility. Your physician may order nicotine replacement and/or smoking cessation medications for you during your stay to assist you in complying with the policy. Under no circumstances will patients be allowed to leave the building with an IV pole, oxygen tank or open wound to smoke.

**This is for patient safety and infection control reasons.**

Visitors may not smoke or use tobacco products on the hospital campus. The campus is defined as the hospital building, annexes, parking lots and grounds. It excludes the outside/perimeter sidewalks. Please feel free to discuss any questions regarding this policy with your physician, nursing staff or other department staff members. They will be happy to assist you in providing any information you may require regarding the smoke free environment. Your cooperation and compliance with this policy is greatly appreciated!



**Section 3:**  
**Preparing for Your  
Hospital Visit**

## YOUR FINANCIAL RESPONSIBILITY & FINANCIAL ASSISTANCE PROGRAMS

Please know that while you are at our facility you may have additional charges by the Radiologist, Hospitalist, Pathologist, Anesthesiologist, and/or Emergency Room physicians. You will find their information below.

•**Envision Physician Services:** 800.355.2970

•**Medusind** (Pathologist): 540.776.9410

Contact: Karen Feury

•**Professional Anesthesia:** 304.344.0096

• **THPP:** 866.588.3588

(Thomas Health Physician Partners)

**Kanawha Valley Radiologists:** 304.343.4625

**Hospitalist Medicine of WV:** 844.323.5865

PO Box 740585 • Los Angeles, CA 90074

Once your benefits have been reviewed, you will receive a phone call prior to your appointment to discuss your financial estimate. We have Financial Advocates on site to assist you with payment options. Programs that we offer include:

•**MDsave - [www.mdsave.com](http://www.mdsave.com)**

Vouchers are purchased on the MDsave website and this voucher will include the physician's fees, hospital charges and anesthesia if needed. One payment will be made to MDsave and you will not receive a bill for that procedure.

•**CarePayment - [www.carepayment.com](http://www.carepayment.com)**

Offers payment plans and the ability to combine accounts while making one payment.

•**Uninsured Discount** - We offer a 65% uninsured discount to our patients who do not have insurance cover-age.

•**Financial Application**

To determine charity and/or financial arrangements.

•**Medicaid Screening**

Employees on site will screen you to determine if you are eligible for Medicaid benefits.

If you have any questions regarding your financial responsibility, please call the numbers listed here.



**Pre-Registration 304.766.4333**

**Thomas Health Financial Advocates 304.766.5615**

Here are some definitions of common medical financial terms.

**Out Of Pocket:**

The most amount of money a patient will have to pay in one year for deductibles and co-insurance. Set by insurance policy.

**Co-Pay:**

Flat rate that is charged each time the patient visits a healthcare provider.

**Amount Due:**

An estimated amount the patient needs to pay before test or procedure may be performed.

**Deductible:**

Is the amount that the patient is required to pay before the insurance starts paying benefits.

**Co-Insurance:**

A percentage amount that the patient has to pay after the deductible has been met. The percentage amount is based on the remaining balance and the contractual amount (not billed amount).

## YOUR MEDICATIONS: WHAT OUR HEALTHCARE TEAM NEEDS TO KNOW

Welcome to our facility. Your healthcare team is here to help you get better. Providing us with answers to these questions will help us help you. We need to know about the medications that you take. This includes any medication that your doctor has prescribed and any over-the-counter medication or herbal (natural, homeopathic) remedies that you use. Be sure to let us know:

- What is the **Name** of the medication?
- What is the **Dosage** of the medication?
- **How many times** do you take this medication per day?
- Is there a specific **time of day** that you take this medication?
- When was the **last time** you took this medication?
- **Do you have any concerns** about the medication(s) you are currently taking?

Are there any concerns or questions that you have regarding your medication? These are some questions you may want to ask your nurse:

- Why is my medication a different color here than it is at home?
- Why do I take a different amount of medications here than I do at home?
- What is this medication for?
- How long will I need to take this medication?
- Are there any side effects when taking this medication?
- Do you have anything I can read about this medication?

### WHAT WE NEED FROM OUR PATIENTS:

#### BRING YOUR HOME MEDICATIONS WITH YOU TO THE HOSPITAL IN THEIR ORIGINAL CONTAINERS

You can also provide the staff with a printed copy of your most recent home medications.

#### BRING CONTACT NAMES AND NUMBERS FOR YOUR FAMILY PHYSICIAN AND/OR PHARMACY

Your nurse will be happy to contact the Pharmacy if have any questions about your medications.

### How We Administer Medications in the Hospital:

To ensure a safer medication process for our patients at Thomas Health, the nurses on all our inpatient units use an Electronic Medication Administration Record system (eMAR) on every patient. This process is very similar in concept to what you see in retail stores. Just prior to any medications that are given, the nurse scans the bar codes on the medications and then will scan the barcode on your patient armband to make sure that they match. The scanner is linked to the hospital computer, which stores the profile of the medication ordered by the doctor, and the patient's height, weight and allergies.

This system performs a double check to make sure that only the medications ordered by the doctor are given to patients and at the right dose, right route and right time. That may mean the nurses will have to wake you up at medication delivery times. Staff nurses on each unit will answer any questions you may have on eMAR. You can help in this safety initiative. If you don't see your nurse scanning, ask your nurse to scan your armband and medication!

**Please rest assured that the staff at Thomas Health is setting the standard every day to ensure the highest level of medication safety is provided to all of our patients.**

**Section 4:**  
**Important Information  
for Your Hospital Visit**

## PATIENT SAFETY

### THE PATIENT'S ROLE IN SAFE CARE

Everyone has a role in making healthcare safe-physicians, healthcare executives, nurses and technicians. Healthcare organizations across the country are working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

Thomas Health is committed to putting our patients first, as patient safety and quality of patient care is a vital concern for all of our healthcare workers. There are avenues available to report patient safety concerns and issues regarding the quality of patient care within the organization, our Administrative Team is available to address your concerns. Reporting your concerns and issues to us allows performance improvement to take place, thus keeping patient safety and quality of patient care at the forefront of our organization. If you need an additional avenue, please use the Joint Commission link [www.jointcommission.org](http://www.jointcommission.org).

Speak up if you have questions or concerns, and if you do not understand, ask again. It is your body and you have a right to know.

**Pay attention to the care you are receiving.**

Ask questions about the treatments and medications to make sure you understand your care.

**Educate** yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

**Ask a trusted family member or friend to be your advocate.**

**Know** what medications you take and why you take them. Medication errors are the most common health care mistake.

**Use a hospital, clinic, surgery center, or other type of health care organization** that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by Joint Commission.

**Participate in all decisions about your treatment.**

# **OUR MEDICAL EMERGENCY TEAM:** **WHEN TO ALERT THEM**

## **WHAT IS OUR MEDICAL EMERGENCY TEAM?**

An assessment team made up of those involved in your care that are called to intervene promptly in a patient's care when the condition is thought to be deteriorating.

## **FRIENDS & FAMILY CAN HELP!**

**You notice a change  
in mental status.**

**You notice something is wrong  
but don't know what to do.**

**Your family member has severe  
pain unrelieved by medications.**

**You notice excessive bleeding.**

**You feel uncomfortable about your  
family member's condition.**

**If ANY of these conditions are noticed, notify the patient's nurse immediately!**

## PHYSICIAN ROUNDING & DISCHARGE PLANNING

### MULTI-DISCIPLINARY ROUNDS

#### Multi-Disciplinary Rounds (MDRs)

are daily, unit based, care team planning discussions of each patient's goals for that day and for the stay. Patient whiteboards are used to communicate among the healthcare team, providers, and patients.



THOMAS HEALTH  
FAMILY PHARMACY  
WVU Medicine

Today's Date: \_\_\_\_\_

Estimated Date of Discharge: \_\_\_\_\_

Diet:  
☐ NO Restrictions  
☐ Restrictions: \_\_\_\_\_

Goal for the Day: \_\_\_\_\_

Discharge Needs: \_\_\_\_\_

Health Care Team: \_\_\_\_\_

Notes: \_\_\_\_\_

For Compliments or Concerns Please Contact:

Patient-Family Representative  
304.766.5336

Social Work/Case Management  
304.766.3695

## DISCHARGE

Your discharge begins at admission and our goal is to get you home as soon as possible. Our priority is to make sure that you leave us feeling comfortable and confident that you can take care of yourself safely at home. A case coordinator/social worker will work closely with you to assess your needs and arrange for health and home care needs after you go home from the hospital or transfer to another type of care facility. Your health care team meets daily to discuss your discharge needs and will update you on your readiness for going home.

Before you leave the hospital, your physician will write an order for your discharge, and you will receive some information from your nurse about continuing medications and other care at home during your recovery. Remember to take all your belongings, as well as your discharge packet and medications that you may need when leaving your hospital room. When your family arrives to take you home, your nurse or another staff member will accompany you to the front door.

If you need medications at discharge, Thomas Health Family Pharmacy is conveniently located on the first floor of the Thomas Lobby side of the building and has a Meds-to-Beds program that will deliver your medication to you prior to discharge. Ask your nurse for assistance, or call 304.414.4820 for more information.

**Your care and your experience is one of our top priorities. Thank you for choosing Thomas Health!**

# FALL PREVENTION GUIDELINES

## FOR PATIENT & FAMILY

Accidental falls may occur in the hospital. These accidents are as distressing to hospital personnel as they are to the patient. Our healthcare team of nurses, doctors, physical therapists, and assistants are here to assist you in a safe and speedy recovery. Your participation and cooperation with this program will help you to prevent unnecessary injury.

Some falls, such as those associated with illness or therapy, cannot be avoided. However, by following the safety guidelines, you, your family, and friends can help reduce your risk of falling.

### SAFETY GUIDELINES FOR PREVENTING FALLS

- When you need assistance, use your call light by your bed or in the bathroom and wait for the nurse/assistant to arrive to help you
- Remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as promptly as possible.
- Ask the nurse for help if you feel dizzy or weak getting out of bed. Remember you are more likely to faint or feel dizzy after sitting or lying for a long time.
- If you must get up without waiting for help, sit in bed awhile before standing. Then rise carefully and slowly begin to walk.
- Walk slowly and carefully when out of bed.
- Do not lean or support yourself on rolling objects such as I.V. poles or your bedside table.
- It is recommended you wear rubber-soled or crepe-soled slippers or shoes whenever you walk in the hospital. If you do not presently have any, check with your nurse.
- Always follow your physician's orders and the caregiver's instructions regarding whether you must stay in bed or require assistance to go to the bathroom.
- Do not tamper with side rails or protective devices that may be in use. Side rails and protective devices are reminders to stay in bed and are designed to ensure your safety. If these items need adjustment, ask your nurse.

### ***WHY DO FALLS HAPPEN?***



Medications such as tranquilizers, sleeping tablets, pain relievers, blood pressure pills or diuretics may make you dizzy and disoriented.



Your illness, enemas, laxatives, long periods without food, or tests your physician has ordered may leave you weak and unsteady.



The hospital may seem foreign and unfamiliar to you, especially when you wake up at night.

### A SPECIAL NOTE FOR FAMILY MEMBERS AND FRIENDS

Because hospital staff members cannot remain constantly at a patient's side, arrangements may be made for a private-duty nurse, family member, or sitter to stay with a patient. Whenever possible, ask the nursing staff if there are specific times (for example: at sundown, 6-9 pm) when your presence would be beneficial to the patient's comfort or piece of mind.



## **INFECTION CONTROL:** **HOW YOU CAN HELP**

Infection control is an approach to practices performed in healthcare settings that prevent the spread of infection among patients, healthcare workers and visitors. This approach works to prevent infections at home as well. It is the goal of Thomas Health to improve patient safety by having measures in place that work to decrease your risk of getting an infection while you are in the health care setting. It is our goal that you are informed and involved in your health care. The following information is provided to help you understand what to expect in all aspects of care, treatment and services.

In the event that you would have a surgical procedure while you are here or if you would require a central line, there are some measures that we can all take to prevent infections.

### **HAND HYGIENE**

- Is the single most important measure to reduce the risk of spreading infection.
- This may be hand washing with soap and water or the use of an alcohol-based hand rub. Please wash your hands after bathroom use, when visibly soiled or prior to eating.
- Make sure your caregivers perform hand hygiene before and after providing care. You may ask them to do this if you do not see them doing this.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you.

### **RESPIRATORY HYGIENE**

- Please cough in a tissue, bent elbow or upper sleeve, NOT in your hands.
- Put the tissue into trash after use.
- Perform hand hygiene.

### **HELP PREVENT SURGICAL SITE INFECTIONS:**

- Tell your doctor about other medical problems you may have.
- Quit smoking. Patients who smoke get more infections.
- Do not shave near where you will have surgery. Shaving your skin with a razor can irritate your skin and make it easier to develop an infection.
- Make sure your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub.
- Make sure family and friends who visit you do not touch the surgical wound or dressing.
- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for the wound.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

### **YOU CAN HELP PREVENT CENTRAL LINE ASSOCIATED BLOODSTREAM INFECTIONS**

- If the bandage comes off or becomes wet or dirty, please tell your nurse or doctor immediately.
- Inform your nurse or doctor if the area around your catheter is sore or red.
- Do not let family and friends who visit you touch the catheter or the tubing.
- If you go home with the device, make sure you understand how to care for the device before leaving the hospital.

## **DISEASE TRANSMISSION:** **HOW YOU CAN HELP PREVENT IT**

There are multi-drug resistant organisms in the community and in the hospital that you become at risk of getting once you are sick or require surgery. Some examples are identified as methicillin-resistant staphylococcus aureus (MRSA), Clostridium difficile (C. diff), and vancomycin-resistant enterococci (VRE). You can develop an acute infection from the organisms or be colonized with them. If you already know you have one of these organisms please tell your doctor or nurse at the time of admission. You will be placed in a special room.

You can help to prevent the transmission of  
multi-drug resistant organisms by:

- Staying in your room as much as possible. You should not go to common areas such as the gift shop or cafeteria.
- Make sure that the healthcare providers clean their hands before and after coming into contact with you and that they always wear gowns and gloves.
- Take your antibiotics as prescribed by your doctor while you are in the hospital and once you go home. You should always finish the prescribed amount and never take someone else's antibiotics that they may have at home.
- Once you are back home make sure that you wash your hands often and have family and visitors do the same.
- Do not share personal items such as towels or razors.

Further information sheets are available from your nurse that will be taking care of you. If you should need further information from the Infection Control Department, you can reach them at 304.347.6699 at Saint Francis and 304.766.3426 at Thomas Memorial.

Thank you for making Thomas Health your choice for medical care and treatment.

## PATIENT SATISFACTION

Thomas Health takes part in the Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS) survey, which measures your satisfaction with the quality of your care. Backed by the Centers for Medicare and Medicaid Services (CMS), it is designed to be a standardized tool for measuring and reporting patient satisfaction across all hospitals in the United States.

After you are released from the hospital, you may receive a Patient Satisfaction Survey in the mail. This will be addressed to you from our partner of PRESS GANEY.

Your input is very important to us. Please take a few moments to fill out the survey and return it in the self-addressed envelope that is included.

We will appreciate your feedback and thank you in advance!

## CONCERNS & COMPLAINTS

*We care about your input.*

*We will always strive to meet your needs and expectations.*

If you have a feeling that something is wrong that has not been addressed or your condition is worsening, the first step to ensure the best care is to talk with the nurse or physician. You may ask to speak to the nurse (or person) in charge. If we fail to meet a need, you may voice your concern to any staff member or call our Patient-Family Representatives for assistance.

**304.766.5334 or 304.766.5335**

You may also notify our management staff with any concerns.

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**Section 5:**

**Other Information  
of Interest**

## BEHAVIORAL HEALTH & SUBSTANCE USE DISORDER SERVICES

800.992.3010 | 304.766.3553

**Behavioral Health Connections** is the initial point of contact for those seeking psychiatric or substance use disorder treatment. Referrals are accepted 24-hours-a-day and assessments are completed to help individuals identify the proper course of treatment. For further information, intake or assessment services, **Connections** can be contacted at 800.992.3010 / 304.766.3553.

**GeroPsych** is an inpatient unit designed to meet the need of geriatric patients age 65 and older with psychiatric and behavioral issues.

**Addiction Healing Center** is an inpatient substance use disorder unit. This unit is designed to assist patients with establishing and maintaining their sobriety through a 12-step program based on the disease model of addiction.

**Outpatient Substance Use Partial Hospitalization Program** is a 4-6 week treatment program for substance use disorder. Patients attend groups four-days-a-week from 9:00 a.m. - 12:00 p.m. and are scheduled to see a physician one day a week for medication management.

**Psychological Testing Services Program** is for patients that are considering bariatric or pain stimulator surgeries and are required to receive psychological testing to determine their suitability for compliance with post operative instructions.

**Pregnancy Connections** is a program designed to treat pregnant women and women up to two years post-partum that have substance use disorder.

**Addiction Healing Center/Continuing Care** is a group held on Wednesday evenings from 5:30 p.m. - 6:30 p.m. for patients who have completed Substance Use Disorder Treatment to receive further education and treatment weekly.

## → What is the Thomas Health Foundation?

Support from the Thomas Health Foundation is critical to our hospital. The Foundation was founded in 1989 to support Thomas Memorial and Saint Francis Hospitals, known collectively as Thomas Health. As a non-profit foundation, they practice philanthropy to cultivate donations, gifts, grants and endowments that provide valued resources to support our mission of compassionate and exceptional healthcare.

The Foundation's most common contributions include free flu shots, emergency relief funding for employees, meeting patients' needs, funding the Thomas Health Junior and Senior Nursing Academies, awarding grants to hospital departments, supporting employees with scholarships including nursing, and raising funds for hospital needs. While those programs aren't the only things the Foundation supports, they provide a snapshot of the type of work they strive to achieve.

## → How You Can Make an Impact

Donations, big and small, can improve the lives of those in your community. As a patient of Thomas Health, you can pay it forward by acting as a grateful patient. When you make a grateful patient donation, you impact Thomas Health's exceptional healthcare providers, as well as the well-being of our community. Your tax-deductible gift has the potential to change lives, just as your caregivers changed yours.

## → Ways You Can Give Back

If you're interested in giving back, the Thomas Health Foundation offers a variety of ways to help:

### Donate Now

Make an online donation today using our secure online giving website. Donations can also be mailed to the address at the bottom of this page. You can choose to support a specific cause at Thomas Health or you can make an unrestricted contribution to support the most urgent priorities in patient care, community health and medical education.

### Grateful Patient Giving

If a caregiver, physician or employee made a difference in your care, we want to know. Offer your appreciation through a Grateful Patient donation and honor their commitment to exceptional healthcare.

### Tribute Giving

Consider a tribute gift in honor of a loved one, special person or caregiver. You can even choose an area of work at Thomas Health meaningful to the individual you honor.

## → Talk to Us

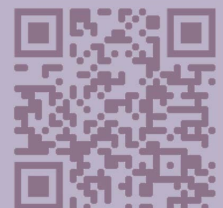
If there are areas of particular interest to you, or if you simply need more information on options for giving to the Thomas Health Foundation, please contact us at [foundation@thomashealth.org](mailto:foundation@thomashealth.org) or 304-766-4340.



*"The staff of Thomas Health were there for us during our family's most stressful times. Their compassion and skill made it possible for us to have three health babies. We can never repay them!"*



Scan the QR code on your mobile device to donate online now.



**Thomas Health Foundation**  
4605 MacCorkle Ave, SW South Charleston, WV 25309

[thomashealthfoundation.org](http://thomashealthfoundation.org) | 304-766-4340 | [foundation@thomashealth.org](mailto:foundation@thomashealth.org)



## RECOGNIZE A NURSE FOR EXTRAORDINARY CARE: THE DAISY AWARD

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way. Please say thank you by sharing your story of how a nurse made a difference you will never forget!

I Would Like To Thank My Nurse (Name):

From Unit:

Please describe a specific situation or story that demonstrates how this nurse made a meaningful difference in your care.

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More space on next page to continue your story.

Thank you for taking the time to nominate an extraordinary nurse for this award. Please tell us about yourself, so that we may include you in the celebration of this award should the nurse you nominated be chosen.

Your Name: \_\_\_\_\_ Date of nomination: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

I am (please check one):

☐

☐ Patient Visitor ☐ RN MD ☐ Staff Volunteer

☐

**Scan Here to Submit  
Online Nomination**



Please submit your nomination form to the **Daisy Nomination Box** or:  
Daisy Award • 333 Laidley Street, Charleston, WV 25301  
Email: DaisyAward@thomashealth.org • Phone: 304.347.6473





**FOR EXTRAORDINARY NURSES**

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a guide for writing. There are no margins, text, or other markings on the paper.