

TRAINER TOUR GUIDELINES

Training of new provisionals includes a tour of the hospital, preferably on the first day of training. Different services will cover different areas in greater detail. What follows is a list of places of likely interest to all volunteers. You can follow any route you wish but the list below follows a route with minimal backtracking. Suggestions for comments along the way are included but they are only suggestions – add and delete as you see fit.

Start at: the **RECEPTION DESK**. (Assist the provisional to sign in on the Volgistics screen and show where monthly printed schedules are kept.)

Point out **FOUNTAIN COURT** (mention free drink during service breaks) and **COMFORTS GIFT SHOP**. (Both are moneymakers for the Auxiliary and enable the Auxiliary to make substantial gifts to the hospital every year.)

Go past **REGISTRATION** (all patients register) and the **LAB**. (Here blood is drawn and various tests on specimens are performed.)

Take the elevator (or stairs) down to the Garden level and the **CANCER CENTER**; point out infusion and radiation areas and the **HEALTH RESOURCE LIBRARY**. (The library is open to the public and run by Hospice volunteers. They have a 2-week checkout for movies and CDs and provide wigs, hats, and scarves to cancer patients. The library has books, videos and audio tapes on health topics and various brochures. Computers are available.)

Return to the Main level and point out **HEALTH INFORMATION MANAGEMENT** (Medical Records) and continue past the **PHARMACY** (prescriptions are filled only for inpatients) to the **OUTPATIENT SURGERY CENTER (OPSC)**. It is open Monday through Thursday and patients usually return home the same day as their procedures.)

Take the elevator (or stairs) up to the Roof level and point out **CONFERENCE ROOMS A, B AND C** (partitions can open up) and **WOUND HEALING**.

Take the elevator down to the Main level and get the other elevator back to the Roof level (explain that the Roof level consists of chunks which are not

interconnected.) Go to the **AUXILIARY OFFICE**. (Show the Red Book and review its importance.) Point out **ADMINISTRATION**. (The CEO's and Vice Presidents' offices and the board room are here.)

Return to the Main level and go past the **FAMILY BIRTH CENTER** (Note the Dennis the Menace statue and art work by Hank Ketcham, local cartoonist. Mother and baby stay in the same room and about 1200 babies are delivered at the hospital every year. Room numbers are 2201-2218) and the **RESTROOMS**.

Point out the **ATM**. Pass the **KOI POND**. (The koi are maintained through a generous gift from Maurine Church Coburn. She was married to Samuel F.B. Morse who donated the land for the hospital and her fund also provides much of the artwork all over the hospital.) Point out the **CHAPLAINS' OFFICES**.

Turn left toward Main West, pointing out the **MEDITATION ROOM** (the hospital does not have a chapel) and the **HEALING GARDEN** (this was a gift from a former Auxiliary president and there are two entrances to it on the Garden level.)

At **MAIN WEST** explain how Forest Pavilion is set up: six units, three East and three West on three levels, (Main, Garden and Terrace). The East is a mirror image of the West and all six units are set up similarly. Each unit has 20 patient rooms and each room looks out on either the forest or the Healing Garden. All rooms throughout the hospital are private with bathrooms. Room numbering in Forest Pavilion is tricky – terrace rooms are in the 5000's, Garden rooms in the 5100's and Main rooms in the 5200's. West rooms are 1 through 21 (13 is omitted) and East rooms are 51 through 70. East and West inherited names which were compass-correct in the past but no longer are. Further complicating things Family Birth Center rooms are in the 2200's and Main Pavilion rooms (which we haven't visited yet) are in the 2300's.

Walk down the Main West corridor to the **DAY ROOM** and **WATERFALL**. Exit via the Main East corridor.

As you go to **MAIN PAVILION** (it includes cardiac and stroke patients and room numbers are 2301 through 2333), point out **PATIENT ACCESS** and the **CASHIER** (where volunteers pay meal bills in excess of \$3.00).

Leave Main Pavilion and take the elevator (or stairs) to the Terrace level. Go to the employee **CAFETERIA**. (Volunteers can eat there when they are working and get \$3.00 deducted from their bills. Take your receipt to the Cashier and pay the difference). The **CAFETERIA** is closed from 10:30-11:00 and 2:00-5:00.

Take the elevator back to the Garden level. Point out **GARDEN PAVILION** (this is the hospital's mental health unit. It is a locked unit and a special effort is made to protect the privacy of the patients there. It has set visiting hours and serves both in-patients and out-patients). **CLINICAL DECISION UNIT (CDU)** is also located here for patients in the hospital less than 24 hours.

Walk down the Garden South corridor past the **INPATIENT REHABILITATION UNIT (RIU)**. This is a new unit to treat patients who have been discharged from other units but who still require three or more hours of rehabilitation daily. Point out the **TYLER HEART INSTITUTE** (EKG's and ultrasounds of the legs are performed there. The unit was a gift from Susanne and William Tyler in gratitude after he was a patient at the hospital.)

Retrace your steps back and continue past the **INTENSIVE CARE UNIT (ICU) WAITING ROOM** to the **ICU** (let the provisional use badge to enter to see if the badge works. This unit, like Garden Pavilion has set visiting hours while other unit in-patients can generally have visitors throughout the day until 9:00pm).

Go through **EXPRESS CARE** which we will pass next as part of the Emergency Department and patients here are considered out-patients. Go to the **EMERGENCY DEPARTMENT** waiting room. (There were more than 50,000 visits to the Emergency Department last year). Take the parking garage elevator (or use the stairway near the Emergency Department) back to the Main level.

Finally, point out **SURGERY** (about 4000 in-patient surgeries are performed each year), **SHORT STAY** (surgery patients arrive here and are prepared for surgery), **POST ANESTHESIA CARE UNIT (PACU)** and **RADIOLOGY** in the South Pavilion.