

### Special Services

Anderson offers a variety of special services to make your stay as pleasant and comfortable as possible. These special services include the following:

#### *Mail*

Letters and packages for patients are delivered each day by volunteers. Letters and parcels that arrive after you have been discharged are forwarded to your home. Stationery may be purchased in the Anderson Pharmacy and stamps may be purchased at the hospital's Business Services Department.

Mail should be addressed to the patient at the hospital address:

Anderson Regional Medical Center  
2124 14th Street • Meridian, MS 39301

#### *Flowers*

Flowers are delivered to your room by volunteers. Please keep in mind that large plants and flowers are difficult to deliver and remove upon discharge.

#### *Newspapers*

Newspapers may be purchased in the hospital cafeteria, Anderson Pharmacy, and ICU waiting room. You may have a newspaper brought to your room by calling the volunteer office at extension 6697.

#### *For the Hearing Impaired*

A telecommunications device (TDD) is available at the switchboard and in the Emergency Department to help a hearing-impaired relative or friend. Arrangements can also be made to have a person who uses sign language help a hearing-impaired or deaf patient. For more information, please contact the Social Work staff at extension 6107.

#### *Interpreters*

The hospital has access to interpreters for a number of foreign languages should a patient require assistance. For more information, please contact your nurse or the Social Work staff at extension 6107.

#### *Telephones*

Telephones are provided in each room. Dialing instructions are as follows:

- Room to Room: 7+ room number
- Switchboard Operator: 0
- Local Calls: 8 + telephone number
- Collect, Third Party, Calling Cards: 8 + 0 + area code + telephone number
- Long-distance Operator in State: 9 + 00
- 800 Numbers: 8 + 1 + 800 + telephone number

- Patient rooms may be called directly (from outside hospital) by dialing 601+553+7+room number.

### *Television*

Color television sets are provided free of charge in each room. Please be considerate of other patients by playing television sets softly and by turning off your set at bedtime.

### *The Medical Staff*

The physician who admits you is responsible for directing your care while you are in the hospital. Your physician, as the coordinator for your treatment program, should be consulted if you have questions about your illness.

### *The Nursing Staff*

Twenty-four hour nursing care is provided by a team of professional registered nurses, licensed practical nurses and nurse assistants. A nurse manager is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nurse manager if you have questions or concerns.

### *Dietitians*

The hospital maintains a staff of full-time registered dietitians to meet your dietary needs during your stay. If you have questions about your meals or diet, call extension 6184.

### *Business Services*

A representative from the Business Services Department can answer questions about your hospital bill and help you interpret financial policies and billing procedures at the hospital. You may contact Business Services by calling extension 6850, Monday through Friday, from 8 a.m. to 4:30 p.m.

### *Volunteer Auxiliary*

Volunteers contribute many hours of service to the hospital and patients. They supplement the services of the hospital staff in many ways and can be identified by their maroon-colored jackets/aprons and name badges. If they can be of service to you or your family, please call extension 6392 or visit their desk on the first floor by the ICU waiting area.

### *Other Personnel*

During your stay, you may be visited by many other healthcare professionals, including personnel from the laboratory, respiratory and radiology departments and physical or occupational therapists. In addition, the ARMC family includes many behind-the-scenes workers, such as accountants, engineers, secretaries, food service workers and others who contribute greatly toward your well-being while you are here.

### *Valuable or Lost Items*

We ask that you do not bring items of value to the hospital. If you have valuables with you, such as credit cards or jewelry, please give them to your family or friends for safekeeping. If this is not possible, speak with your nurse for help in securing your valuables. Please keep no more than a small amount of money in your room to pay for newspapers and other personal conveniences. Like all hospitals, Anderson Regional Medical Center cannot be responsible for valuables unless they are placed in our safe or given to us for safekeeping.

If you think you may have lost any of your personal belongings, please call Housekeeping at 601-553-6196 for assistance.