



# Welcome Guide for Patients & Families





We want to welcome you to Erlanger. We are so sorry you are here but are honored you have entrusted us to care for your loved one. Our mission is to compassionately care for people.

This Welcome packet has been designed to help you organize the information you receive throughout your stay. At Erlanger, we focus on quality, safety, and service to provide the best possible patient care. If you have any questions or concerns, please see the contacts below:

- Patient Advocate | 423-778-7990
- Patient Experience Contact for Environmental Services or Dietary | 423-778-7431
- Billing Concern: Patient Financial Services | 423-778-5150
- Chaplain's Office | 423-778-7177
- Interpreter Services | 423-778-7337

Please note that our visitation policy is limited to certain hours to allow the healthcare team to provide necessary care in a manner that protects patient dignity and promotes rest and healing.

We realize that being in the hospital may be an uneasy experience. Through our core values, which include respect, accountability, leadership, and ethics, we strive to make your visit as pleasant and comfortable as possible. These values drive everything we do and every decision we make.

We always welcome your comments and questions. Your partnership is extremely valuable for us to meet all your healthcare needs. If you would like to share a compliment, feedback or concern you may also scan the QR code below to submit it to the Office of Patient Experience.

Sincerely,

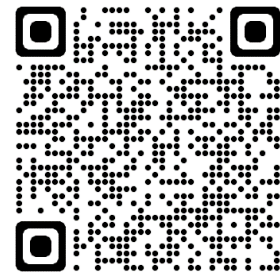


**Adam M. Campbell, PhD**

*Senior Vice President, Chief Quality/Patient Safety Office*

**Erlanger**

erlanger.org



# VISITATION GUIDELINES

## Visitor Partnership Pledge

Thank you for visiting your loved one today. You are an important partner in their care. While we focus on providing safe care, you can help us enhance the quality of care. In this time of high demand for our services, your presence here matters more than ever. We pledge to provide the most optimal care and treat your loved one like a member of our family.

### You can pledge to help in the following ways:

- Please do not visit if you are sick or someone in your home is sick.
- To protect yourself and your loved one, you may be required to wear full personal protection equipment (PPE) during your visit.
- Throughout your visit to our hospital, please try to stay in the room of your loved one to prevent the spread of infection.
- Help keep your loved one's room tidy. Clutter can increase the risk of a patient fall and we ask for your help to prevent falls.
- Each day, your loved one's care team (i.e. their doctor, physician assistant or nurse practitioner, in addition to their nurse) makes every effort to visit your loved one and talk about their plan of care for the day together. This is a good time to ask questions and prepare for discharge needs.
- Please be respectful of our caregivers. Do not raise your voice or use profanity. We are all on the same team.

**Any violation of our joint pledge may involve revocation of visitation privileges.** Please do not hesitate if you need assistance and *always* speak up when you have safety concerns.

**All visitors are required to check in each day at guest services, located on the first floor of the hospital across from the Gift Shop. You must have an ID badge printed prior to entering all patient areas.**

This is our partnership contract and we are in this together for the well-being of your loved one. If you have any questions or concerns about this agreement, please contact our patient experience office. They can be reached at [ope@erlanger.org](mailto:ope@erlanger.org) or **423-778-7990**.

### \*Chaplain available upon request

*Having one primary point of contact helps to decrease confusion when communicating healthcare information. Please leave your contact information with your family member's nurse.*

Please get permission before entering the unit with a visitor less than 13 years of age. Children under 8 years of age and younger are not permitted to visit if your loved one is on life support (ventilator, CRRT, ECMO), except for extenuating circumstances.

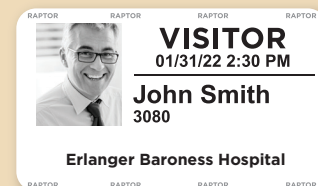
**This privacy code cannot be changed.** It is the responsibility of the designated family representative to manage the code. If the code is mismanaged, or if the staff believes it is in the patient's best interest, the patient's information will be fully restricted and will not be shared with anyone but the designated family representative.

## Patient Privacy Code\*

## Unit Phone Number

423-778-

*On admission, please designate a family representative to communicate with the healthcare team.*



### VISITOR ID BADGE

Must obtain a new visitor badge/sticker daily.



### HEALTHCARE TEAM ROUNDING

Healthcare teams will round daily at a minimum — we encourage family involvement.



### PROCEDURES

Please be advised, we may ask you to step out for a procedure or other care interventions.

# CODE OF CONDUCT

## Patient & Visitor

To provide a safe and healthy environment for staff, visitors, patients and their families, Erlanger expects visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of others.

The hospital does have the right to restrict visitation based on individual's behavior and any other circumstances as deemed inappropriate by the hospitals' administration.

### The following is prohibited while a patient or visitor:

- Using words or actions that are disrespectful, racist, discriminatory, hostile or harassing to staff, patients or visitors. We have a **Zero Tolerance** policy for this behavior.
- Refusing to see a clinician or other staff member based on personal traits.
- Disrupting another patient's care or experience.
- Using sexual or vulgar words or derogatory gestures.
- Wearing apparel with obscene language.
- Making threats (verbal or other forms) to harm another individual or destroy property.
- Damaging equipment or property.
- Possessing firearm or any weapon.
- Possessing and/or using street drugs and alcoholic beverages.
- Visiting while sick or have an illness that could be transmitted to patients.
- Not observing restrictions posted on a patient's door.
- Taking photos, videos, and recording (more details in side bar).

Limit the number of visitors to a room as patients may tire quickly. Be aware of noise levels when conversing and please keep voices or electronics volume at a level not to disturb other patients or visitors.

Respect a patient's right to privacy, which is protected by Federal Law. Staff can only provide condition updates to patient's designated representatives.

Please get permission before entering the unit with a visitor less than 13 years of age. Children under the age of 8 are not permitted if your loved one is on life support, except for extenuating circumstances.

Our staff is dedicated to providing the highest quality of care to our patients. Please show them the respect they deserve as they carry out their duties. Visitor who do not comply with this code of conduct will be asked to leave the hospital property and may be escorted by security.

*Thank you for your cooperation.*

## Thank Your Nurse!

Honor the compassion and care nurses provide their patients every day.

Nominate your nurse for The DAISY Award by scanning the QR code or visiting [erlanger.org/DAISYaward](http://erlanger.org/DAISYaward).



FOR EXTRAORDINARY NURSES  
HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES

SCAN ME!





# Zero Tolerance

Staff and patients need to work and be cared for in a safe environment.

**Aggressive, abusive, and violent behavior will not be tolerated.**

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*Violators will be removed and prosecuted per T.C.A. § 39.17.305.*

*Administration supports staff in pressing charges for aggressive behavior they encounter while caring for patients.*



# No Photos or Videos:

- Other patients
- Families and visitors of other patients
- Staff members and providers, unless you have permission
- Medical equipment
- Discussions
- Treatment and procedures

# NARCOTIC INFORMATION

## Patient Admission

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Pain control after major trauma or surgery is an important objective of your (or your loved one's) physician-led care team. In the current era of the opioid crisis, expert recommendations and State prescribing laws now dictate that pain regimens and treatment plans are based on non-opioid medications such as Tylenol, Non-Steroidal Anti-inflammatory Drugs or NSAIDs (medications such as Motrin, Ibuprofen, and Toradol), muscle relaxers (medications such as Robaxin, Flexoril, and Valium), anesthesia administered "nerve blocks," and topical anesthetics (Lidoderm patches and cold therapy). While narcotics are necessary for the treatment of some conditions, your care team makes every effort to reduce the amount of narcotics you are prescribed so that they can minimize the side effects of these potentially deadly and addictive medications.

### Potential Side Effects

Side effects from narcotics are dose-dependent, meaning the more you take, the worse the side effects can get. These side effects include constipation, loss of appetite, confusion/delirium, respiratory depression, and sleepiness, which can affect your ability to participate in therapy. Accordingly, you may be placed on laxatives, known as a bowel regimen, to promote your bowel motility (ability to have a bowel movement). Your recovery and nutritional intake will be delayed if you don't have appropriate bowel function. Poor nutrition leads to delayed healing and potentially serious complications such as infections, hernias, and failure of fractures to heal (non-union), as well as potentially delayed discharge from the hospital.

### Pain Regimen and Treatment Plan

When your care team begins prescribing your pain medication in the hospital, the dose of medication is just a starting point, and the dose may need to be adjusted based on how you respond. The dose of your medication may need to be increased or decreased, and/or additional medication may need to be added based on a number of factors. It is not a realistic expectation that all of your pain can be relieved. You may experience discomfort, but you will be comfortable enough to rest and participate in therapy.

**NOTE:** If you were receiving methadone or were in pain management prior to admission, your care team needs to know this information and may contact your methadone clinic or pain management service to verify your correct medication and dose.

## Your Participation in Your Treatment Plan

Unless you or your loved one is on end-of-life care, narcotic pain medications are ordered on an as-needed ("PRN") basis. This means that you will not receive narcotic pain medication unless you ask your nursing team for it. You may use the "call button" to contact someone for help. Although your doctor wants to be aware of all the details of your condition, he or she may not be aware when and what pain medication you have received throughout the day when he or she comes to check on you. It is therefore extremely helpful for your nurse to write what **dose** and **when** you received your pain medication on the white board in your room. This allows you to know when you can receive your next dose. (Narcotics are typically prescribed every 4-6 hours "PRN"). Writing the dose on the white board will also allow your care team to easily discuss possible adjustments in your pain medications when they are in your room. Please feel free to remind your nurse to write the dose information on the white board when you receive a dose of narcotics.

## Patient Discharge

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Even after major injury or surgery, **Tennessee prescribing laws dictate that you may not be prescribed more than 500 morphine mili-equivalents for a 10-day period of time (that is five 10 mg hydrocodones or three 10 mg oxycodones per day) after discharge from the hospital.** Experience has shown that patients do best after discharge using Tylenol, NSAIDs, muscle relaxers, and topical therapies, with no more than 30 morphine mili-equivalents of narcotics (that is three 10 mg hydrocodones or two 10 mg oxycodones) and the narcotic component being tapered after five days. Scientific evidence shows that the risk of narcotic addiction goes up sharply after taking narcotics for only 2 weeks—no matter who you are. Your physician care team takes this fact to heart every time they prescribe you narcotics.

When you are discharged with a narcotic prescription, Tennessee law requires your practitioner to review your name in the Controlled Substance Monitoring Database and note the amount of narcotics you may have been prescribed in the last year. Tennessee law also dictates that you must sign a consent acknowledging that narcotics are addictive and can cause death from overdose if taken above the prescribed amount.



# DINING & SERVICES

## Erlanger Baroness Hospital



### Monday-Sunday

Breakfast 6:30-10:00 AM

Lunch 11:00 AM-2:00 PM

Dinner 4:00-8:00 PM

### Subway

Monday-Friday

8:00 AM-9:00 PM

### Chick-fil-A Express

Monday-Friday

6:30 AM-8:00 PM

### Grab-and-Go Items

Monday-Sunday

6:30 AM-8:00 PM



### Gift Shop

Monday

9:00 AM-7:00 PM

Tuesday-Friday

9:00 AM-5:00 PM

Saturday & Sunday

Closed

## Erlanger Medical Mall



ATM Open 24 hours

Monday-Thursday

10:00 AM-4:00 PM

Friday

10:00 AM-5:00 PM



HourPlace

TIME TO EAT



Scan for daily menu

Traditional Southern Cooking and Catering

Monday-Friday 7:00 AM-3:00 PM



Monday-Friday

6:00 AM-6:00 PM

Saturday-Sunday

6:00 AM-2:00 PM



Vibrant Meals

24/7 Kiosk



Operational hours may vary depending on hospital visitation or staffing limitations.

Erlanger Family Medicine  
 Erlanger Outpatient Therapy  
 Erlanger Sports Medicine

WHITEHALL BUILDING

Healthcare Services  
 Credit Union

KENNEDY  
 OUTPATIENT  
 CENTER

East 3<sup>rd</sup> St.

East 3<sup>rd</sup> St.

From Downtown

## MEDICAL MALL

## MAIN HOSPITAL

## CHILDREN'S HOSPITAL AT ERLANGER

Central Ave.

Central Ave.

Blackford St.

Hampton St.

Blackford St.

Wiehl St.

OUTPATIENT SURGERY & WOMEN'S SERVICES ENTRANCE

ADULT EMERGENCY ROOM  
 PATIENT DROP-OFF

CHILDREN'S EMERGENCY ROOM  
 PATIENT DROP-OFF

MRI ENTRANCE

MAIN HOSPITAL ENTRANCE

CHILDREN'S ENTRANCE

MAIN HOSPITAL & MEDICAL MALL PARKING

MEDICAL MALL ENTRANCE  
 PARKING GARAGE Medical Mall

PARKING GARAGE Hospital

CHILDREN'S HOSPITAL AT ERLANGER & ADULT CANCER PATIENTS PARKING

GROUND FLOOR

Post Office

Pastoral Care

Baroness Bistro

Gift Shop

Staff Elevators

Adult Emergency Room

Children's Emergency Room

Lab

Children's Therapy Services

Outpatient Registration

Registration

Children's Multidisciplinary Clinic

MASSOUD BUILDING

First Horizon Bank

Starbucks

Chapel

Hour Place

Vibrant Meals

Miller Eye Center

Children's Hospital Parking Garage

Registration

Imaging (X-ray)

Registration

Outpatient Registration

Children's Therapy Services

Children's Multidisciplinary Clinic

MASSOUD BUILDING

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Starbucks

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Outpatient Registration

Children's Therapy Services

Children's Multidisciplinary Clinic

MASSOUD BUILDING

▲	Entrance	🪑	Waiting Area
🪑	Stairs	🚻	Restrooms
🚻	Elevators	🏧	ATM
🚰	Information		

# FALL PREVENTION

Erlanger is concerned for your family members' well-being and wants to increase awareness of the prevalence of falls. Patients of all ages can be at risk for falls in the hospital because of illness, procedures, medicine and changes in environment and routine.

You can help keep your family member safe by knowing their risk and working to prevent falls.

**Ways to help prevent falls in the hospital include:**

- Remind your loved one to move slowly when getting up from their hospital bed or chair.
- Always check with a nurse or patient care tech (PCT) before helping your loved one out of bed.
- Alert your loved ones' nurse or PCT if they need to be repositioned.
- Watch out for medical equipment like IVs that can restrict movement.
- Keep the side rails of the hospital bed up and keep the bed in the lowest position.
- Do not turn off the bed or chair alarms. These alarms are a vital piece in assuring your loved one's safety.
- If your loved one is resting in a chair, be sure the chair alarm is connected to the call light system.
- Help your loved one become familiar with the hospital room.
- Do not let your loved one get up and walk too soon after sedation or anesthesia.
- When leaving your loved one alone, please make sure their call light, as well as their personal belongings (i.e., glasses, phone), are within reach.

# PERSONAL PROPERTY

While at Erlanger, it is **STRONGLY** suggested that patients **DO NOT** bring anything of value, such as personal items (e.g., money, jewelry, electronics, etc.) or medications from home.

Note, Erlanger will not be held responsible for any personal items that may be lost, stolen, or damaged during your stay.

**Contact the Erlanger Security Office at 423-778-8085 to claim lost items.**



# DISCHARGE LOUNGE

The Discharge Lounge is located on the 2<sup>nd</sup> Floor, by the valet entrance, E elevator. It's open from 10 AM - 6 PM. The lounge offers snacks, drinks, recliners, and TV's at your convenience. Family members do not need to pay to park in order to pick up the patient. If you have any questions, call **423-778-7433**.

# PREVENTING PRESSURE INJURY

## What is Pressure Injury?

A pressure injury, sometimes called a “bedsore,” is injury to the skin and underlying tissue usually caused by unrelieved pressure.

These injuries usually occur on the buttocks, hips, heels, elbows, and shoulders. These are body parts that have the most pressure when lying in bed or sitting for long periods of time. Pressure injuries begin as reddened areas, but can damage skin and muscles if not treated.

### What Causes Pressure Injuries?

Pressure injuries occur when unrelieved pressure on the skin squeezes the tiny blood vessels that supply with skin with nutrients and oxygen. When the skin does not get nutrients and oxygen for too long, the tissue may die and pressure injuries form.

Sliding down in bed or in a chair can stretch and bend blood vessels. This may also lead to pressure injuries. Even slight rubbing or friction on the skin may damage the skin or make a minor pressure injury worsen.

## How to Prevent a Pressure Injury

By assisting your healthcare team you can reduce your risk for getting a pressure injury. Be sure that you:

- Ask questions and help plan your care.
- Explain your needs, wants, and concerns.
- Know what is best for you.
- Be informed consumer of healthcare.
- Understand what and why things are being done.

### The following increase your risk for pressure injuries:

- Inability to change positions.
- Continuous or periodic loss of bowel and/or bladder control.
- Poor nutrition and hydration.
- Lowered mental awareness.

### Limit Pressure

- If you are in bed, you should change your position at least every two hours. If you are unable to move yourself, instruct your nurse to change your position for you. Even small shifts and off loading can be useful!
- If you are in a chair, your position should be changed every hour. If you are able to shift your own weight, do so every 15 minutes while sitting.

### Reduce Friction

- When shifting positions or moving in your bed, don't pull or drag yourself across the sheets and don't push or pull with your heels.
- Avoid repetitive movements such as rubbing your foot on the sheets to scratch an itchy spot.
- Do not use doughnut-shaped cushions — they can actually cause injury to deep tissues.

### Take Care of Your Skin

- Ask that a member of your healthcare team inspect your skin at least once daily.
- If you notice any abnormal areas, notify your nurse right away.
- Your skin should be cleaned thoroughly as soon as possible after soiling.
- Prevent dry skin by using creams or oils.
- Don't rub or massage the skin over the bony parts of your body.

### Safeguard Your Skin from Moisture

- If you are incontinent, use absorbent pads while bed and briefs while out of bed to pull moisture away from your body.
- Apply cream or ointment to protect your skin from urine and/or stool.

# ALCOHOL & SUBSTANCE ABUSE/ MENTAL HEALTH AWARENESS

## Chattanooga Resources

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**Alcoholics Anonymous**  
423-499-6003  
[chattanooga-aa.com](http://chattanooga-aa.com)  
[aa.org](http://aa.org)

**Behavioral Health Associates**  
423-899-0024

**Bradford Health Services**  
1-888-577-0012 or 423-892-2639  
• Adult & adolescent programs  
[bradfordhealth.com](http://bradfordhealth.com)

**CADAS**  
423-756-7644 or 1-877-282-2327  
• Inpatient, outpatient, day treatment  
• Oasis Program: 13 female beds, 25 male beds  
• Samaritan House: Residential Program for homeless men in early recovery  
[cadas.org](http://cadas.org)

**Health Connect America**  
423-702-5508  
• Mental health & substance abuse  
[healthconnectamerica.com](http://healthconnectamerica.com)

**Helen Ross McNabb Center**  
1-888-242-1340 or 423-266-6751  
*formerly known as Fortwood Center [CRT]*

**Focus Psychiatric Services**  
1-800-675-2041 or 423-308-2560  
• Inpatient/outpatient  
• Eating disorder  
• Alcohol/drug treatment  
[ocustreatmentcenters.com](http://ocustreatmentcenters.com)

**Homeless Health Care Center**  
423-265-5708  
• Case management services

**Lighthouse Counseling Center**  
423-499-9335

**Mental Health Cooperative**  
423-697-5953

**Parkridge Valley**  
423-499-2300  
• Outpatient  
[parkridgevalley.com/service/alcohol-and-drug-addiction](http://parkridgevalley.com/service/alcohol-and-drug-addiction)

**Partnership**  
423-697-7130  
[partnershipfca.com](http://partnershipfca.com)

**Springview Recovery Center**  
423-265-1186  
• Outpatient

**Tennessee Community**  
423-296-6451  
• Outpatient

**Volunteer Behavioral Health**  
423-756-2740  
*formerly Joe Johnson Mental Health Center*  
• Inpatient, outpatient, day treatment

## Out-of-Town Resources

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**Action Counseling and Consulting**  
423-499-2300  
Cleveland, TN  
• Adult & adolescent programs

**Mountain Valley Mental Health Center**  
423-942-3961  
Jasper, TN  
• Outpatient

**New Life Lodge**  
866-836-8125 or 866-919-9982  
Burns, TN  
[newlifelodge.crchealth.com](http://newlifelodge.crchealth.com)

**Pine Ridge Treatment Center**  
423-339-4166  
Cleveland, TN  
• Inpatient, outpatient, support groups  
Help line: 423-479-HOPE or 1-800-414-4134

**Ten Broeck at Cookeville Regional Medical Center**  
931-783-2570 or 855-828-8111  
Cookeville, TN  
[crmchealth.org/find-care/additional-departments/behavioral-health](http://crmchealth.org/find-care/additional-departments/behavioral-health)

**Volunteer Behavioral Health Outpatient Services**  
**1-877-567-6051**

Athens, Cleveland, Cookeville, Crossville, Dayton, Franklin, Gallatin, Hendersonville, Jasper, Lafayette, Livingston, Madisonville, McMinnville, Mt. Juliet, Murfreesboro or Smyrna, TN

- Case management
- Medication management/therapy

## Out-of-State Resources

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**Highland Rivers Health**  
**706-270-5100 x132**

Dalton, GA

- Inpatient & outpatient

[highlandrivershealth.com/whitfield-murray-county](http://highlandrivershealth.com/whitfield-murray-county)

**Life Center**  
**256-997-9356**

Fort Payne, AL

- Outpatient programs

**Lookout Mountain Community Services**  
**706-806-1222**

Fort Oglethorpe, GA

- Adults, children, & adolescents
- Inpatient & outpatient

[lmcs.org/substance-abuse.cms](http://lmcs.org/substance-abuse.cms)

## Referral Lines/Others

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**A&D Referral Line Nationwide**  
**1-800-889-9789**

- Confidential: inpatient & outpatient

**Adult Mobile Crisis (CRT)**  
**256-997-9356**

**Rehab Facility Locator**  
**1-877-275-7054**

**Teen Challenge**  
**417-581-2181 (Nationwide)**  
**423-756-5558 (Mid South Region)**

Fort Oglethorpe, GA

- Faith-based adult & teen programs
- Inpatient & outpatient

[teenchallengeusa.com](http://teenchallengeusa.com)

**VA Assistance**  
**615-225-4723 or 615-225-4715**

**Youth Mobile Crisis (CRT)**  
**866-791-9225**

**Suicide Prevention Number**  
**800-273-8255**

## Treatment Centers for Underinsured

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**Chattanooga, TN:**

CADAS

423-756-7644

Lighthouse Counseling Center

423-499-9335

Helen Ross McNabb Center

423-266-6751

Mental Health Cooperative

423-697-5953

**Nashville, TN:**

Mending Hearts

615-385-1696

Renewal House (Women with kids)

615-255-5222

Volunteer Behavioral Health Outpatient Services

1-877-567-6051

Elam Mental Health Center

615-327-6255

Samaritan Center

615-244-4802

**Burns, TN:**

New Life Lodge

866-836-8125

**Cookeville, TN:**

Plateau Mental Health

931-432-4123

New Leaf

931-432-7818

**North Georgia:**

Angel House of GA

770-572-7945

Heart Ministries

706-453-7929

Lookout Mountain Community Services

706-806-1222

**Hohenwald, TN:**

Buffalo Valley

931-233-3625 or 1-800-447-2766

# HOTEL DISCOUNTS

Erlanger has established partnerships with local hotels as a benefit for our patients and families. Please contact the hotel of your choice for additional information and booking.

## Downtown

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**Chattanooga Marriott**..... **\$129/night**  
2 Carter Plaza | Chattanooga, TN 37402  
423-756-0002

**Edwin Hotel** ..... **18% off retail rate**  
102 Walnut Street | Chattanooga, TN 37403  
423-713-5900

**Hampton Inn & Suites**..... **18% off retail rate**  
400 Chestnut Street | Chattanooga, TN 37402  
423-693-0500

**Hilton Garden Inn**..... **18% off retail rate**  
311 Chestnut Street | Chattanooga, TN 37402  
423-308-9000

**Holiday Inn Express**..... **18% off retail rate**  
440 W. MLK Boulevard | Chattanooga, TN 37402  
423-664-4321

**Kinley Hotel** ..... **18% off retail rate**  
1409 Market Street | Chattanooga, TN 37402  
423-598-4500

**SpringHill Suites** ..... **\$18/parking & \$155/night**  
495 Riverfront Parkway | Chattanooga, TN 37402  
423-834-9300

**The Chattanooga Hotel**..... **\$139.00/night**  
1201 Broad Street | Chattanooga, TN 37402  
423-424-3732

## Cleveland

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**Courtyard by Marriott** ..... **\$129, \$139, \$159/night**  
4385 Frontage Road NW | Cleveland, TN 37312  
423-250-5661

## East Brainerd (Hamilton Place)

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**Aloft** ..... **18% off retail rate**  
2090 Hamilton Place Boulevard | Chattanooga, TN 37421  
423-206-5400

**Drury Hotel** ..... **\$125/night**  
7301 Shallowford Road | Chattanooga, TN 37421  
423-899-6100

- Embassy Suites by Hilton** ..... **15% off retail rate**  
 2321 Lifestyle Way | Chattanooga, TN 37421  
 423-602-5100
- Hampton Inn & Suites**..... **18% off retail rate**  
 2014 Hamilton Place Boulevard | Chattanooga, TN 37421  
 423-602-7840
- Hilton Garden Inn**..... **18% off retail rate**  
 2343 Shallowford Village Drive | Chattanooga, TN 37421  
 423-308-4400
- Home2Suites** ..... **18% off retail rate**  
 2330 Center Street | Chattanooga, TN 37421  
 423-702-2600
- Residence Inn** ..... **\$117/night**  
 2340 Center Street | Chattanooga, TN 37421  
 423-475-4450
- Sonesta Select**..... **\$87/night**  
 2210 Bams Drive | Chattanooga, TN 37421  
 423-499-4400
- TownePlace Suites**..... **\$117/night**  
 7010 McCutcheson Road | Chattanooga, TN 37421  
 423-834-9444
- Tru by Hilton**..... **18% off retail rate**  
 7008 Shallowford Road | Chattanooga, TN 37421  
 423-541-490

## East Ridge

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- Candlewood Suites**..... **\$93-110/night**  
 6517 Ringgold Road | East Ridge, TN 37412  
 423-509-8111
- Hampton Inn**..... **18% off retail rate**  
 623 Camp Jordan Pkwy | Chattanooga, TN 37412  
 423-269-6600

## Lookout Mountain

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- Fairfield Inn & Suites**..... **18% off retail rate**  
 40 Starview Lane | Chattanooga, TN 37419  
 423-664-4222
- Hampton Inn**..... **18% off retail rate**  
 74 Starview Lane | Chattanooga, TN 37419  
 423-602-5350



Ronald McDonald  
House Charities®  
Greater Chattanooga

Keeping families close®

## Ronald McDonald Family Room®



The Ronald McDonald Family Room is a day respite area for those who are providing "around the clock" care for their loved ones. Managed by volunteers from 9 am - 3 pm and staffed by RMHC from 3 p.m. - 9 p.m. the Family Room is located on the third floor of Children's Hospital at Erlanger near the "F" Elevator. If visiting before 3 p.m., please call the Family Room at (423) 778-4114 to ensure the room is open.

The Family Room is open to anyone with a family member hospitalized in Children's, Erlanger or Siskin Hospitals. All adult visitors must have a current daily visitor's badge to use the Family Room. These can be obtained at the Erlanger or Siskin Information Desk.

Family members have free access to a **shower & laundry facilities, kitchen with donated food & beverages, and areas to rest.**

## Hospitality a la Carte



The Hospitality a la Carte was launched in 2017 and has allowed RMHC to expand its reach to not just families who stay at Chattanooga Ronald McDonald House, but any family member who has a loved one at Children's Hospital at Erlanger.

The volunteers visit all patient rooms in Children's Hospital Pediatric Intensive Care daily offering refreshments, snacks, toiletries, puzzle books and limited craft items off the cart to help ease any stress and bring a touch of hospitality to their stay.

# Ronald McDonald House®



The Chattanooga Ronald McDonald House is a 28-bedroom facility that strives to provide care and comfort so that families can focus on their child's needs. Ronald McDonald House Charities believes in the simple idea that nothing else should matter when a child is sick and keeping families together is as powerful as the strongest medicine.

## Who is eligible for overnight accommodations at the Ronald McDonald House?

- Families of children age 0-21
- Families who live at least 15 miles away from the hospital
- Priority is given to families of children in intensive care or those receiving multi-day treatments
- Referral must be made by a social worker or medical caregiver

## What does the Ronald McDonald House provide?

- Private bed and bath with weekly housekeeping services
- Prepared evening meal with available food, snacks and refreshments for other meals
- Laundry facilities and supplies
- Common areas to rest, play and connect
- RMHC Mindful Room to craft, practice yoga, or take a moment to breathe
- TV, computers and San Diego Zoo Kids Channel
- 24/7 manager on duty

# Volunteer Opportunities



RMHC of Greater Chattanooga volunteers are the heartbeat of the organization! Volunteers help provide compassionate hospitality by lifting the spirits and brightening the days of RMHC families. If you are interested in reading more about how you can help, visit our website at [rmhchattanooga.com](http://rmhchattanooga.com) or contact our VP of Community Engagement A.J. Davis at 423.778.4332 or [aj.davis@rmhchattanooga.com](mailto:aj.davis@rmhchattanooga.com).

**Opportunities include: House, Family Room, Adopt-A-Meal Program, Kitchen Attendant, Special Events & more!**

423.778.4300

200 Central Ave Chattanooga, TN 37403



Ronald McDonald  
House Charities®  
Greater Chattanooga

Keeping families close®

Visit [rmhchattanooga.com](http://rmhchattanooga.com) or follow us @[rmhchattanooga](https://www.instagram.com/rmhchattanooga) to learn more!

# PASTORAL CARE SERVICES

Erlanger Spiritual Care chaplains are available to assist all patients and their family and loved ones, as well as hospital staff, find hope in difficult situations.

Our team is part of an interdisciplinary team of health-care professionals, and our day-to-day focus is on the patient to help resolve whatever issues might be going on.

## Scope of Services

- Attending to the emotional and spiritual needs of patients, family, visitors, and staff.
- Connecting member of other areas of the community.
- Addressing your individual journey when events disrupt and ordinary sense of meaning and hope.
- Providing short one-to-one support.
- Collaborating with your healthcare team.
- Providing clinical pastoral education classes by the Association for Clinical Pastoral Education.

*“When we hit a crisis in our daily lives, such as hospitalization or serious illness, having a listening presence to hear out stories is more crucial than ever. An attentive listening presence can help bring about renewed hope and healing. This is the core work of the hospital chaplain.”*

## Looking for Prayer and Serenity?

The Erlanger Chapel is a nondenominational chapel that offers a place for reflection and meditation. The Chapel is located on the first floor of the hospital just past the Information Desk.

Erlanger also offers a Zen Garden, located just off the E. 3<sup>rd</sup> Street entrance. The garden offers a peaceful setting for medication and reflection.

## No One Dies Alone

No One Dies Alone (NODA) is a program that offers companionship and support to patients who are nearing the end of life. NODA provides a dignified death to individuals who have no family or close friends to sit them at the end of life.

For more information about the NODA program at Erlanger, or how you can help, contact Erlanger Pastoral Care at **423-778-7177**.

## Prayer of the Caregiver

Give us the grace this day to tend to those in our care with full attention and true tenderness.

Remind us anew to use our hearts as well as our minds and hands in our practice.

Create in us a generosity of spirit that we may clearly see the unique spark in each person we serve, that no one in our care today might feel themselves a burden, another chore on a long list.

Wake us to recognize the unspoken need, a cold cloth on a hot brow, soft hand upon a shoulder.

Let us remember we are one. Let us honor our call to the service of healing, the small part we play in the repairing of the light, the consolation of the world.

— **Deborah D. Cooper**

*National Association of Catholic Chaplains*

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quisit imus quibus.”*

\*A chaplain is on-call 24/7, call **423-778-7177**.

In an emergency, call the operator at **423-778-2121**, enter **6000**, then leave your message.



# Our patients are important

We care about you and your patient care experience!



You may receive a survey by **phone, mail, email, or text** asking you about your visit.

**Please complete the survey.**

We will use your feedback to make improvements.

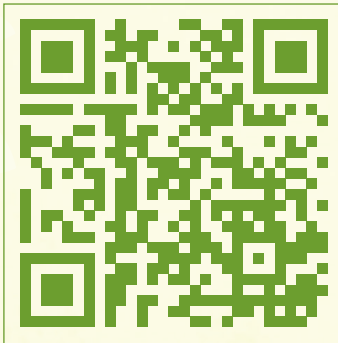


# Thank Your Nurse!

Honor the compassion and care nurses provide their patients every day.

Nominate your nurse for The DAISY Award by scanning the **QR code** or visiting [erlanger.org/DAISYaward](http://erlanger.org/DAISYaward).

SCAN ME!



**The DAISY  
Award®**

FOR EXTRAORDINARY NURSES

HONORING NURSES INTERNATIONALLY  
IN MEMORY OF J. PATRICK BARNES











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