



Our Mission

We improve the well being of patients and communities by delivering innovative, compassionate, patient- and family-centered health care, enriched by education, science, and technology.

Our Vision

We will define and deliver *MEDICINE of THE HIGHEST ORDER* and set the standard for compassion and innovation, always placing patients and their families first.

Frequently called telephone numbers:

Patient information number: **(585) 275-2181**

Questions within first 24 hours after discharge:
(585) 275-4912

We want to make your stay as enjoyable as possible. If there's anything we can improve, please let us know.

You may receive a survey after you go home. We hope that you will take the time to provide us with your feedback. We use our patients' feedback to improve care to our patients and recognize our staff.

The Hospital Medicine Division
Welcomes You...

Strong Memorial Hospital



MEDICINE of THE HIGHEST ORDER



MEDICINE of THE HIGHEST ORDER

Your Comfort and Healing are very important to us.

What is a hospitalist?

Hospitalists are doctors who specialize in caring for hospitalized patients. There are 25 hospitalists at Strong Memorial Hospital — one or more will provide care for you during your stay.

Who is in charge?

Hospitalists are in charge of your overall care. They lead your health care team, which may include:

- Physician Assistants
- Nurse Practitioners
- Nurses
- Residents
- Fellows
- Medical Students
- Consultants

Hospitalist teams have the training, experience, and availability to provide and coordinate care needed by hospitalized patients and their families.

What is my role?

We value your input. We encourage you to participate in morning rounds with us or write your questions using the note pads in your room. If you have any concerns regarding any member of your care team, please bring it to our attention.

Why isn't my primary care doctor involved?

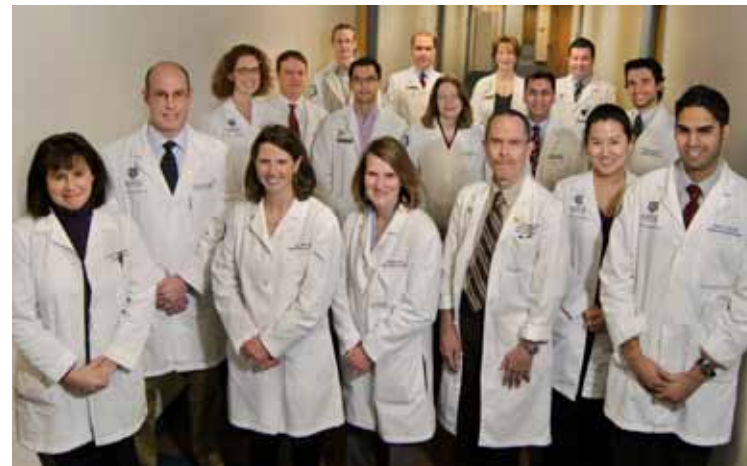
Medical care has become highly specialized. Primary care physicians spend most of their time in their office practices and hospitalists spend most of their time in the hospital.

Hospitalists have their “fingers on the pulse” of your care. They are available to speak directly with you and they are close by in the event of an emergency.

The hospitalist team works collaboratively with your primary care physician, who receives information about your condition before, during, and after you leave the hospital. After discharge, it is important for you to see your primary care physician as instructed.

Will I meet multiple hospitalists during my stay?

Because of the intensity and complexity of hospital medicine, our teams rotate on and off service every two to four weeks so that your hospitalist is well rested and able to perform at his/her best. Depending on how long you stay in the hospital, you may meet multiple hospitalists. We understand that transitions between different team members can be difficult and we are committed to making these as smooth as possible. We try to anticipate and notify you about up-coming transitions. We routinely share important details about your care with our colleagues when a transition occurs so there is continuity of your care plan.



Planning for your discharge

Since full recovery may mean completing your recovery elsewhere, we will work to ensure that you are well prepared to transition to the next setting. Soon after you arrive in the hospital, we will start to identify your specific discharge needs. While discharge dates and times are subject to change, we will do our best to predict this with as much certainty as possible.

Before leaving the hospital, we want you to fully understand your treatment plan, including your diagnoses, medications, treatments, follow-up appointments and transportation arrangements. If something isn't clear to you, please ask and we will gladly review the information. Hospitalists work with discharge coordinators on each unit to ensure that your transition occurs as smoothly as possible.

After I leave the hospital

To coordinate care effectively with your primary care physician, we will send a discharge summary and contact him/her by phone or email as appropriate. Someone from our office will call you after you leave.

If something urgent arises in the first 24 hours of leaving the hospital, you may contact our physician on call at (585) 275-4912. If questions or problems arise after the first 24 hours, please contact your primary care physician.

Thank you for entrusting us with your care.