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Welcome to Erlanger East Hospital

The staff would like to take a moment to welcome you as well as thank you for choosing Erlanger East Hospital to serve your needs at this special time. Our goal is to not just meet, but to exceed your expectations by providing excellent care for you and your family throughout your stay.

Here at Erlanger East Hospital, excellent care means more than just quality health care, it means providing you and your family with the highest level of privacy, safety, and comfort during your stay. We accomplish this with our commitment to teamwork and use of state of the art equipment. Below you will find some helpful information for your stay.

Room Service
After delivery you should check with your nurse to see if there are any special dietary restrictions before ordering your meals from room service. A menu is located in the top drawer of your bedside table along with the phone number (680-8766) and ordering hours for room service. For your convenience your spouse may also order a meal tray for which payment will be accepted upon delivery.

Visitation
We offer you 2 hours of uninterrupted time to rest and bond with your baby from 2:30 p.m. - 4:30 p.m. each day, this is called Serenity Time. We would encourage you to let any potential visitors know that the unit is closed for visitation during this time. The unit is also closed for visitation from 10:00 p.m. - 6:00 a.m. each day. If you would like to allow visitors during these hours your support person - who has an identification band - must come to the entrance to meet and escort visitors into the unit. The visitors must remain in your room and may not be in hallway.

Pain Control
During your stay our team will work with you to help manage your pain. If at any time you feel you are not receiving excellent pain management, please ask to speak to a charge nurse or nurse manager. They will then follow up with you to ensure that your pain control expectations are met.

Lactation
For your breastfeeding success, we do have Certified Lactation Consultants on staff who will visit during your stay. If you have concerns and would like to consult with them please notify your nurse. We encourage moms to breastfeed if that is your desire. Our lactation consultants are available 7 days a week to assess and assist with your breastfeeding needs.

Things to Know
• An audiologist will perform a hearing screen on your baby prior to you being discharged.
• Erlanger East Hospital is Baby Friendly certified and encourages you to keep your infant with you at all times. This allows you to adjust and learn your baby’s feeding cues as well as to bond and care for your baby.
• We do not separate moms from babies. In the unlikely event that one of you requires a service we cannot provide, we would transport both of you to Erlanger Baroness Campus Hospital.
• We have an NICU that is equipped to care for your baby if he/she requires intensive care.
• As a part of our Baby Friendly initiative, we promote placing your baby skin to skin immediately after delivery. This is typically done with Mom, but if she is unable to, we may place the baby skin to skin with Dad.
• A photographer from Dimples Photography will visit your room the day after your birth. They can provide digital photos on a flash drive shortly after your photo session if you choose to purchase pictures.
Erlanger Baroness Hospital
Prenatal Education Classes

A wide variety of affordable childbirth education classes are offered at Erlanger Baroness Hospital. Don’t wait until the last minute to receive the education you need for a safe, less-stressful birth experience.

Visit Erlanger.org/classes to register online or call 423-778-LINK, 7 days a week, 8 a.m. until midnight.

JANUARY
8 – Infant CPR ....................... 4:00, 5:00 & 6:00 PM
10 – Childbirth Education ............ 5:30 PM
15 – Breastfeeding .................... 6:30 PM

FEBRUARY
10 – Stork Scoop ....................... 2:00 PM
12 – Baby Care & Safety ............... 5:30 PM
14 – Childbirth Education ............ 6:30 PM
19 – Breastfeeding .................... 6:30 PM

MARCH
12 – Infant CPR ....................... 4:00, 5:00 & 6:00 PM
14 – Childbirth Education ............ 5:30 PM
19 – Breastfeeding .................... 6:30 PM

APRIL
9 – Baby Care & Safety ................ 6:30 PM
14 – Stork Scoop ....................... 2:00 PM
11 – Childbirth Education ............ 5:30 PM
16 – Breastfeeding .................... 6:30 PM

MAY
9 – Childbirth Education .............. 5:30 PM
14 – Infant CPR ....................... 4:00, 5:00 & 6:00 PM
21 – Breastfeeding .................... 6:30 PM

JUNE
9 – Stork Scoop ....................... 2:00 PM
11 – Baby Care & Safety ............... 6:30 PM
13 – Childbirth Education ............ 5:30 PM
18 – Breastfeeding .................... 6:30 PM

JULY
9 – Infant CPR ....................... 4:00, 5:00 & 6:00 PM
11 – Childbirth Education ............ 5:30 PM
16 – Breastfeeding .................... 6:30 PM

AUGUST
8 – Childbirth Education .............. 5:30 PM
11 – Stork Scoop ....................... 2:00 PM
13 – Baby Care & Safety ............... 6:30 PM
20 – Breastfeeding .................... 6:30 PM

SEPTEMBER
10 – Infant CPR ....................... 4:00, 5:00 & 6:00 PM
12 – Childbirth Education ............ 5:30 PM
17 – Breastfeeding .................... 6:30 PM

OCTOBER
8 – Baby Care & Safety ................ 6:30 PM
10 – Childbirth Education ............ 5:30 PM
13 – Stork Scoop ....................... 2:00 PM
15 – Breastfeeding .................... 6:30 PM

NOVEMBER
12 – Infant CPR ....................... 4:00, 5:00 & 6:00 PM
14 – Childbirth Education ............ 5:30 PM
19 – Breastfeeding .................... 6:30 PM

DECEMBER
8 – Stork Scoop ....................... 2:00 PM
10 – Baby Care & Safety ............... 6:30 PM
12 – Childbirth Education ............ 5:30 PM
17 – Breastfeeding .................... 6:30 PM
# Erlanger East Hospital
## Prenatal Education Classes

A wide variety of affordable childbirth education classes are offered at Erlanger East Hospital. Don’t wait until the last minute to receive the education you need for a safe, less-stressful birth experience.

Visit Erlanger.org/classes to register online or call 423-778-LINK, 7 days a week, 8 a.m. until midnight.

**Monogrammed Maternity:** Personalized prenatal sessions for expectant parents. Classes are $40.

**Baby Care at Children’s Fair:** Presented by an Erlanger East Hospital registered nurse. Classes are FREE and are held the third Wednesday of the month at 6:00 PM.

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Things We Will Have & Things You Will Need to Bring

You are having a baby! But what to pack? We have provided a list of items below that you can expect to find at Erlanger East Hospital during your stay and suggestions for items to pack to make your stay as comfortable as possible. Please feel free to call 423-680-8825 should you have any questions or concerns.

We will have the following items for you and your baby:

For Mom:
- 1 water mug
- Linens for bed and bath
- Tissues
- 1 peri bottle (for perineal cleaning)
- Soap for bathing
- Oversize pads for immediate hours post birth
- 1 sitz bath (for discomfort post birth)
- Mesh Panties

For Baby:
- 1 bulb syringe
- A small bottle of baby soap
- Newborn diapers for length of stay
- 1 box of baby wipes
- 1 baby cap
- Alcohol pads (for cord care during length of stay)
- T-shirts for baby during stay
- Swaddling blankets for hospital stay

Suggestions for what to bring:

For Mom:
- Assorted toiletries (make up, deodorant, hair dryer)
- Bathrobe
- 2 nightgowns or comfortable clothes
- Slippers or shower shoes
- 2 bras (nursing, if planning to breastfeed)
- Personal Bed Pillows
- Several underpants (maternity)
- Toothbrush and toothpaste
- Self adhesive sanitary pads (overnights are best)
- Camera/Video camera & chargers

For Baby:
- Car Seat (We advise getting it inspected for proper installation prior to arrival)
- Outfit for pictures & going home
- Socks
- Pacifier, if your baby will be using one. Please note, AAP recommends waiting on pacifier use until breastfeeding is well established.
Instructions for
Scheduled Induction

Thank you for choosing Erlanger East Hospital as your hospital of choice. We hope to provide you, your baby, and your family with the excellent care that you need and deserve during this special time. Below are some important tips that we need you to know in order to have the best birth experience possible.

What should I do prior to my induction?
Please make sure that you have pre-registered with Erlanger East Hospital. This will help avoid extra paperwork and any delays to your admission. You may pick up a registration packet either from your physician’s office or the front desk inside the Erlanger East Hospital Women and Children Lobby, Lobby B.

What should I bring?
- Prenatal records
- Nursing & extra pillows
- Music for relaxation
- Car seat
- Medications routinely taken (or bring a list of medications and their dosage)

How long does induction take?
This varies by patient, but with a first baby it is not uncommon to take 12 – 24 hours from your arrival to delivery.

Who should come?
During your admission assessment personal health information will be discussed. For your privacy, it is best that no family/visitors be present at that time. You may have your baby’s father or support person present. Since many inductions begin late at night or early in the morning, it is best for family members to stay home so that you can rest during the early part of the process. There is usually plenty of time to notify them so that they may be present for the delivery. You may have up to 4 people in the room during delivery.

What happens after I am admitted?
You will sign consent forms, have your admission lab work drawn, and have your IV started. You will have your IV until after the baby is born and your bleeding is normal.

What are the different types of induction?
Prostaglandin Induction: After the nurse performs a sterile vaginal exam to check your cervix for dilation and the position of your baby, she will then insert the cervidil into your vagina. You will then be on bedrest for 2 hours.

Pitocin Induction: After the nurse performs a sterile vaginal exam to check your cervix for dilation and the position of your baby, she will then start the Pitocin through your IV. The Pitocin will be increased per your physician’s order. Your physician may come in the morning and rupture your membranes (the bag of water around the baby) to progress labor.

Can I eat or drink while I’m there?
Your physician determines this, but most patients may have ice chips, popsicles and water during labor.

Visitation Hours
We have open visitation hours 24/7 with the exception of Serenity Time. Serenity Time is uninterrupted and quiet time for parents and baby to rest and bond each day from 2:30 – 4:30 p.m. Each night visitors are asked to wait only in the main waiting area from 10 p.m. – 6 a.m. Again, no more than 4 visitors per patient at one time please.

We look forward to serving you and your family. For further questions or to schedule a tour of Erlanger East Hospital, call 423-680-8700.
Our Monogrammed Maternity Program provides a personalized approach to childbirth education and is tailored to each couple’s unique needs. This one-on-one session with our Prenatal Educator provides couples with the opportunity to privately discuss their personalized birth plan, begin the admission process for your delivery, visit with a lactation consultant if needed for breastfeeding preparation, ask questions, and get assistance in making those all important decisions that help make the birth experience less stressful and uniquely their own.

Planning Your Journey
Schedule your session around 36 weeks, or sooner if you anticipate delivering at the Erlanger East Hospital as early as 34 weeks, to prepare for your big day. Together you and the Erlanger East Hospital’s Prenatal Educator will create a tailored support plan to help you feel confident and prepared for your delivery.

Topics discussed during your planning session will include:
- Tour of the Labor and Delivery Unit
- Reviewing your prepared birth plan or helping you to start a birth plan if desired
- Pain control options during labor
- Information regarding Erythromycin and PKU testing, Baby Friendly, Infant Security, and Serenity Time
- Neonatal Intensive Care Unit (if anticipating a higher risk delivery)
- Aromatherapy
- Hand washing and patient partnering
- Support options available to prepare your breasts for breastfeeding if needed
- Safe sleep
- Choosing a pediatrician
- What to bring to the hospital
- Birth certificate FAQ
- Reviewing anticipated length of stay and what to expect while you’re in the hospital
- Information regarding cesarean section, if applicable

To help streamline the admission process, Erlanger East Hospital’s Prenatal Educator will also review your prenatal record and begin the admission process and paperwork. If not already pre-registered, you will receive the appropriate forms to complete then or bring back prior to your big day to expedite your admission.

The cost to participate in the program is $40. For more details and to schedule your Monogrammed Maternity session, contact 423-778-LINK (5465) or www.erlanger.org/classes.
Breastfeeding Support Group

Erlanger East Hospital offers new and expectant moms an opportunity to gain support from other breastfeeding moms each month. This support group provides a friendly and informal atmosphere. Siblings are welcome.

Breastfeeding Support Group meets on the 3rd Tuesday of each month in Classroom B
10 a.m. -12 noon | Erlanger East Hospital
1751 Gunbarrel Rd., Chattanooga, TN 37421

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Topics, facilitated by a certified lactation consultant, include:

- Getting breastfeeding off to a good start in the hospital
- Handling common challenges for breastfeeding success
- Incorporating dad in the care of a breastfed baby
- Tips for making those early weeks at home easier, and much more

Serenity Time

Serenity Time is a special time set aside every day for new moms to rest or bond with their baby. Please inform your family and friends that there will be no visitation allowed during this time. The following practices will be implemented during Serenity Time:

- Restricted visitors
- Limited staff interruptions
- Dimmed lights
- Minimal noise
- Limited telephone calls to patient’s room

Serenity Time is from 2:30 p.m. – 4:30 p.m. daily.
Birth Certificate Facts

Before you leave the hospital, you must turn in your birth certificate work sheet, located in your yellow admission folder. You will receive a mother's copy of the birth certificate either before you are discharged or within a few days of your discharge. This is a temporary copy, not a certified copy. You will be given instructions about applying for the certified copy.

If you marked "yes" for us to apply for your baby's social security card, you will receive the card in the mail in about 8 weeks.

If you are legally married, your husband is the legal father of your baby.

If you have never been married, and you want to name the baby's father on the birth certificate, you and the father must follow these steps:

• Complete the Voluntary Acknowledgement of Paternity form and have it notarized before you are discharged from the hospital. The notary is available from 9:00 a.m. – 4:00 p.m. Monday through Friday. If you are discharged over the weekend, the Birth Certificate Specialist will contact you to make an appointment to complete the Voluntary Acknowledgement of Paternity form.

• Have valid state-issued picture identification.

• If either you or the father is under 18 years of age, you must each have the consent of a parent or legal guardian. This person must also have identification and be present to sign the Voluntary Acknowledgement of Paternity.

If you have been married and are not currently married and want to name a father on the birth certificate, there are legal guidelines that the Birth Certificate Specialist will discuss with you.

If you do not complete the Voluntary Acknowledgement of Paternity form at the hospital, the father's information will not be on the original birth certificate but you may make an appointment with the Health Department, Juvenile Court or the Child Support office to complete it at a later date.

Erlanger Baroness Hospital Birth Certificate Office | 423-778-4178
Erlanger East Hospital Birth Certificate Office | 423-680-8135
Tennessee Acknowledgement of Paternity Hotline | 1-800-457-2165
Hamilton County Health Department | 423-209-8025
Safety Precautions

Safety is Important to Us . . .

Our unit is completely locked. A special door entry code will be given to you when you arrive. You may provide this code to friends and family for visitation. We will not allow anyone entry into our unit without this code.

All Babies will be equipped with a security device while in the hospital.

Staff who are allowed to take your baby from your room have special color-coded photo ID badges.

Please do not place any objects in the baby bed beside your baby. We have provided a sheet to cover the mattress and a bulb syringe. The bulb syringe should be wedged between the side rail and the mattress for safe sleep.

We place babies in their own beds and on their backs to sleep.

To prevent the spread of infection, we wash our hands when we enter, as we leave, and anytime needed while in your room.

We encourage patient partnering. This means we want you to ASK US! If equipment is alarming in your room, ask us to come in and address it. If we bring you medication you have not taken before or does not look familiar, ask us about it before taking it. If we have forgotten to wash our hands, please ask us to do so. If you have any questions about procedures during your stay, please ask us to explain.

What You Can Do to Help . . .

Do not allow anyone to take your baby from your room unless they have one of our special colored Erlanger ID badges with matching photo.

Do not attempt to remove the security device.

Ask your friends and family not to give out your unit entry code.

Please do not sleep with your baby. Babies need their own bed and to be placed on their backs for safe sleeping. Keep those side rails up too. Babies can accidentally fall out if the rails are left down. NEVER leave your infant unattended!

After your delivery for your safety, please do not get out of the bed the first time unassisted. Please call your nurse for assistance.

Encourage hand washing for all visitors prior to touching your baby.

Do not allow baby blankets, pacifiers, toys, baby wipes, diapers, papers, etc. in the baby’s bed. The bulb syringe should be wedged between the mattress and side rail.

Ask us lots of questions! We are here to help you as you learn how to safely care for your new baby.
Pediatrician List 2019

Allied Pediatrics
(Seen by UT Peds)
423-602-9545
7405 Shallowford Rd., Ste. 270
Chattanooga, TN 37421
Accepts most insurance including TennCare and Georgia Medicaid.
Providers: Balse, Robin | Wessels, Delia | Naggar, Heather

Bright Pediatrics
706-841-0150
3063 Battlefield Pkwy, Fort Oglethorpe, GA 30742
706-529-4633
2918 E. Walnut Avenue, Dalton, GA 30721
Accepts most insurance including PeachCare and TennCare.
Providers: Alani, Omar | Azzouz, Rami | Deweese, Kristen

Chattanooga Children’s Clinic
423-855-6868 | Fax 423-855-6896
403 Spring Creek Rd., Chattanooga, TN 37411
604 Black Street, Chattanooga, 37405
Accepts most insurance including TennCare and Georgia Medicaid.
Providers: Shah, Umbar | Memon, Zara

Chattanooga Peds
423-825-4040 | Fax 423-825-4043
3328 Jenkins Rd., Ste. 200
Chattanooga, TN 37421
Accepts most insurance. Does not accept TennCare.
Providers: Asbury, Laura | Jung, Jeannie | McLaulain, Carrie | Simpson, Kendra

Children’s Diagnostic Center (Seen by UT Peds)
423-894-3252 | Fax 423-894-2237
7550 Goodwin Rd., Chattanooga, TN 37421
Accepts most insurance including TRICARE Standard. Does not accept BlueCare, UHC, Americhoice, Amerigroup or out of state Medicaid.
Providers: Burton, Marcie | Smith-Slack, Angela

The Children’s Doctors
706-866-7384
2366 Battlefield Pkwy., Ft. Oglethorpe, GA 30742
Accepts most insurance including BlueCare, WellCare, Peachstate and Amerigroup.
Providers: Estep, Dennis | McBride, Michael

Clinica Medicos
423-760-4000 | Fax 423-760-4051
1300 East 23rd Street, Chattanooga, TN 37404
Accepts all insurance.
Providers: Arnold, Kelly | Meador, Tiffany | Sutherland, Philip

Cleveland Pediatrics
(Seen by UT Peds)
423-479-9733
435 25th Street NW, Cleveland, TN 37311
Providers: Clifford, Jessica | Ermer, Susan | Felicito, Fernando | Murphy, Bill

Comprehensive Pediatrics – Children’s Medical Center
423-877-4524 | Fax 423-870-8875
632 Morrison Springs Rd., Ste. 300
Chattanooga, TN 37415
Providers: Molloy, Ronald | Nasseer, Kaukab

Pediatrics on Dodds
423-624-4024
409 Dodds Ave., Chattanooga, TN 37404
Providers: Anif, Shafi | Bremer, Joel

Hamilton Pediatrics
423-855-0841
6918 Shallowford Rd., Ste. 226
Chattanooga, TN 37421
Providers: McCroskey, Christina | Voychehovski, Tom
Accepts all insurances including Americhoice and TennCare.
Pediatrician List 2019

Family Health Services
423-493-2100 | Fax 423-493-2148
3300 Wilcox Blvd., Chattanooga, TN 37411
Accepts most insurance including all TennCare (only if continuing as a patient). Georgia Medicaid is not accepted.
Providers: Hubbard, Willie Mae | Shaw, Jacqueline

Front Porch Pediatrics
423-910-1289
6847 Mountain View Rd., Ooltewah, TN 37363
Accepts most insurance including TRICARE Standard and Reserve (no Prime), and no new TennCare.
Providers: Tun, Katherine | Sanabria, Luis

Galen North Pediatrics
423-874-0125
1039 Executive Dr., Ste. 101, Hixson, TN 37343
Accepts most insurance including TRICARE Standard and BlueCare. Does not accept AmeriChoice, UnitedHealthcare TennCare or out of state Medicaid.
Providers: Boroughs, Jon | Brannon, Carolyn | Davis, Tim | Shumaker, Nita (No TennCare) | Truelove, Laura | Wiley, Ben

Galen East Internal Medicine and Pediatrics
423-899-2904 | FAX 423-892-5058
1651 Gunbarrel Rd., Ste. 302
Chattanooga, TN 37421
Accepts most insurance including TRICARE Standard and BlueCare. Does not accept AmeriChoice, Amerigroup or out of state Medicaid.
Providers: Gooden, Katrina | Gunter, Timothy | Harris, Cindy | Helton, Keith | Height, Chelsea | Miller, Karin | Smith, Will | Tigar, Chuck | Spraggins-Wilson, Yolanda

Highland Pediatrics
423-877-4591
4519 Hixson Pike, Hixson, TN 37343
Accepts most insurance including TRICARE Standard. Does not accept TennCare E, AmeriChoice, UnitedHealthcare, Amerigroup, or out of state Medicaid.
Providers: Coffman, Allen | Davis, Jennifer | Eldridge, Frank | McMahan, Becky | Neall, David | Shumate, Katherine | Dodd, Wood, Robert | Good, Matthew

Lifespring Pediatrics
(Seen by UT Peds)
423-624-4846
2507 McCallie Ave., Chattanooga, TN 37404
Accepts all TennCare.
Provider: Pickett, Michelle

Pediatric Healthcare (Seen by UT Peds)
423-499-6400
103 Jordan Dr., Ste. 3, Chattanooga, TN 37421
Accepts all insurance.
Provider: Erinle, Akinwande

Pediatric Diagnostic Associates
423-698-2229 | Fax 423-622-0619
281 North Lyerly St., Ste. 100
Chattanooga, TN 37404
7305 Jarnigan Rd., Ste. 125
Chattanooga, TN 37421
4700 Battlefield Pkwy., Ste. 230
Ringgold, GA 30736
Accepts most insurance including TRICARE Standard BlueCare and UnitedHealthcare Community Plan. Does not accept Amerigroup.
Providers: Carroll, Richard | Carter, Elizabeth | Cox, Tonia | Daniels, Alicia | Dyer, Trey | Friddell, Tony | Meredith, Gary | Rawlings, Peter | Rodgers, Virginia | Smith, Josh | Bryant, Max
Pediatric List 2019

Pediatric Specialists Marion County
(See by UT Peds)
423-228-4159
325 S. Cedar Ave., Ste. 1
South Pittsburg, TN 37380
Accepts most insurance including TennCare.
Providers: Fox, John | Philyaw, Kathy

Peerless Pediatrics (See by UT Peds)
423-339-5656
1060 Peerless Crossing, Ste. 100
Cleveland, TN 37312
Accepts most insurance. Does not accept government sponsored insurance.
Providers: Sanderson, Stephanie | Crabtree, Barry | Betts, Dennis | Coyle, Brian | Kelly, Wayne

Promise Pediatrics
706-937-3331
375 Boynton Dr., Ringgold, GA 30736
Accepts most commercial insurance including Georgia Medicaid. Does not accept TennCare.
Provider: Baughman, Henry

Ringgold Pediatrics Clinic
706-935-5437 | Fax 706-935-3004
7494 Battlefield Pkwy., Ringgold, GA 30736
Accepts most commercial insurance including all TennCare and Georgia Medicaid.
Provider: Ho, Thomas

Signal Mountain Pediatrics
(See by UT Peds)
423-886-7529
1303 Taft Highway, Signal Mountain, TN 37377
Accepts TRICARE insurance. Does not accept new BlueCare or AmeriChoice.
Providers: Hatch, Elaine | Jones, Jane

Soddy Daisy Pediatrics
423-451-0622
9089 Dayton Pike, Soddy Daisy, TN 37379
Accepts most insurance including TennCare.
Provider: Kaukab, Shala

Spring Creek Pediatrics
423-892-3400 | Fax 423-892-8266
929 Spring Creek Rd., Ste. 206
East Ridge, TN 37412
Accepts most insurance including BlueCare, TennCare Select, BlueCare E plan, and TriCare.
Provider: Stegall, Stephanie | Ross, Summer

Vance Stafford General Pediatrics Center
(Will examine babies who do not have a pediatrician identified.)
423-778-6107
910 Blackford St., Chattanooga, TN 37403
Accepts all insurance and most government sponsored plans.
Providers: Gilliam, Heather | Goins, Andrea | Garcia, Karla | Hamp, Melissa | Jack, Joani

UT Family Practice
(See by UT Peds)
423-778-8837
1100 East 3rd Street, Chattanooga, TN 37403
Accepts all commercial insurance and most government sponsored plans.
Providers: Adams, Steven | Haynes, James | Worthington, Mack | Dassow, Paul | Close, Betsy | Griffin, Leslie | Fox, Stephen

Valley Medical Care
423-939-1500
980 Highway 28, Ste. 100, Jasper, TN 37347
Accepts all insurance.
Provider: Arif, Shafi
Please Let Us Know How We Are Doing

In an effort to ensure that we continue providing the highest level of care, you will be given two opportunities in which to provide feedback. One is a survey our staff will provide for you during your stay; it is an immediate opportunity to provide written feedback as well as let us know if there was one of our team members who deserves special recognition. When you have completed our written survey, please do not forget to drop it in the box at the nurses’ station as you are being discharged. As a second opportunity you may be included in the percentage of randomly selected patients who receive a phone call after you are home to evaluate our services. Even though you may have already completed a survey during your stay, it is very important to us that you participate in this brief survey as well. If for any reason you do not feel as though you could rate our care as “EXCELLENT”, please notify the Clinical Staff Leader to give us the opportunity to address any concerns you may have while you are here.

Again, we would like to express our gratitude to you for giving our team here at Erlanger East the opportunity to provide you and your family the excellent care that you deserve, it is truly our pleasure.

Thank you