



### Welcome to the Multi Service Ward (MSW)

The staff of MSW would like to take this opportunity to welcome you to our ward. We are a 20 bed inpatient ward that cares for a wide variety of patients; hence the name "Multi-Service". Our population ranges in age from infants to senior adults and includes active duty military members, retirees, eligible family members, and other SOFA status personnel. The staff is a mixture of both military and civilian nurses and Hospital Corpsman. We are committed to providing you with the highest standard of medical care. If you have any questions or concerns during your stay, please feel free to ask.

### MISSION STATEMENT

Warrior & Family Care

**NURSING STATION**

**PHONE NUMBER:**

**643-7550**



The following guidelines have been established to help us provide care to everyone in a safe and private environment. We ask that all patients and visitors observe these guidelines:

**Visiting Hours:** The hospital has open visiting hours. We encourage patient and family members to be active in the care we provide. Open communication between staff, patients, and your family is an essential part in providing the best care possible. Due to the busy nature of MSW, the preferred visiting hours are 1000 to 2000 daily. Quiet hours are 2200 to 0700. We do request that all visitors report to the nursing station prior to entering a patient's room.

To respect the privacy of all our patients overnight guest are prohibited. We do make an exception for pediatric patients. One (1) parent/guardian should remain with the child during their hospital stay. This will help to allay fears and provide comfort to the infant/child. The only reason we would not be able to accommodate this would be if the stay interfered with your child's medical treatment. Parents are not to sleep in the bed with their child. However, parents may request a reclining chair for your comfort.

**Telephones:** Phones are available for patients to make and receive calls. Cellular phones may be used on the ward. For Off-Base Dialing Instructions, click [here](#).

**Hospital Beds:** Hospital beds are for patient use only. No family members or friends should be in a hospital bed. Please do not sit or use another bed in the patient's room. The only exception to this rule is for the parent/guardian of pediatric patients.

**Visitors:** To protect our patients from potentially infectious organisms, we reserve the right to limit the number of visitors at any time. It is recommended that only two (2) visitors be at the bedside at one time. Patient bathrooms are not for visitors use. The visitors' bathrooms are located directly outside the entrance to the ward.

**Children Visitors:** It is not recommended to bring children under the age of 12 to the ward. This is out of concern for safety and the possible exposure or spread of infectious disease. If a child is brought on the ward, they must remain under the direct supervision of a responsible adult at all .

**Video Monitoring:** Video monitoring is available in patient rooms to ensure safety/security for patients that meet certain criteria as risk of injury to self due to falls, medications, and certain illnesses. You will be notified by the nursing staff if there is video monitoring in your room. The video monitoring is not recorded nor saved, Please inform the nurse to briefly turn off the video screen to ensure short periods of privacy in rooms (i.e. changing clothes, breastfeeding).

**Tobacco/Alcohol use:** Naval Hospital Okinawa is a tobacco free facility. There is one designated smoking area outside of the facility near the Emergency Room. Alcoholic beverages of any kind are not allowed. Your physician must write orders for you to leave the ward to use tobacco. (see Hospital Privileges section)

**Valuables:** Valuables not needed during your hospital stay should be sent home with family or friends. If this is not possible, we can arrange to inventory and secure your valuables in the hospital safe. Please notify the nurse if you require items to be secured.

**Personal Medications:** Personal medication should not be brought from home. However on rare occasions your physician may specifically write an order allowing you to use your home medication. If you are allowed to use your home medication, please give the medicine to the nursing staff. The nurses will administer the medication as ordered by the physician. Your medication will be returned to you when discharged.

**Beside Area:** Please assist us in keeping your bedside area neat and clean. Personal items should be placed in the nightstand provided, as space is limited. Alert staff of any spills, safety issues, or other housekeeping needs.

**Hospital Privileges:** A Doctor's Order is required for any patient to leave the MSW for any reason. Please do not leave the ward unless you have notified the nursing staff and we have verified the physician's order.

**Food/Snacks:** Your physician and the nutrition department work together to tailor your diet according to specific medical conditions. You may be on a special diet or food restrictions during your hospitalization. Please ask staff before eating or drinking food items bought to you by visitors. Food trays cannot be ordered for visitors. However visitors may eat in the hospital galley. A small "Shoppette" is located on the 2nd floor near the Laboratory. Other food and drinks are available for purchase. Their hours of operation are M-F from 0700-1700.

**Breastfeeding moms:** If "rooming in" with your infant we can arrange to have meals brought to you at meal times. You will need to purchase the meals in advance through the Diet Office. Please let your nurse know if you are interested in a hospital meal.

**Rapid Response Team (RRT):** If at ANY-TIME during your hospitalization a family member/visitor feels the patient's condition is worsening please ask the nurse to activate the RRT.

**Warning signs of a worsening condition include:**

- Change in heart or breathing rate
- Drop in blood pressure
- Confusion or changes in mental status
- When something just does not look or seem right with the patient

**Discharge Instructions:** All Patients will receive discharge instructions before going home. These will outline how to care for yourself at home and when you are to follow-up with your provider. Do not leave the ward until your nurse has reviewed your discharge instructions with you, given you an updated outpatient active medication list, and answered all your questions to your satisfaction.

**ICE Survey:** The MSW staff would appreciate your feedback. Please complete an ICE (Interactive Customer Evaluation) survey at locations throughout the hospital (i.e. MSW Nursing Station or MSW Patient Lounge, or via the internet after you are discharged from MSW.

You can submit your comments here via our online [Patient Comment Forms](#).

Select: 3 East (Medical/Surgical, USNH OKI)  
Fill out Survey  
Click "Submit Comment Card" button at the bottom of the survey



Should you need further assistance, contact the Customer Service Representative at 643-7209