



## Inpatient care

Hospital medicine  
Palliative care medicine



# Novant Health hospital-based medicine services

As a primary care provider or referring facility, you are likely familiar with hospitalist services available to your patients who need an acute care stay. At Novant Health, more than 100 hospitalists are available to follow your patient from admission — whether it is a direct admit or through the ER — all the way through to discharge and back home.

We established our first team at Novant Health Forsyth Medical Center in 1994. Since then, we have expanded to other Novant Health facilities in this area, including Clemmons Medical Center, Kernersville Medical Center and Thomasville Medical Center.

Our team includes experienced providers who are dedicated to delivering the highest quality care for patients. The team's constant hospital presence ensures prompt responses to changes in a patient's condition and effective communication as patients move from one level of care to another. We've found that our presence also provides greater peace of mind for your patients and families. And we help facilitate a seamless transition back into your care after a hospital stay.

### Our service line includes board-certified experts:

- Hospital medicine
- Palliative care and hospice

### Members of our team are:

- Physician liaisons, championing education and training initiatives
- Participating and leading various quality and safety committees for an individual hospital or the health system
- Change agents, identifying and leading process improvement efforts
- Administrative partners with hospital and medical staff leaders to help facilitate organizational change

### Outpatient models of care offered by hospitalists

**Transitional care:** For patients who meet clinical criteria, this hospital-based care option includes frequent follow-up without the overnight hospital observation. It provides a more comfortable and convenient option for your patient and helps bridge the transition between inpatient and outpatient care without putting an undue burden on the PCP.

**Surgical wellness:** For patients undergoing elective surgery, the team works to optimize and risk-stratify patients using evidence-based guidelines. The goal is to reduce perioperative complications, eliminate duplication of services and minimize unplanned cancellations on the day of surgery.

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**Palliative care:** The palliative care team focuses on improving quality of life for patients with serious, advanced illnesses. We work in partnership with the primary care team to develop a plan to prevent and ease suffering, while promoting dignity, comfort and quality of life.

Palliative care may include:

- Assisting patients and families with understanding their illness and what to expect throughout their disease process
- Conducting a psychosocial assessment
- Providing guidance with complex treatment options
- Offering expert pain and symptom management
- Developing a plan of care based on the patient’s personal goals and preferences
- Assisting with advance directives
- Partnering with community programs to ensure the patient has access to a quality hospice program if the need arises

**Inpatient palliative care services:** Novant Health Forsyth Medical Center offers a dedicated, 19-bed inpatient unit for patients who require a higher level of care.

We also provide consultative services for patients at Novant Health Kernersville Medical Center and Novant Health Thomasville Medical Center.

**Hospice:** We work in partnership with area hospice agencies to provide end-of-life care services at home, within skilled nursing facilities or wherever the patient resides. Patients and providers can work with case management at the hospital to discuss available hospice services.

## Contact information by specialty

To talk to a provider currently managing your patient’s care needs for one of the specialties below, please call the appropriate Novant Health facility:

### Hospitalist by facility

Clemmons Medical Center ..... 336-718-7080  
 Forsyth Medical Center ..... 336-718-7080  
 Kernersville Medical Center ..... 336-564-4866  
 Thomasville Medical Center ..... 336-474-3444

### Transitional care by facility

Clemmons Medical Center ..... 336-893-1000  
 Kernersville Medical Center ..... 336-564-4137  
 Thomasville Medical Center ..... 336-474-8139

### Palliative care

All greater Winston-Salem  
 area hospitals ..... 336-718-7041

### Surgical wellness

Clemmons Medical Center ..... 336-893-1528  
 Kernersville Medical Center ..... 336-564-4389  
 Thomasville Medical Center ..... 336-474-8139