

WELCOME  
WILLIS-KNIGHTON MEDICAL CENTER



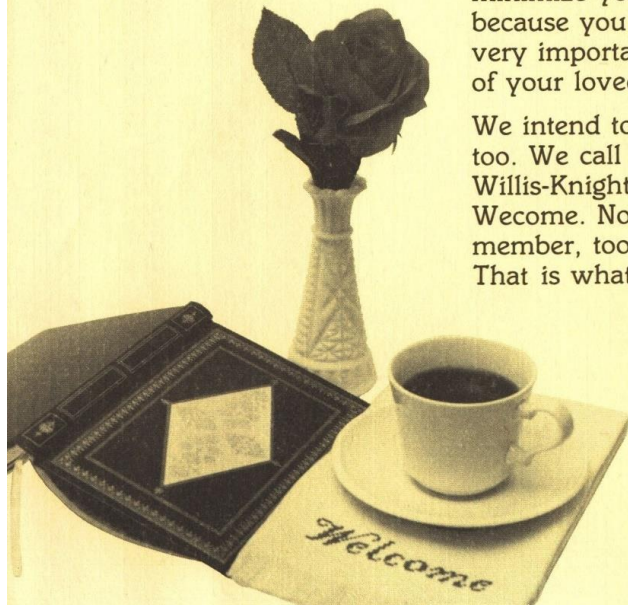
## INTRODUCTION

A critical illness or injury to a loved one has brought your family to Willis-Knighton where your confidence lies in our professional staff and in the most modern diagnostic, medical and surgical equipment in the Ark-La-Tex.

But something else has brought you to Willis-Knighton, our reputation for the personal care and concern for the individual patient and his family.

We know that illness or injury affects more than just the patient. It affects the entire family. Your life has suddenly been disrupted, and you probably are apprehensive. That's normal, but we don't intend to minimize your feelings, because you are going to be very important in the recovery of your loved one.

We intend to take care of you, too. We call ourselves the Willis-Knighton family. Welcome. Now you're a member, too. Call on us. That is what families are for.



Willis-Knighton recognizes the strain placed on your family at this time. We want to make your stay here as pleasant as we can, so we have answered on these pages the questions we are most often asked.

Willis-Knighton has several courtesy rooms located within the hospital for the families of patients in our critical care units. Each room contains a private bath, a single bed and a comfortable sofa. There is no charge for these rooms, and guests may stay as long as their family member is a patient in either of the critical care units.

Critical care nursing personnel will have your room number and telephone number recorded on your family member's chart. Nurses will call you immediately upon any notice of a change in a patient's condition. If you are away from your room, a message to contact the unit will be posted upon your door.

The hospital's housekeeping attendants will clean the courtesy rooms daily; however, we also ask that occupants keep them as neat as possible.

Continued on next page

COURTESY ROOMS

CHURCHES

PHONES

VISITORS

BLOOD

MEALS

TRAVEL

SHOPPING

LAUNDRY/HAIR DRESSERS

MAP

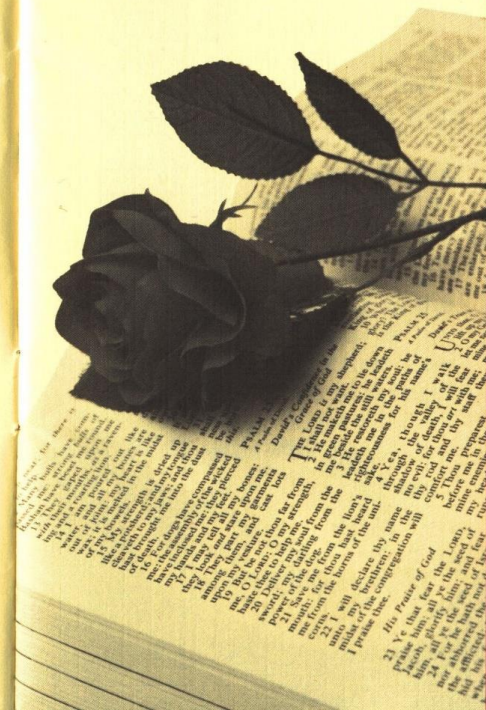


Guests' personal items can be locked in the room's bath. Willis-Knighton does ask for a \$5 key deposit, which is refundable.

Each room has a telephone and a color television set for our guests' convenience. In addition, a Bible has been placed in each bedside table.

Some guests find personal meditation more meaningful in the Howell Memorial Chapel, which can be entered from within the hospital by the Virginia Avenue side of the cafeteria. The chapel is always open.

Families wanting to participate in denominational worship services will be welcomed at any of Shreveport's churches. Telephone book Yellow Pages will provide a complete listing of churches classified by denomination and location. Directions to the one of your choice can be obtained from your hostess.



- CHURCHES
- PHONES
- VISITORS
- BLOOD
- MEALS
- TRAVEL
- SHOPPING
- LAUNDRY / HAIR DRESSERS
- MAP
- THANK YOU



Twenty-four hour telephone service is available for all courtesy room guests. Guests will be registered under the name of the patient and should advise family members to ask hospital telephone operators to ring the courtesy room assigned to the patient's family. Willis-Knighton's main telephone number is (318) 632-4600.

Local calls may be made from courtesy rooms at any time by dialing 9 for an outside line and then dialing the seven-digit number.

Collect and credit card long distance telephone calls also may be made directly from the courtesy rooms. After dialing 8, the caller should dial 0, the area code if different from 318 and the seven-digit number. A Shreveport-Bossier area telephone directory is in each room for the convenience of guests.

The telephone number in the ICU-CCU waiting room is 632-4686. This number may be given to friends and family members who might need to call you. It can be dialed 24 hours.

PHONES

VISITORS

BLOOD

MEALS

TRAVEL

SHOPPING

LAUNDRY / HAIR DRESSERS

MAP

THANK YOU

Patients are admitted to Willis-Knighton's Intensive Care and Coronary Care Units for two reasons. They need continuous, specialized nursing care, and they need absolute rest. It is because of this that visiting hours in these units must be restricted and enforced.

Patients are permitted only one visitor at a time during 15 minute periods at 10 a.m. and at 2, 3 and 6 p.m. Between 8 a.m. and 4 p.m. daily a hostess is on duty in the spacious, comfortable waiting area near our critical care units.

She will make every attempt to serve as a liaison between relatives and nursing unit personnel charged with the care of your family member. She often will be able to obtain patient status reports from the medical staff. We hope these reports will comfort you as you maintain your vigil.

Magazines have been placed in the waiting area, and visitors may purchase either of Shreveport's two daily newspapers, The Times or the Shreveport Journal, from the nearby vending machine area. Smoking is permitted in the waiting area, but visitors are asked not to bring food or beverages into the area.

Family members of different patients often draw strength from each other as they await news of their loved ones, so quiet conversation is encouraged.

As a courtesy to those families who elect to spend the night in the waiting room, we ask that conversation be kept as quiet as possible. At no time should portable radios or tape players be brought into the hospital.

VISITORS

BLOOD

MEALS

TRAVEL

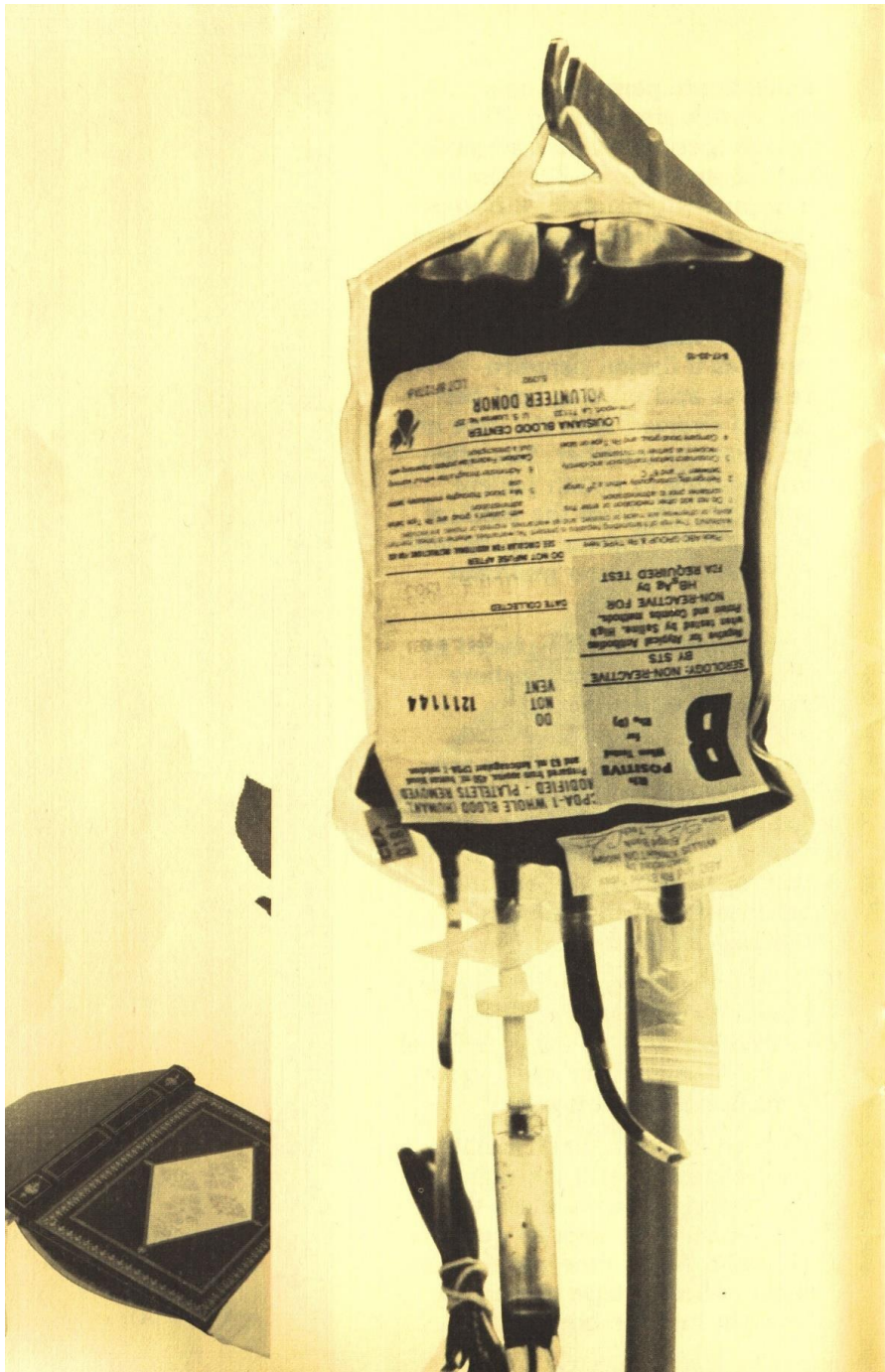
SHOPPING

LAUNDRY / HAIR DRESSERS

MAP

THANK YOU





Medical equipment and drugs can be mass produced at an astounding rate, but one major life-saver can't. That's blood.

If your family member needed a blood transfusion, he received the type and quantity he needed. He got it because somebody he probably never met cared enough about human life to ensure his need would be met.

Helping to replace the units of blood your family member needed will not only help reduce the hospital bill, it will give someone else the chance for life.

Donating one pint of blood for every unit of blood or blood product the patient received will help defray the hospital's replacement charge.

Donations are requested at the Louisiana Blood Center, 1521 Wilkinson St., Shreveport. The center is open from 9 a.m. to 5:30 p.m. daily and until 7 p.m. on Tuesdays and Thursdays. To reach the Blood Center, travel I-20 East (access gained from Hearne Avenue) to the Allen Avenue Exit. Turn right at the traffic light, go through two additional traffic lights, and turn left at the third (this will be Wilkinson Street). The Blood Center is on the right.

BLOOD

MEALS

TRAVEL

SHOPPING

LAUNDRY / HAIR DRESSERS

MAP

THANK YOU!



Courtesy room guests are welcome diners in the Willis-Knighton cafeteria, where full course meals and sandwiches are offered daily.

Breakfast is served from 7 to 10:30 a.m. daily. Diners may choose from a variety of food items to create a preferred meal. Selections include eggs cooked in any style, grits, bacon, sausage, pancakes and waffles, various grilled sandwiches and a variety of sweet rolls and juices.

The cafeteria closes briefly after breakfast but reopens at 11 a.m. with a large selection of hot foods, salads, sandwiches and desserts. From 2 to 4 p.m., a selection of salads, sandwiches and desserts is available. The evening meal is served from 4:15 to 7 p.m.

Just across the hall from the cafeteria is the Atrium, a sandwich and speciality foods bar with a sidewalk cafe atmosphere. Patrons may select and prepare their own lunch trays and choose from a variety of frozen desserts. The Atrium is open from 11 a.m. to 1 p.m. Monday through Friday.

Snacks and cold drinks are available at any time from the vending machines located in the alcove near the hospital switchboard.

Continued on next page

MEALS

TRAVEL

SHOPPING

LAUNDRY/HAIR DRESSERS

MAP

THANK YOU

Sometimes a trip away from the hospital to a familiar fast food restaurant can be good for a family's morale. Willis-Knighton is within easy reach of several popular restaurants. Nearby dining places and their telephone numbers are listed below. Service hours may vary, so a phone call is suggested before a visit.

McDonalds'—  
3610 Greenwood Road—  
635-8814

Burger King—  
6321 Hearne Avenue—  
635-5822

Wendy's—  
3550 Greenwood Road—  
631-5702

Kentucky Fried Chicken—  
4001 Hearne Avenue—  
636-6696

A popular area restaurant catering to families is the Triple X Restaurant, 635-3946, at 2756 Greenwood Road, less than two blocks from the medical center.

Also nearby is Southern Maid Doughnut Shop, which offers a variety of pastries prepared fresh 24-hours a day except on Fridays and Saturdays when the shop, 3505 Hearne Avenue, closes at midnight.

Willis-Knighton is located conveniently within the Sportran Transit System, with regular routes featured on Greenwood Road, Hearne Avenue and Jewella Avenue.

Buses are operated on regular schedules and enable riders to reach any point within the Shreveport-Bossier metropolitan area. The medical center's Community Relations Department has bus schedules for your convenience.

Other modes of transportation also are available.

Taxi cabs may be hired from Shreveport's Yellow Cab Company, which offers 24-hour transportation service. A taxi is reserved by calling 221-6161. All fares are the responsibility of the person hiring the taxi and must be paid at the end of each trip.

Several rental car agencies are operated within the city. The companies offer a wide selection of vehicles, and guests should make inquiries directly to the companies.

Continued on next page

TRAVEL

SHOPPING

LAUNDRY / HAIR DRESSERS

MAP

THANK YOU



A1 Rent A Car—  
 5122 Hollywood Ave.—  
 636-6344  
 Avis—  
 5207 Monkhouse Drive—  
 631-1839  
 Budget—  
 5225 Monkhouse Drive—  
 636-7438  
 Sears—  
 5225 Monkhouse Drive—  
 635-4414  
 Hertz—  
 Shreveport Regional Airport—  
 636-1212  
 Thrifty Rent-A-Car—  
 5109 Monkhouse Drive—  
 631-6982

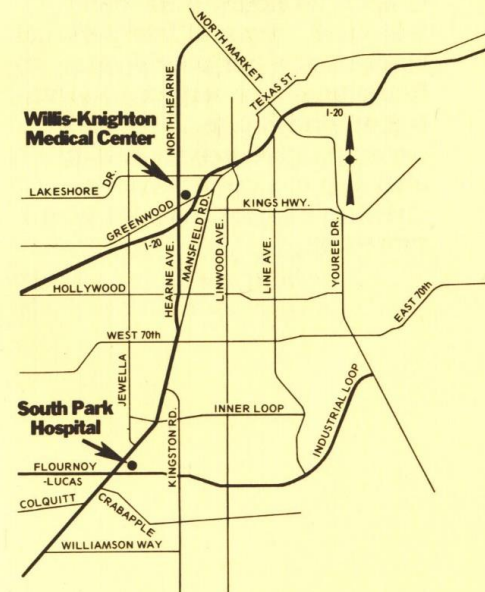
Long distance travel to and from Shreveport is available by airplane and bus. Route and price information may be obtained from the Trailways Bus System at 221-4205 and from Delta Airlines at 424-6311.

The Shreveport Regional Airport is less than 10 minutes from Willis-Knighton when traveling Interstate 20. Private airplanes may be landed or chartered at Shreveport Air Center, 631-3083, located at the regional airport and at Southern Aviation Corporation, 425-4496, at the Downtown Municipal Airport.

Within a one-block area of Willis-Knighton are three drug stores featuring gift departments and a florist's shop.

If more specialized shopping must be done, Shreveport's two large shopping malls, South Park and St. Vincent, can be reached by bus.

A smaller shopping area, Westwood Shopping Center, located at the Greenwood Road and Jewella Road intersection, also can be reached by city buses.



SHOPPING  
 LAUNDRY / HAIR DRESSERS  
 MAP  
 THANK YOU!!

If your stay with us lasts longer than you anticipated, you probably will need the services of a laundry or a dry cleaning firm.

White's Cleaners and Furriers, Inc., at 2116 Jewella Ave., promises finishing of garments by 4:30 p.m. if brought to the shop by 10 a.m. Dry cleaning questions are welcomed at 635-2422.

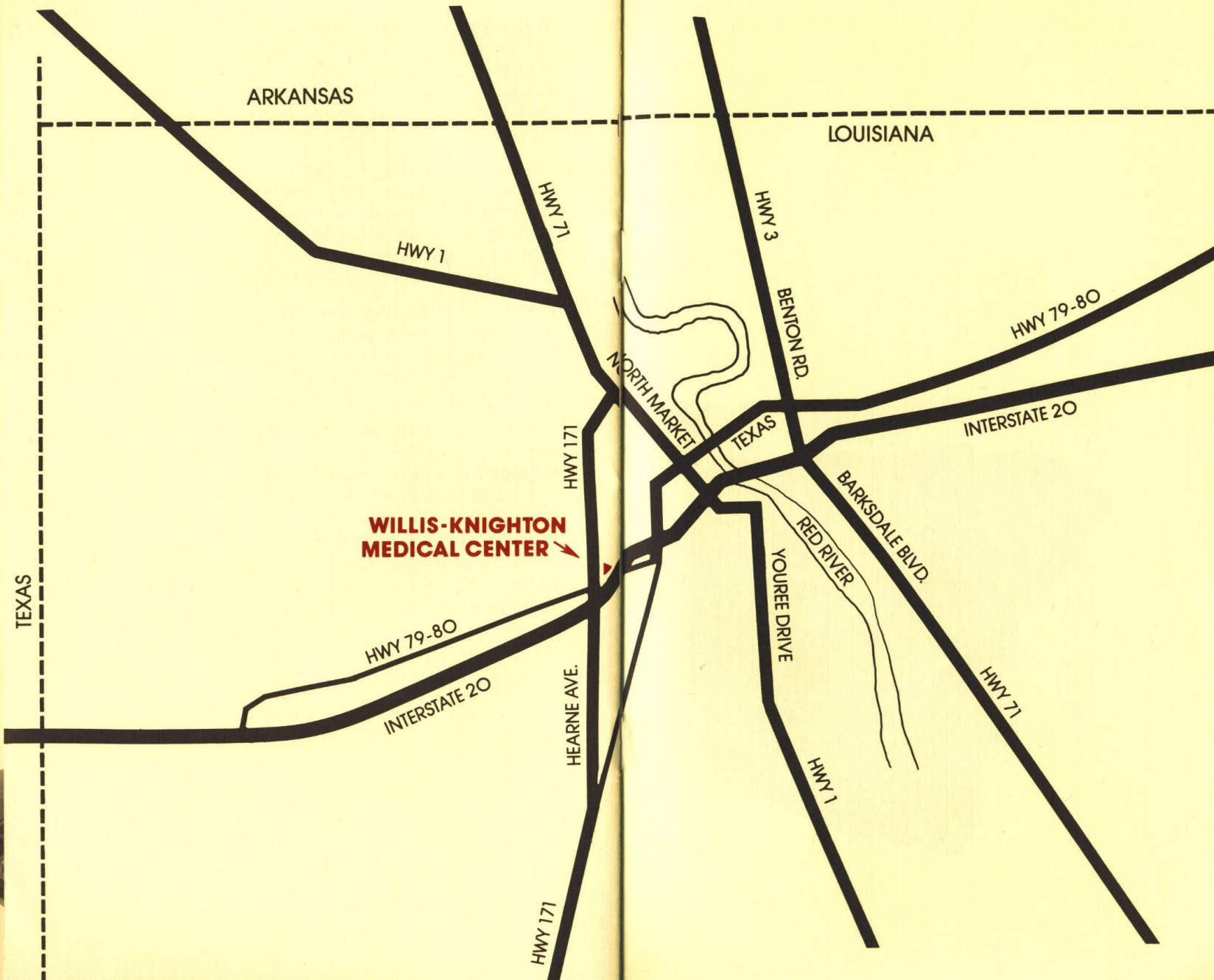
A dry fold laundry service is available at 3224 Greenwood Road at The Soap Opera Laundry. For convenience, the facility is open 24-hours. Attendants will wash, dry and fold personal clothing at a per pound price, offering one-hour service between 6 a.m. and 8 p.m. The laundry becomes a self-service facility after 8 p.m., but a security guard will be on duty for your protection.

Nothing picks up a woman's spirits more than a trip to a hairdresser. Several shops near Willis-Knighton accept walk-in customers. Each can be reached by bus.

Steve Deville's Hair Styling at 3907 Hearne Ave. specializes in layering and blow dried styles. Hairdressers are trained in men's and women's styles. The shop's telephone number is 636-9072.

Harold's Hair Styling Mall also styles men's and women's hair. Located at 2805 Jewella Ave., the telephone number is 635-8418.

Specializing in all types of hair and styling for both men and women are student operators at Pat Goins Shreveport Beauty School at 2645 Sunset Plaza. Students are supervised by trained instructors, and the school's prices are modest. The telephone number is 631-1833.





THANK  
YOU

WILLIS-KNIGHTON MEDICAL CENTER



2600 Greenwood Road, Shreveport, Louisiana 71103  
(318) 632-4600