

Hospital Departments You Need to Know

Pronunciation and Descriptions

Surgery



- This department performs procedures to fix problems inside the body.

NICU



- Neonatal intensive care unit (NICU)
- When babies are born too early and or have serious problems they are placed in this special care unit.

Pediatrics



- This department deals with the care of children.

Oncology



- This is the cancer department. Oncology looks at cells under a microscope.

Radiology



- Uses imaging of the human body to help find problems.

Sterilization



- This department is responsible for cleaning all of the equipment and tools used in surgery.

Blood Lab



- This department draws blood and sends it out for testing.

Billing

Account number

Section to complete if you wish to pay by credit card

Box to fill in the amount you are paying

Patient Name and address of person recorded as responsible party (Account Guarantor)

Payment mailing address

Date statement was printed

Date of services provided

Current balance due*

Your insurance plan, insured name and policy number(s)

Phone numbers and office hours

Summary of charges

PATIENT SERVICES PROVIDED:

pharmacy/iv therapy	79.00
room charges	1,129.00
total service charges	1,208.00

ACCOUNT SUMMARY:

patient name	DOE, JOHN
statement date	MAY 22, 2008
DATE OF SERVICE	11/4/07-12/03/07
account number	A0123456789
total charges	\$ 1,208.00
insurance payments	\$ 422.00
insurance adjustments	\$ 492.00
patient payments	\$ 0.00
patient adjustments	\$ 0.00
patient balance	\$ 294.00

PLEASE PAY THIS AMOUNT: \$ 100.00

INSURANCE INFORMATION:

PRINTED NAME	DOE, JOHN	ARC INSURANCE CO.
POLICY HOLDER	DOE, JOHN	
NUMBER/ID NUMBER	849210-113	

CONTACT US:

For billing questions or an itemized list of charges, please call us at 206-369-6440 (local) or 1-877-369-6440 (toll free). Our office hours are 8:00 A.M. through 4:30 P.M., Monday-Friday. Please see the back side of this statement for more information.

[Click here for larger view.](#)

* Note: If you requested a payment plan for more than one account, the current balance due will appear on each statement that has been combined into a payment plan.

- This department ensures the hospital gets paid for services given.

Chaplain



- This department (usually one person) meets the spiritual needs of patients and helps with extra needs.

Infusion



- Infusion “lounge” is where a patient goes to sit and get fluids or medicine in them using an IV bag connected to a needle. Many cancer patients get their medicine this way.

Volunteers



- The volunteer department is made up of mostly teenagers interested in the medical field or seniors (60's, 70's or 80's) who have time to donate hours to the hospital.

Maternity



- The maternity ward is where women go to have their babies.

Cafeteria



- Some hospitals have excellent head chefs serving breakfast, lunch and dinner.

Administration



- The “Admin” runs the hospital’s business.

Patient Advocate



- If a hospital patient has a problem with a hospital service or billing dispute the hospital offers their advocate. The advocate is on the patients side and helps resolve the problem.

Gift Shop



- The gift shop is a store in the hospital. The gift shop is run mostly by volunteers.

Biomedical Repair



- The “biomed” department is for fixing hospital equipment from a simple repair to more complicated machines.

ICU



- The intensive care unit or ICU is for patients who are very sick or injured. They are very fragile patients.

Emergency Room



- The “ER” is for urgent care. Patients can walk in or they are delivered by ambulance.

Pharmacy



- The pharmacy is where patients go to fill a prescription. This is where you get your medicine.

Short term floor

- Many hospitals have a short term floor for patients who need to stay for 1, 2, or 3 days. All the patients on this floor are short term.

Long term floor

- Many hospitals have long term floors. These patients are hospitalized for weeks.

Pediatric Wing/Floor



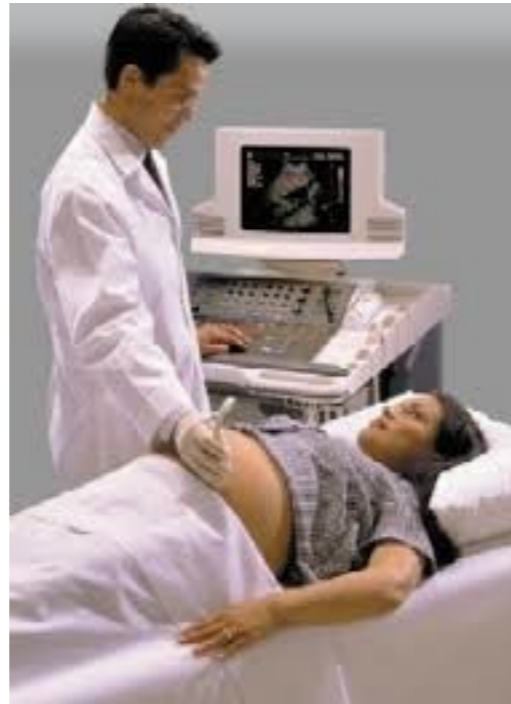
- The “kid’s wing” or “kid’s floor” keeps all the children together. Everything is small and usually colorful. The doctors and nurses are specialized to work with children.

Recovery



- The recovery department is for healing patients after surgery.

Ultrasound



- Ultrasound is used for medical imaging on humans (and animals).