Patient Visitation Rights

FirstHealth of the Carolinas strives to create a patient-centered setting and promote healing. An important part of the healing process is patient visitation. FirstHealth ensures that all visitors will enjoy full and equal visitation rights. These rights are given based on the patient’s approval. FirstHealth does not limit or deny visitation based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

FirstHealth respects and supports each patient’s right to have an approved patient designee/support person. One support person is allowed while being cared for in any FirstHealth hospital. Every effort will be made to accommodate a patient’s support person. This is done in hopes of providing support and comfort to the patient. Please be aware that the patient or support person designated by the patient has the right to allow or deny visitation.

General Visitation

1. Visiting hours are encouraged from 6 a.m. to 8:30 p.m. If you visit after 8:30 p.m., please enter through the Emergency Department entrance.
2. It is recommended that only two visitors per patient (which includes patient designee/support person) visit in the patient’s room at a time.
3. Visitors who are ill or have had a fever within the previous 24 hours must not visit until they have been symptom-free for 24 hours.
4. People with a contagious illness or disease should not visit patients.
5. All visitors must wash/disinfect their hands before and after their visit.
6. All visitors, including infants and children, must wear shirts and shoes.
7. Visitation by children twelve years of age and under is discouraged. Children must be under adult supervision (not the patient) at all times for safety reasons. If children become disruptive within the patient care areas the responsible adult will need to escort them out. Disruptive adults may be asked to leave as well.
8. Clergy have 24-hour visitation rights on all nursing floors. They are allowed to visit church members when given permission. Clergy must respect unit-specific rules. Clergy are required to wear photo ID badges.

Cell Phones

The use of cell phones is allowed in all areas of the hospital except those noted as no-cell zones.
Wireless Internet Access

FirstHealth provides wireless Internet access at no charge. Any computer or handheld device with a wireless network card should recognize our “guest” network.

FirstHealth Patient Portal

Securely access your personal health information any time, anywhere. If you haven’t already, simply give your email address to our registration staff or visit www.firsthealth.org to set up your user name and password on the FirstHealth Patient Portal. This service allows you to store, view and update your health record in one secure place.

Dining Options

The hospital cafeteria and the Bistro at Reid Heart Center are available to serve family, friends and employees. Hours of operation are:

**Moore Regional Hospital**
- The Cafeteria is open seven days a week.
  - 6 a.m. - 8 p.m.
  - Late Night Hours……11:30 p.m. - 1:30 a.m.

**The Bistro at Reid Heart Center**
- Monday – Friday . . . 7:30 a.m. to 4 p.m.

Gift Shop

The Gift Shop at Moore Regional Hospital is located across from the visitor elevators (blue elevators) on the first floor and is open Monday through Friday from 10 a.m. to 8 p.m., Saturday from noon to 4 p.m. and Sunday from 1 to 5 p.m.

To place an order, call (910) 715-1053.

FirstHealth Outpatient Pharmacy

FirstHealth Outpatient Pharmacy provides prescription services to discharged patients and FirstHealth employees. The prescription service is available to patients who are discharged from an inpatient hospital stay, a FirstHealth outpatient clinic, the emergency department or other outpatient service. FirstHealth Outpatient Pharmacy provides routine prescription services and limited over-the-counter medication sales.

Located at the Cancer Center Entrance on lobby level and is open Monday - Friday: 9 a.m. - 7 p.m. and Saturday from 9 a.m. - 2 p.m.

For more information, call (910) 715-4250.
Directions

Traveling south from U.S. 1 /U.S. 15-501
- Take Highway 2 to traffic circle.
- Take the second exit off the traffic circle onto N.C. 211 West to Moore Regional Hospital.
- At the second stoplight, take a right onto Memorial Drive.
  (Follow signs for Visitor Entrance.)
- The Visitor Entrance is the second right.
- Parking is available in the Green parking lot.

Traveling north from U.S. 15-501:
- Take U.S. 15-501 to traffic circle.
- Take the third exit off the traffic circle to N.C. 211 West to Moore Regional Hospital.
- At the second stoplight, take a right onto Memorial Drive.
  (Follow signs for Visitor Entrance.)
- The Visitor Entrance is the second right.
- Parking is available in the Green parking lot.

Traveling south from U.S. 1:
- Take U.S. 1 South to traffic circle.
- Take the third exit off the traffic circle to N.C. 211 West to Moore Regional Hospital.
- At the second stoplight, take a right onto Memorial Drive.
  (Follow signs for Visitor Entrance.)
- The Visitor Entrance is the second right.
- Parking is available in the Green parking lot.

Traveling north from U.S. 1:
- Take U.S. 1 North to U.S. 15-501 North.
- Take U.S. 15/501 North to traffic circle.
- Take the third exit off the traffic circle to N.C. 211 West to Moore Regional Hospital.
- At the second stoplight, take a right onto Memorial Drive.
  (Follow signs for Visitor Entrance.)
- The Visitor Entrance is the second right.
- Parking is available in the Green parking lot.

Traveling west from N.C. 211:
- Take N.C. 211 West to Moore Regional Hospital.
- At the second stoplight, take a right onto Memorial Drive.
  (Follow signs for Visitor Entrance.)
- The Visitor Entrance is the second right.
- Parking is available in the Green parking lot.

Traveling south from NC 24-27:
- Take NC 24-27 to U.S. 220 South.
- Take U.S. 220 South to N.C. 211 East.
- Take N.C. 211 East to Moore Regional Hospital.
- Take left at stoplight onto Memorial Drive in Pinehurst.
  (Follow signs for Visitor Entrance.)
- The Visitor Entrance is the second right.
- Parking is available in the Green parking lot.
Located just across the street from FirstHealth Moore Regional Hospital, Clara’s House provides a safe environment for lodging, meals and other supportive services for patients and their families at a time of medical treatment. All guests must be referred by a professional clinical staff member within the FirstHealth service area. For more information call (910) 715-4220.