

Welcome

Dear Patient,

We are very pleased that you have chosen Memorial for your healthcare. From the moment you arrive until you are ready to return home, a team of dedicated professionals will be working around the clock to provide you with outstanding healthcare services. Our staff is committed to serving you with courtesy and competence and making your stay as comfortable as possible.

High quality, compassionate care has been the hallmark of Memorial Hospital of Rhode Island since our founding over a century ago. Memorial is a teaching hospital affiliated with The Warren Alpert Medical School of Brown University. We provide a full range of medical services including cancer, stroke, cardiovascular, pulmonary, rehabilitation, maternity and homecare.

We encourage you and your caregivers to read this booklet. Copies are available in Spanish and Portuguese and on the hospital website, mhri.org. Click on 'Patient Info' on the home page.

Thank you for trusting us with your care.

Sincerely,



Arthur J. DeBlois, III
Interim President

TABLE OF CONTENTS

Advance Directives.....	19
Ambulatory Outpatient Specialty Services.....	26
Barber/Hairdresser	4
Concerns/Grievances	17
Dining (Visitors).....	23
Directions.....	31
Discharge	24
Family Medicine Practices	26
Health Care Team	4
Hearing Assistance	7
Home Care.....	25
Information for Your Visitors.....	23
Internal Medicine Practice	27
Interpreter Service	6
Making Health Care Safer	21
Meals.....	7
Newspaper Delivery	8
Notre Dame Ambulatory Center.....	28
Pain Management	8
Parking	31
Patients' Participation & Responsibilities	18
Patients' Rights	15
Payments.....	25
Personal Belongings	10
Philanthropy.....	30
Phone numbers	29
Printed Communications.....	6
Protective Services.....	11
Safety	11
Spiritual Concerns	13
Telephones	13
Television	14
Tobacco Use	24
Visiting	22
Volunteers	14
Wireless Access	14
Your Comfort is Important	3

YOUR COMFORT IS IMPORTANT

To help us provide care that matches your daily routine, the nurse will ask you a number of questions about your health and lifestyle. Our goal is to provide comfort and safety along with your medical treatments. Since the hospital surroundings are unfamiliar to you, we usually raise one or both of the bed side rails when you sleep. You may even want the side rails up while awake to make your nurse call light readily available, reach your television control, and provide something to hold onto or help you move around in bed. If you prefer the side rails to remain down at all times, please discuss this with your nurse, since their use is intended to assist, not limit, your movement.

You may notice staff wearing gloves, masks, eye goggles, yellow gowns and/or other items during some or all of your hospital stay. These items are used to prevent the spread of infection to patients and staff. The use of these protective items does not necessarily mean you have an infection. However, we want to protect you and our staff from infections. If you have any questions, please ask your nurse.

Private, double and four-bed rooms are available. There is an additional cost for a private room, except on the maternity unit. We will make every effort to provide you with the type of room you request, although sometimes when all beds are full it is necessary to transfer patients at a later time.

IDENTIFICATION BAND

When you are admitted to the hospital, or in the emergency department if you arrive there first, an identification band will be attached to your wrist. This contains important information and should not be removed at any time during your stay. This identifies you to all who care for you and is another safety measure for your protection.

BARBER/HAIRDRESSER

Arrangements for haircutting in your hospital room can be made through your unit secretary, or you may call Anthony Medeiros directly at (401) 495-5700. Payment must be made at time of service. If you want other services of a hairdresser, please feel free to make your own arrangements.

ELECTRICAL APPLIANCES

To protect our patients, strict safety codes in the hospital require that any electrical items brought in from home, such as hair dryers, radios, or televisions, be checked by our biomedical engineer department at extension 2345.

ETHICS

Memorial Hospital has a Bioethics Committee that patients/families and healthcare professionals may access to assist with care decisions they perceive to be ethically difficult. You and your family may consult with the Bioethics Committee through your attending physician or nurse.

At any time, you or a family member can obtain a copy of Memorial Hospital's Code of Ethics. In addition, Memorial has a policy entitled "Conflict of Interest," which reinforces our commitment to quality patient care. You can request a copy of this policy.

HEALTH CARE TEAM

While you are a patient at Memorial Hospital, several healthcare professionals and other hospital staff will be involved in your care. Some healthcare professionals are referenced in this guide because they can access any other healthcare team members or services for you. They are your attending physician, your clinical nurse, your continuing care nurse and your social worker.

Attending Physician This is the physician who is accountable for your plan of care. He or she has admitting privileges at Memorial and works collaboratively with the resident physicians and interns, your nurses and all other clinicians involved in your care.

Hospitalists are physicians employed by the hospital to admit and treat patients at the request of the patient's personal physician or in case a patient does not have a primary care physician. Hospitalists are board-certified and are available around the clock.

Intensivists are physicians who are specially trained in taking care of critically ill patients. They work in the Intensive and Coronary Care Unit.

Continuing Care Nurse is a professional registered nurse from the Continuing Care department who assists your physician and nurse to plan for your discharge and arrange post-hospital services. For questions or concerns about your discharge plan, you are encouraged to discuss the plans with your physician or nurse. You or your family may also contact the Continuing Care department at extension 2344, or the hospital operator can contact the on-call nurse from 8:00 a.m. to 10:00 p.m.

Social Worker is a professional who can assist you with financial or legal concerns, emotional problems, grief support, abuse issues, and for other issues. You may access the social worker through your nurse or physician or by calling extension 2975. The hospital operator can reach the on-call social worker 24 hours a day.

Unit Nurse is the professional registered nurse assigned to supervise your nursing care from admission through discharge. The nurse coordinates plans with the physician and various members of the healthcare team involved in your care. A clinical unit nurse is always available to answer any questions you or your family may have about your care and is a key resource for obtaining additional information or services from other healthcare team members.

Physician's Assistant (PA) is a professional who is trained and certified to perform many clinical procedures under the supervision of a physician.

Nurse Practitioner (NP) is a registered nurse who has received advanced training and can perform many of the duties of a physician.

INTERPRETER SERVICE

Communication between health professionals and patients is important for effective medical care. As a patient, you have the right to a medical interpreter at any time.

Free interpreter service

Interpreters are available free of charge to support effective communication for non-English speaking patients, such as individuals who have limited ability to speak, write, read and understand English. Ask any staff member for help and he or she will call to schedule an interpreter for you.

If you need to make an outpatient appointment, ask the registration clerk to arrange for an interpreter to be present at your appointment.

Using an interpreter can help you:

- communicate your needs
- understand medical information
- comply with follow-up treatment

Bilingual Staff

Many of our employees are bilingual. For your convenience, the hospital's bilingual staff members are available to aide in conversation. Ask your nurse or any other staff member if you need the assistance of a bilingual staff member. Staff members are fluent in Spanish, Portuguese, French and many more languages. Memorial Hospital continually strives to recruit bilingual staff, especially for areas directly involved in patient care.

Over the phone

If a bilingual staff person is not available when needed, your nurse will arrange for an interpreter on the Language Line. This outside resource provides interpreters over the phone for more than 135 different languages. If you are hard of hearing, auxiliary aids, such as assistive listening devices, are available to you free of charge. Ask your nurse if you would like to use one.

Printed materials

To help you understand written information related to your care, important materials have been translated and are available in the two languages used most in our community: Spanish and Portuguese. Your nurse or healthcare provider can obtain a translated version of materials you need.

HEARING ASSISTANCE

TDD

A Telecommunications Device for the Deaf, known as a TDD, and telephones with volume control are available for patients who are hearing impaired or deaf. Ask your nurse for assistance.

Sign Language

Arrangements can be made for sign language medical interpreters. Ask your nurse for assistance.

The interpreter services program is administered by the hospital's human resources department. Call (401) 729-2670 Monday through Friday from 7:30 a.m. to 5:00 p.m. with any questions about this service. At all other times, contact the Nursing Administrator at (401) 729-2271.

MEALS

When you are admitted, your doctor orders your special diet. The Department of Food and Nutrition Services offers various selections for each meal. You may also select any items from the alternative menu, if it is allowed on your special diet.

A representative from the Food and Nutrition will visit you regularly to review your meals with you. We will ask you about your likes and dislikes and try in every way to meet your dietary preferences. Meals arrive at approximately the same time every day. Scheduled tests or procedures may require a change or delay in some meals. You will be served your meal when you return.

ALTERNATIVE SELECTIONS

As an alternative to the menu, you may select soup and a sandwich

from the following list. If you are on a restricted diet, some modifications to your selection may be required. You may order red beans and rice or black beans and rice at any meal.

Soup - Please check with the guest rep for the daily selection.

Sandwiches - Sliced turkey, chicken salad, tuna salad, baked ham, egg salad, peanut butter and jelly

Grilled Items - Hamburger, cheeseburger, grilled cheese, hot dog in a bun, cheese pizza, pepperoni pizza

Please tell your guest representative your selection.

FOOD FROM HOME

Your doctor has ordered the kind of food you should have. **Please check with your nurse before consuming any food or drinks brought to you by friends or family.** A patient may need to refrain from eating or drinking because of special tests that have been scheduled. Eating may require the cancellation of a test. This could result in a longer hospital stay. If you put food items in the kitchen refrigerator, they must be labeled with your name, room number and date. Patient food items will be discarded after 48 hours.

NEWSPAPER DELIVERY

The Providence Journal and *The Times* can be purchased and delivered to your room by calling the Information Desk at extension 2322.

PAIN MANAGEMENT

Achieving effective pain relief is an important part of your treatment. Pain control or reduction is part of each patient's plan of care at Memorial Hospital. Pain control can help you:

Get well faster. With less pain, you can start walking, do your breathing exercises and get your strength back more quickly.

You may even leave the hospital sooner.

Improve your results. People whose pain is well controlled seem to recover more quickly from illness or injury.

Pain control methods

To get the best results, work with your healthcare team to choose the

methods that will work best for you. Your healthcare team wants to make you as pain free as possible. You are the key to getting the best pain relief because pain is personal. Upon admission, a nurse will discuss your pain goal with you. This goal will be used throughout your stay to determine how well your pain is controlled. For children, your role as a parent is key to interpreting behavior changes in your child that may indicate pain or discomfort. Please notify a healthcare team member of any behavior changes in your child.

- **Ask your healthcare team member what to expect.** Will there be much pain? Where will it occur? How long is it likely to last? Being prepared helps to put you in control. You may want to write down your questions to help you remember to ask.
- **Discuss various approaches to pain control with your healthcare team.** Be sure to talk about pain control methods that have or have not worked well for you before; talk about concerns you may have about pain medicine; let them know about any allergies to medicines; ask about side effects that may occur with treatment; and talk about medicines you take for other health problems since mixing medicines can cause problems.
- **Talk about how your pain medicine is scheduled.** Sometimes pain medicines are given only when you call the nurse to ask for them. It is important and it is your responsibility to ask as soon as the pain begins. Two other ways to schedule pain medicines are used and may give better results. Instead of waiting until pain breaks through, you can receive medicine at set times during the day. Or, patient-controlled analgesia (PCA) may be appropriate for you. With PCA, you control when you get pain medicine. When you begin to feel pain, you press a button to inject the medicine through the intravenous (IV) tube. This button is only to be pressed by you! This will prevent you from getting too sleepy. However you receive your pain medicine, you will be asked how it is working. If your pain is not relieved satisfactorily, the medicine, the dose or the timing will be changed.
- **Take or ask for pain relief drugs when pain first begins.** Take action as soon as the pain begins. If you know the pain will worsen when you start increasing your activity, take pain medication first. It is harder to ease the pain once it has taken

hold. **This is the key to proper pain management.**

- **Help the healthcare team “measure” your pain.** You will be asked to rate your pain on a 0-10 scale. You will also be asked to describe your pain. You will set a pain control goal such as having no pain that is worse than a 2 on the scale. Rating your pain on a face scale or as a number helps the healthcare team know how well your treatment is working and whether to make any changes.
- **Tell a healthcare team member about any pain that won’t go away or if your pain becomes a different type or is in a different location.** Pain can be a sign of other problems and the healthcare team needs to know about it.
- **Work with your healthcare team to try non-medicine ways to help your pain.** These methods can be effective for mild to moderate pain and to boost the effects of your medication. There are no side effects to the techniques, which include heat and cold; relaxation exercises; breathing exercises; and positioning techniques. Your physician may contact Physical Medicine to recommend other methods.

Your plan or your child’s plan can be changed if the pain is not under control. You need to tell the healthcare team members about the pain and how the pain control is working.

PATIENT SURVEYS

At Memorial Hospital, we want to provide the best possible service. In order to do so, we need your assistance in pointing out areas where we fully meet your needs as well as identifying those that need improvement. We depend on our patients to keep us informed. Your feedback makes it possible for us to continually improve.

Shortly after your discharge, you will receive a short questionnaire about your care. Please take a few moments to complete and return it in the business reply envelope provided. Please express your opinions frankly. An independent research firm compiles all results and your answers are kept in strict confidence.

PERSONAL BELONGINGS

Clothing and other personal belongings are to be sent home at the time of admission with your family/representatives whenever possible. You need to keep your dentures, hearing aids, and glasses to ensure full participation in your care. However, *you should not wrap dentures, hearing aids, or eyeglasses in tissue nor leave them on a meal tray or near a waste basket* where they might be accidentally discarded.

NOTE: All valuables must be declared at time of admission. If you are admitted through the emergency department, we would prefer that you send all valuables home. However, if you are not able to send them home, we will be happy to place your valuables in the hospital safe until discharge.

PROTECTIVE SERVICES

We support your rights to quality care in a safe place. We will assist you in obtaining answers to questions, feeling comfortable filing complaints, and/or using protective services when needed.

A Resource Guide for Patients provides contact names and numbers to assist patients who require access to financial, legal, or protective advocacy services. If you require additional support or are no longer a patient in the hospital, you may directly contact an agency listed or call 211 in the state of Rhode Island.

For more information, contact a clinical social worker at extension 2975.

SAFETY

Isolation

Isolation and standard precaution procedures such as gowns, masks and gloves are often used to protect you, other patients and staff when certain diseases are suspected or confirmed. Hand washing is very important. You can expect your caregivers to wash their hands before and after they care for you.

If you must be in isolation, your visitors will be expected to wear

protective attire such as gloves, gowns and masks. Special signs will be posted on the door informing them of what they will be expected to wear. Your nurse will be happy to answer any questions you have.

Fall Prevention

As part of our Fall Prevention Program, it is important to us that we educate our patients and families to “CALL, DON’T FALL.” Your risk will be determined on admission and every day thereafter. If you are at risk to fall, you will have a yellow wristband, and a yellow star will be placed outside your room and on the assignment board. These and other interventions are in place in order that our nurses and other caregivers take action to reduce the chances of you experiencing a fall. We also ask that you keep the following in mind:

- Please use your call light to ask for help.
- Do not get up on your own.
- Wear shoes with ties or hospital-supplied slippers when up.
- Do not lean on furniture or other item for support.
- Use caution when bending or leaning to pick things up.

Your safety is important to us. You can expect that our staff will check on you often.

Wristband Bracelets

To ensure that all staff is aware of medical conditions that may place you at increased risk, we participate in the nationwide standard model for colored “alert” bracelets for patients. When you are admitted, in addition to your white identification bracelet, you will have a special colored bracelet placed on your wrist if you are at risk for the following:

- Latex risk - green
- Fall risk – yellow
- Restricted extremity – pink

If you are wearing a “social cause” bracelet or a bracelet from another institution, you will be asked to remove these to prevent confusion. If

you refuse to remove them, these bracelets will be covered with white tape until you are discharged.

Hospital Fire Drills

The hospital conducts routine fire drills to ensure that our staff is skilled in fire procedures. If you hear a fire alarm, stay where you are until given directions.

If for any reason you have an immediate concern about your safety, please call extension 2222. If you have a general concern to discuss regarding safety, please call the Safety Officer, Thomas Ross, at extension 2146.

SPIRITUAL CONCERNS

A member of the clergy is on call for emergencies. A non-denominational chapel is open at all hours on the first floor of the Hodgson Building for patients and visitors. Catholic patients may receive communion daily by contacting their parish priest or leaving a message at extension 2325, Monday through Friday, or extension 2322 on Saturdays, Sundays and holidays.

TELEPHONES

Telephone service is available by dialing 0 and speaking with the operator. Telephone service may be requested by you or your representative. Service is available for anyone who can and will assume responsibility for payment of the service. A \$16 deposit is required, which includes a \$4 non-refundable activation charge and three days of service at \$4 per day. If your hospitalization exceeds three days, then you will be charged an additional \$4 per day to the maximum charge of \$28. Any added charges will be collected upon discharge.

In Pawtucket, long-distance calls are those made beyond Centredale, Cumberland Hill, Pawtucket, Providence, Woonsocket and area code 508 in Seekonk and South Attleboro, Mass. Calls beyond that calling area must be made collect, credit card, or billed to a third party. You should dial 7- 0 and the number. The telephone company will then

take the necessary information from you.

All incoming calls between 9:30 p.m. and 8:00 a.m. are received by the switchboard operator who will not forward the call to your room unless the call is an emergency. This procedure is followed to ensure you receive adequate rest. Additionally, if you are in a semi-private room, you must be considerate of the other patient in the room. If you have a sight, hearing, or physical impairment, special arrangements for assistance can be made with the switchboard operator. Contact your nurse.

Note for maternity patients: Please designate a support person to communicate information to your family and friends. During labor and delivery, your support person can provide regular updates and help determine appropriate visiting times after your baby's birth. Incoming calls for labor patients are directed to the maternity unit nurses' station, and are not forwarded to the labor/delivery rooms. If the call is an emergency, then the operator will ask for a telephone number for you to return the call and will notify your nurse of the call. Your nurse will help you return the call.

TELEVISION

Televisions are available in all patient rooms and can be used at no charge (channels are listed on the back cover of this handbook). Spanish TV is available on Channels 14 and 16.

VOLUNTEERS

Volunteers provide many complimentary services. In addition to delivering newspapers, mail, and flowers, they bring the book and craft carts to patient rooms. The cart features simple crafts to make while you recuperate and is a free service. If you would like a craft or reading material, please call the Volunteer Office at extension 2325.

WIRELESS ACCESS AT MEMORIAL HOSPITAL

We provide Internet access points in selected areas of the hospital for guests with portable computers or devices capable of receiving wireless signals. There is no charge for this service.

To connect to the Memorial Hospital guest wireless network:

1. Go to your wireless settings on your device.
2. Connect to the wireless network named 'MHRI-Guest'.
3. Open your web browser and go to the web page of your choice. You will see the login page.
4. Open and read the terms of service.
5. Enter your email address.
6. Click 'log in'.

YOUR RIGHTS AS A HOSPITAL PATIENT

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctors and other healthcare professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual.

While you are a patient at Memorial Hospital, your rights include the following:

- You have the right to reasonable access to care that is considerate and respectful of your values and beliefs.
- You have the right to privacy and security. The hospital, your doctors, and healthcare professionals will protect your privacy and security as much as possible and preserve confidentiality of all records pertaining to your treatment.
- You have the right to be well informed by your doctor/designee about your illness, possible treatments, likely outcomes and any unanticipated outcomes. You and members of your family are encouraged to participate in decisions regarding your care by asking questions and seeking clarification on issues with your doctor. You have the right to know the names and roles of people treating you. You have the right to exclude any and all family members from participating in your healthcare decisions.

- You have the right to participate in ethical questions that arise in the course of your care and to satisfactory resolution of conflicts and problems regarding your hospital stay and care.
- You have the right to refuse any treatment to the extent permitted by law. Should you refuse recommended treatment, you will receive other needed and available care.
- You have the right to have your pain treated effectively and in a timely manner while you are a patient in the hospital.
- You have the right to an advance directive, such as a Living Will or Durable Power of Attorney for Health Care. These documents express your choices about future care or name someone to decide if you cannot speak for yourself. You should provide copies of your written advance directive to the hospital, family member(s), and your doctor.
- You have the right to expect that the hospital will deliver the necessary medical services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended, you will be informed of the need for and alternatives to such a transfer.
- You have the right to be informed of realistic care alternatives when hospital care is no longer appropriate, including hospice care.
- You have the right to consent or decline participation in research and experimentation projects. Declining participation will in no way compromise your access to services.
- You have the right to be informed about and have access to protective services, such as guardianship and advocacy services.
- You have the right to review your medical records and to have the information explained.

- You have the right to know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other healthcare providers, or insurers.
- You have the right to be informed about hospital rules that affect your treatment and be allowed to review and receive explanation of charges and payment methods.
- You have the right to be informed about hospital rules and regulations that can assist in resolving problems and conflicts concerning your hospital visit and care (see following section).
- You have the right to medical care and to exercise your rights without regard to gender, culture, economic, educational or religious background or the source of payment for care.
- Patients have a right to effective communication. Interpreters are available at any time for non-English speaking persons or persons with limited English proficiency. Hard of hearing or deaf patients have the right to request hearing devices, Telecommunications Devices for the Deaf (TDD) or sign language interpreters. These services are provided free of charge.

CONCERNS/GRIEVANCES

If you or your family have any questions, concerns or grievances about your medical condition while you are a patient, please speak with your physician or nurse for clarification and/or assistance. If you are unable to resolve the issue, contact the nurse manager on the unit or call Public Relations at extension 2459 weekdays from 8:30 a.m. to 5:00 p.m. On weekends and evenings, please ask to speak with the administrative coordinator by dialing 0 (operator). You can also make a complaint in writing to Public Relations, Memorial Hospital, 111 Brewster St., Pawtucket, RI 02860 or email public_relations@mhri.org.

Patient Complaints/Concerns (Memorial)	(401) 729-2459
Concern Line RI Department of Health 3 Capitol Hill, Providence, RI 02908 Website: health.ri.gov	(401) 222-5200
Healthcentric Advisors (Medicare/Medicaid) 235 Promenade St., Ste. 500, Providence, RI 02908 Website: healthcentricadvisors.org	(800) 662-5028
The Joint Commission 1 Renaissance Blvd. Oak Terrace, IL 60181 Email: complaint@jointcommission.org	Telephone: (800) 994-6610 Fax: (630) 793-5636

Memorial Hospital of Rhode Island does not discriminate on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation nor gender identity or expression. The hospital provides equal opportunities consistent with the objectives defined by title VII of the Civil Rights Act of 1964, Executive Order 11246, as amended, and the implementing Rules and Regulations of the Office of Federal Contract Compliance.

YOUR PARTICIPATION & RESPONSIBILITIES

The care that you receive is partially dependent upon you acting in a cooperative manner with your healthcare providers, including engaging in open and honest communication, following treatment plans, and respecting the hospital standards of conduct. As a result, you are encouraged and relied upon to maintain certain responsibilities during the course of your care.

- You have the responsibility to provide accurate and complete information concerning your present complaints, medical history, and other matters relating to your health.
- You are encouraged to develop partnerships with your healthcare providers, including regular interaction and communication as well as clearly identifying whether or not you understand the course of your medical care and what is expected of you.

- You are encouraged to follow the treatment and education plans developed with your healthcare team. If you have concerns about your ability to follow the plan and healthcare instructions, you are encouraged to express such concerns and ask questions. If you do not follow these plans, you must accept the consequences.
- You are responsible to work with the healthcare team to make your care as safe and effective as possible, and are encouraged to report any perceived risks that concern you.
- You are requested to be considerate of the rights of other patients and hospital personnel by following the hospital rules.
- You are requested to be respectful of hospital property and the property of other persons in the hospital.
- You are responsible for promptly meeting any financial obligations agreed to with the hospital.

ADVANCE DIRECTIVES

Adult patients have the right to make decisions about their medical care - including the right to refuse any life-sustaining treatment or procedure. These personal decisions are put into writing through documents known as "Advance Directives." An advance directive can be in the form of a Living Will, Durable Power of Attorney for Health Care or Comfort One declaration. If you have an advance directive, please give it to your physician or nurse to include in your medical record. For additional information or a sample document, please call Public Relations at extension 2459.

LIVING WILL

- Your decisions are in writing only. There is no "agent" to make decisions for you
- You provide **instructions to your physician**
- Refers **ONLY** to withholding or withdrawing medical treatment
- Applies **only when** your physician determines that you are in a

terminal condition and are unable to make treatment choices

- Is not flexible and may not cover every possible condition
- Is easily revoked at any time - orally or in writing to your physician or healthcare provider

DURABLE POWER OF ATTORNEY FOR HEALTH CARE

- You choose someone to make decisions for you if you are ever unable to do so (*your agent*)
- You express your desires concerning treatment choices **for your agent to follow**
- Includes **ALL** healthcare decisions, including withholding or withdrawing medical treatment
- Applies whenever you are unable to speak for yourself
- Can be flexible due to changing circumstances
- Is easily revoked at any time - orally or in writing to your physician or healthcare provider

COMFORT ONE

Comfort One is a mechanism for emergency medical personnel to honor your wishes outside the hospital arena. You must have a terminal illness and already have declared your wishes via a Durable Power of Attorney for Health Care or Living Will. A physician must complete special forms which are kept on file with the Rhode Island Department of Health. An orange Comfort One bracelet and identification number are issued to you, alerting the emergency medical personnel to provide only supportive care, no resuscitative measures. Once the bracelet is removed, Comfort One is no longer in place. This is easily revoked at any time - orally, in writing or by removing or destroying the bracelet.

MEDICAL ORDERS FOR LIFE SUSTAINING TREATMENT (MOLST)

Molst is a physician order available for terminally ill patients in Rhode Island indicating whether the patient wishes for his or her health care providers to provide life sustaining treatment or withhold life sustaining treatment. The patient confirms his or her wishes by co-signing the MOLST order. In some circumstances, if the patient lacks decision making capacity, an agent of the patient may sign the MOLST order on behalf of the patient. Once properly signed,

the MOLST order is to be followed by all subsequent health care providers, even those practicing in a facility or setting other than the one in which the MOLST order was first written. The patient or patient's agent may revoke a MOLST order.

MAKING HEALTH CARE SAFER

While today's complex healthcare system has provided us with the highest level of care ever, it has also resulted in an increase in the potential for medical errors to happen. The best way to reduce the chance of medical error is for patients and their healthcare providers (doctors, nurses, therapists, pharmacists, dietitians) to work together to make the system safer.

The single most important way you, as a patient, can help to prevent errors is to be an active member of your healthcare team.

Here are some ways to do that:

- Speak up if you have questions or concerns.
- Make sure that one person, such as your personal doctor, is in charge of your care.
- Make sure that all healthcare professionals involved in your care have all the important health information about you.
- Make sure you are identified by your first and last name **and** date of birth or medical record number prior to having any tests, treatments, procedures, taking medications or being transported to another area. The healthcare provider(s) may do this verbally or by checking your identification bracelet.
- Make sure your doctors and nurses know about any allergies you have and any adverse reactions you have had to medications.
- Make sure that all of your doctors know all medicines you are taking. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.
- Make sure you know about the medicines you are being given.

Ask:

What is the medicine for?

How often will I be taking it?

What side effects are likely; what do I do if they occur?

Is this medicine safe to take with other medicines or dietary supplements I am taking?

What food, drink or activities should I avoid while taking this medication?

- Consider asking all healthcare workers who have direct contact with you whether they have washed their hands.
- Know that "more" is not always better. It is a good idea to ask why a test or treatment is needed and how it will help you.
- If you have a test, don't assume that no news is good news. Ask about the results.
- If you are having surgery, make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.
- Learn about your condition and treatments by asking your doctor and nurse and by using other reliable sources.
- Ask a family member or friend to keep aware of what is happening with you and be your advocate (someone who can help get things done and speak up for you if you can't).

HERBAL PRODUCTS

It may not be safe to take herbal medicines if you have certain health problems. If you are taking any supplements, please talk to your doctor.

VISITING

In general, family and friends are encouraged to visit you whenever possible unless your condition limits visitors or you request visitor restrictions. Accommodations are made to ensure you receive adequate rest as well as the necessary support from your family/ friends. The following are guidelines for visiting hours:

- Overnight stays must be coordinated with the nurse manager to secure the proper accommodations.
- Children under 10 are permitted to visit patients in any unit if coordinated with the nursing staff and accompanied by an adult who is able to provide adequate supervision.
- Two visitors per patient at a time are preferred, especially when there is more than one patient in a room.
- Visiting may be temporarily altered due to emergent or emergency situations.

INFORMATION FOR YOUR VISITORS

WAITING AREAS

Bright, spacious waiting areas for visitors are conveniently located adjacent to patient units. Your visitors can ask your nurse to direct them to the nearest waiting area.

DINING

During your hospital stay, your guests may wish to take a break in the cafeteria or coffee shop. The cafeteria is located on the ground floor of the Wood Building, and is open from 6:30 a.m. to 7:00 p.m. Monday – Friday and on weekends and holidays 6:30 am – 10:00 am, 11:00 a.m. – 1:30 and 4:00 p.m. – 7:00 p.m. The coffee shop is located off the main lobby in the Sayles Building and contains vending machines that dispense hot and cold food and drinks. A microwave oven is available.

GUEST TRAYS

Guest trays for visitors may be purchased for \$5.00. Your guest should make arrangements for the tray in advance at the cashier's office, located in the main lobby. Ask your nurse to contact Food and Nutrition Services to set up a menu for your meal. Please give the receipt from the cashier's office to the guest representative.

GIFT SHOP

The Gift Shop is located in the main lobby and stocks fresh flowers, greeting cards, snacks, and gifts for all ages. It is open weekdays from 10:00 a.m. to 4:00 p.m. and 6:00 to 8:00 p.m. Hours vary on weekends. The Gift Shop can be reached at extension 2210.

LATEX BALLOONS

Due to health concerns, latex balloons are not permitted. For some individuals, latex balloons pose a potentially life-threatening danger of respiratory arrest. Mylar balloons are permitted.

PATIENT INFORMATION AND YOUR PRIVACY

The federal Health Information Portability and Accountability

Act (HIPAA) outlines strict rules for hospitals to follow in order to protect the privacy of patients. We are allowed to give only a general condition statement to callers, including family members. You may want to choose someone who can serve as a channel for information for others. General information on your condition is available by calling (401) 729-2322 or relatives and friends can call you directly. Detailed information is confidential and will not be given by telephone.

Because of patient confidentiality, staff members on the maternity unit cannot give out information over the telephone regarding a patient's admission, room number, labor progress, time of baby's birth or baby's sex or weight.

Under HIPAA guidelines, patients also have the right to choose not to be listed in the information directory. In that case, we are not allowed to even confirm that you are a patient here. This can prevent incoming telephone calls and the delivery of flowers and mail.

TOBACCO USE

Patients are not allowed to use tobacco products during any inpatient stay or during the time required for outpatient treatments or visits. Patients who refuse to comply with this policy may be discharged. Visitors may not use tobacco products on the hospital campus or off-site campuses. Individuals who wish to use tobacco products will need to leave the property to do so. Patients are encouraged to discuss with their physician smoking cessation counseling and/or the prescribed use of pharmaceuticals.

YOUR DISCHARGE

DISCHARGE PLANNING

Discharge time is between 11:00 a.m. and 1:00 p.m., except on the maternity unit. The person taking you home must stop at the Business Office in the main lobby before going to your room. The Business Office will give that person a discharge form to show your nurse. Remember to pick up your valuables from the safe before you leave.

When you are discharged from the hospital:

- Ask your doctor to explain the treatment plan you will use at home.
- Ask for written information about the medicines you will be taking at home and the side effects these medications could cause.
- Ask what symptoms you should report to the doctor.
- Ask when you need to see a doctor for follow-up.

HOME CARE

Post-hospital services are arranged by the continuing care team that works in conjunction with you, your family, attending physician and nurse to determine the need for and access to services. If you qualify for home care services, the continuing care nurse will provide you with a list of available home care providers so that you may choose your agency. These services will be arranged before you leave the hospital.

The hospital has its own fully accredited home care agency which offers comprehensive home care services including skilled nursing, intravenous therapy, wound care, nutrition services, home health aides and rehabilitation services. Home care services are available seven days a week. For further information, ask your nurse to call (401) 312-2500.

PAYMENTS

The hospital depends upon timely payment of bills to allow us to continue to serve our community. All patient liability balances not covered by medical insurance are payable at the time of discharge.

We have several programs available to assist patients with the payment of bills. Patient account representatives are available to review these options with you.

The hospital offers a 40-percent discount from charges for patients who have no medical insurance and pay for the service within six months. In addition, the hospital provides care without cost to

qualifying patients whose income is at or falls below 200 percent of the current poverty level established by the Community Services Administration. Please contact a patient account representative for more information on these programs.

The hospital can also establish reasonable payment plans for balances due. Our patient account representatives are happy to work with you so that you understand your hospital bills and establish a payment program that meets your needs. To contact a patient account representative, please call (401) 729-2632 or (401) 729-2120.

OTHER MEMORIAL HOSPITAL SERVICES

AMBULATORY OUTPATIENT SPECIALTY SERVICES

89 Pond Street, Pawtucket, RI

Ambulatory specialty services are located in the Ambulatory Care Center. We provide specialty care with a variety of specialties, such as cardiovascular medicine, podiatry, surgery, endocrinology, infectious diseases, travel, hematology /oncology, ear, nose and throat, and orthopaedics. We provide care to patients of all ages.

Individual or group nutrition consultation sessions can be scheduled with registered dietitians. We also offer enrollment in our Diabetes Outpatient Education Program.

Appointments can be made at the numbers listed on page 29 for specialty services. Please verify with your insurance plan if a referral is required.

FAMILY MEDICINE PRACTICES

111 Brewster Street, Pawtucket, RI

The Center for Primary Care is the site of family medicine practices for the Brown University/Memorial Hospital Department of Family Medicine. We provide comprehensive outpatient primary care under the Patient Center Medical Home concept while training

residents and students in family medicine. A family medicine provider is assigned as the primary provider for each patient. Our team approach also involves faculty preceptors, nurses, students, psychologists, social workers, and dietitians.

Family medicine provides continuity of care for patients of all ages and their families. We offer comprehensive routine and acute care, preventive healthcare, care for babies and children, family planning, obstetrical care, gynecological care and geriatric care. In short, we offer care for a lifetime. Family medicine practices are open Monday to Friday, 8:30 a.m. to 5:00 p.m. and on Wednesdays from 5:15 p.m. to 8:00 p.m. Same day appointments are available for sick patients and our physicians are on call 24 hours a day, 7 days a week.

The family medicine practices for The Warren Alpert Medical School of Brown University/Memorial Hospital's Department of Family Medicine are located in the Center for Primary Care at Memorial Hospital of Rhode Island.

For additional information, please call:

Family Practice A (401) 729-2304

Family Practice B (401) 729-2206

Family Practice C (401) 729-2769

INTERNAL MEDICINE PRACTICE

The Internal Medicine Practice is located in the Center for Primary Care. Doctors of internal medicine specialize in adult medicine and care for people from their teen years through old age. We provide comprehensive outpatient primary care and preventative healthcare. The Internal Medicine Practice consists of board-certified physicians as well as residents who work closely with faculty preceptors. We take great pride in providing the highest level of medical care while training residents and medical students.

The Internal Medicine Practice is open Monday through Friday from 8:30 a.m. to 5:00 p.m. Call (401) 729-2258 for further information.

NOTRE DAME AMBULATORY CENTER

1000 Broad Street, Central Falls, RI

The walk-in clinic at Notre Dame Ambulatory Center offers convenient treatment for urgent care as well as for non-emergent medical problems. No appointment is necessary. Routine physicals, school/camp physicals, flu shots and immunizations are also provided. Department of Transportation, immigration and pre-employment physicals are also available. The Radiology Department at Notre Dame offers a full range of diagnostic x-ray, mammography and other services. Laboratory services, including EKGs, are available.

Notre Dame offers physical and occupational therapy for sports related and for general orthopaedic injuries. We provide a wide range of treatment including aquatic therapy, craniosacral therapy, biomechanical and postural assessment, ergonomic assessment, splinting and scar management. Specialized pediatric therapy, including speech, occupational and physical therapy is also available. The therapy area is open Monday to Friday, 8:00 a.m. to 4:30 p.m.

OTHER PHONE NUMBERS

(To call 729 numbers from within the hospital, dial only the last four digits.)

Memorial Hospital of Rhode Island	(401) 729-2000
Business Office	(401) 729-2111
Cancer Center.....	(401) 729-2700
Cardiovascular Center	(401) 729-2262
Continuing Care	(401) 729-2344
Dermatology Clinic.....	(401) 729-2241
Ear, Nose, Throat Clinic.....	(401) 729-2241
Endocrinology.....	(401) 729-2209
Endoscopy Center	(401) 729-2204
Geriatrics.....	(401) 729-2206
Home Care.....	(401) 312-2500
Maternity Unit	(401) 729-2291
Neurodevelopmental Center	(401) 729-6200
Nutrition Counseling.....	(401) 729-2334
Orthopaedics Clinic	(401) 729-2241
Pain Management (Center for).....	(401) 729-2849
Pediatric Primary Care and Specialty Clinics	(401) 729-2582
Pediatric Therapy Services.....	(401) 726-1800 ext. 3211
Physical Therapy	(401) 729-2316
Podiatry Clinic.....	(401) 729-2241
Pulmonary Center	(401) 729-2157
Rehabilitation (The Center for).....	(401) 729-2326
Sleep Center	(401) 729-2635
Social Services	(401) 729-2975
Stroke Center.....	(401) 729-3857
Surgery Clinic	(401) 729-2241
Travel Clinic	(401) 729-3610

For information not listed, please call

Public Relations (401) 729-2459

PHILANTHROPY

Memorial Hospital has a tradition of treating patients from the community in a compassionate environment. In addition to charity care, the hospital provides services - such as translation and physician referral services, health care screenings, community support groups and health education programs - to the community at no charge.

Just as the community relies on Memorial Hospital to be there, the hospital relies on the community for financial support to provide all these services. Charitable giving helps the hospital achieve its mission of excellence in providing funds to launch new programs and services, enhance patient care facilities and install the most up-to-date technology.

You can support Memorial Hospital through a direct donation of cash or a gift of securities or life insurance. You can provide for the hospital in your will. For more information, please contact the Fund Development Office at (401) 729-2319.

PARKING

Free convenient parking is available in the Visitor Parking Lot to the left of the main driveway on Brewster Street.

DIRECTIONS

FROM I-95 NORTHBOUND (FROM POINTS SOUTH)

Take Exit 28. Turn right onto School Street. After the second light, turn left onto Pond Street. Go through one traffic light and turn right onto Brewster Street.

FROM I-95 SOUTHBOUND (FROM POINTS NORTH)

Take Exit 27. Turn left at the light at the top of the exit ramp onto East Avenue. Turn left at the second stop light onto Division Street. Turn right just before the second stop light. Go through one light, then turn left onto Pond Street. Go through one light and turn right onto Brewster Street.

For additional information / directions to Memorial,
please call (401) 729-2099.

mhri.org

2011 Memorial Hospital of Rhode Island All rights reserved 12/12

