

Patient Handbook

 Southcoast® Health

More than medicine.

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Non-Discrimination

Southcoast prohibits discrimination against patients based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

Welcome to Southcoast

Your health and well-being are our greatest concern. We are committed to providing you with the highest-quality treatment and the most compassionate care imaginable while you are here as a patient. We will also be here for you after your discharge should you need services as an outpatient.



I encourage you to be an active partner in your care — it is the single best way for you to help us take the best care of you. You will receive information from your nurse on how you can take part in your care and help us make your treatment the safest possible. You will also learn about ways to contact us with your ideas or concerns.

If you have any questions about your care, I urge you to talk to your doctor, nurse or other caregivers. We always welcome suggestions about our services and how we can make your experience at Southcoast a great one.

This Patient Handbook will explain the services available to you while you are a patient at a Southcoast hospital. It will also explain your rights as a patient, provide important educational information and tell you about the people who will be taking care of you.

For the convenience of your family and friends, there is also information about visiting, the cafeteria, the gift shop and other services. Use this booklet as a resource during your stay and take it home with you as it contains important telephone numbers and information.

On behalf of our entire hospital staff and volunteers, I extend to you every wish for a comfortable stay and a speedy recovery.

Best wishes for your good health,

A handwritten signature in black ink, appearing to read 'K. A. Hovan', written in a cursive style.

Keith A. Hovan

President & CEO, Southcoast Health and Southcoast Hospitals Group



Accredited by The Joint Commission.

Quick Facts

We want to make sure you have the best experience possible in our hospital. If there is anything we can do for you, please ask us. We are here for you.

Using Your Telephone

For your convenience, each patient bed has a telephone. Volume control handsets (telephone amplifiers) and Telecommunications Devices for Deaf (TDD) are also available at no charge. Please ask your nurse to make arrangements.

To Reach Any Hospital Extension:

Dial the 5-digit phone number

Local Calls:

Dial 9 + 1 + area code + 7-digits

Long Distance Calls:

Dial 9 + 0 + area code + 7-digits

All long distance calls must be charged to a calling/ credit card, home telephone number or called collect. The hospital operator can provide a list of long distance providers used by our organization or assist you in reaching a long distance provider of your choice.

Hospital Operator Assistance:

Dial 0

If there is a problem with your telephone, please tell your nurse or other member of your health care team.

Your Cell Phone: Please do not use your cell phone while in the hospital. It can interfere with critical medical equipment.

About Your Room

Our professional Housekeeping team works hard to provide you with a clean room. Please let us know if there is anything we can do to make your stay more comfortable. You can reach us at the extensions below.

Charlton:	37043
St. Luke's:	35219
Tobey:	34335



Smoking Policy

Southcoast Health System is now Tobacco Free. We expect our employees, patients and visitors to refrain from smoking or using any tobacco products while at any Southcoast site and in the surrounding neighborhoods. Patients who smoke will be provided with several replacement options, upon request. If you are interested in using a tobacco replacement product while you are a patient at a Southcoast hospital, please talk to your nurse about the options available to you.

While you are a patient at Southcoast, you might want to use the opportunity to quit smoking and begin a healthier, tobacco-free life. Your nurse has information on a quit smoking program that is available to you free of charge. Please do not hesitate to ask for this useful information.

You can access more information on our website at www.southcoast.org/breathebetter/.

Valuables & Personal Belongings

Southcoast cannot be responsible for the personal belongings of patients. Jewelry, large sums of money and other valuables should not be brought to the hospital. However, if absolutely necessary, you may store money or valuables in the hospital's safe. Please talk to your nurse if you need this service.

Hospital safety regulations prohibit the use of personal electrical items such as televisions, radios, hair dryers, electric razors, fans and heating pads. Please do not bring these items with you.

If, during your stay or after you return home, you should notice that you have lost a personal item, call the Security Department.

When You Are Ready To Leave

If you need health care services at home after you leave our hospital, you can continue to receive the same top-quality services from Southcoast through our home care agency — Southcoast Visiting Nurse Association. Your Care Coordinator can make all the arrangements:

Charlton	508-973-7229
St. Luke's	508-973-5995
Tobey	508-973-5995

Interpreter Services

If you need help understanding, speaking or reading English, please tell a member of your health care team so arrangements can be made for a trained interpreter to assist you. **Our Interpreter Services is available by calling 508-973-8409. This service is provided at no cost to you.**

Se você precisa de ajuda para entender, falar ou ler Inglês, por favor, avise um dos membros da sua equipa de cuidados de saúde para que possam obter um intérprete profissional para assisti-lo(a). **O Departamento de Intérpretes está à sua disposição ligando para o número 508-973-8409. Este serviço lhe é oferecido gratuitamente.**

Si usted necesita ayuda para entender, hablar o leer Inglés, por favor dígame a uno de los miembros de su equipo de cuidados de salud para que le puedan conseguir un intérprete profesional para ayudarlo(a). **El Departamento de Interpretes está a su disposición llamando al número 508-973-8409. Este servicio se proporciona de forma gratuita.**

Patient Experience

We welcome all concerns and compliments about the service you or your loved one received while a patient. Please call **1-877-264-7244 (toll free)** to leave a message for our patient experience department.

Privacy Concerns

If you have questions about your privacy during your stay, please call our Compliance Privacy Hotline at **508-973-5040**.

Additional Contact Information

Your patient handbook also has information on how to contact state and federal agencies about your care.

Charlton Memorial Hospital

Charlton Memorial Hospital in Fall River provides a full range of inpatient services and is the only hospital in the South Coast region to offer open heart surgery and elective coronary angioplasty. Charlton also treats heart rhythm issues at its advanced electrophysiology lab.

In addition to inpatient services, Charlton provides a comprehensive mix of rehabilitative services and outpatient therapies. Charlton also provides diagnostic services at the main campus and throughout neighboring communities in physician's offices and other offsite locations.

Charlton Memorial Hospital has provided continuous service to the community since 1885.

Cafeteria

A wide variety of fresh food and hot meals are served in the cafeteria. Self-service vending machines are also available 24 hours a day in an area adjacent to the cafeteria.

Breakfast: 6:30 a.m. to 10 a.m.

Lunch: 11 a.m. to 1:30 p.m.

Dinner: 4:30 p.m. to 6:30 p.m.

Light Fare: 1:30 p.m. to 4:30 p.m.

Deli, Soup, Salad Bar and Healthy Choice hot food option

Coffee Kiosks

Located in the main lobby and in the Emergency Department, the coffee kiosks are great places to go for light refreshments. The main lobby kiosk is open 6:30 a.m. to 7 p.m. on weekdays. The ED kiosk is open 24 hours a day, seven days a week.

Southcoast Pharmacy at Charlton Memorial Hospital

Patients at Charlton have the convenient option of having their prescriptions filled at the hospital so they won't have to make an extra stop on the way home.

A Pharmacy Liaison is available to visit patients to discuss the option of having their discharge prescriptions filled on site. If a patient chooses the option, they can pick up their prescriptions at the Southcoast Pharmacy, located near the cafeteria.

After being released, patients can continue to have their prescriptions refilled at the Southcoast Pharmacy or can have their prescription transferred to another pharmacy.

The pharmacy is open to patients leaving the emergency department, the hospital or the surgery center and is open to the general public.

If you are a patient at Charlton, ask your caregiver to page the Pharmacy Liaison at 71300 for more information or to have your prescription filled at the Southcoast Pharmacy.

Pharmacy Hours:

Monday, Wednesday, Friday: 9 a.m. to 6 p.m.

Tuesday & Thursday: 7 a.m. to 6 p.m.

Saturday: 9 a.m. to 2 p.m.

Visiting Hours

- **Regular visiting** — Flexible visitation 24 hours a day. Encouraged visiting hours: 8 a.m. to 8 p.m.
- **ICU/CCU** — Visiting hours are open and flexible according to the patient's needs and condition.
- **Maternity** — 8 a.m. to 8 p.m.
 - No visitors under age 12, except for siblings of the infant.
 - No visitors ill with fever, cough, sore throat or runny nose.
 - To protect our newborns and maternity patients from serious complications, we ask visitors not to come if they have been recently exposed to measles, German measles, chicken pox, tuberculosis, impetigo, influenza or whooping cough.

If you would like to limit the number of visitors or phone calls to your room, let your nurse know.



Charlton Memorial Hospital
363 Highland Avenue, Fall River, MA 02720

Important Phone Numbers

Main Number 508-679-3131	Patient Financial Services 508-973-7264
Admitting 508-973-7030	Patient Information 508-973-8200
Cardiac and Pulmonary Rehab 508-973-5435	Patient Experience 508-973-5002
Care Coordination 508-973-7122	Philanthropy 508-973-7391
Centralized Scheduling 800-276-0103	Public Relations 508-973-5269
Diabetes Management Program 508-324-3260	Radiology Imaging Services 508-973-7161
Emergency Department 508-973-7041	Rehabilitation Services at Durfee Union 508-324-3200
Gift Shop 508-973-7051	Religious Ministries 508-973-7114
Health Information Services 508-973-3700 (Medical Records)	Security 508-973-7069
Human Resources 508-973-7077	Social Services 508-973-7037
Interpreter Services 508-973-8409	Southcoast Centers for Cancer Care 877-822-2732
Lactation Consultants 508-973-7062	Southcoast Visiting Nurse Association 508-973-3200
Laboratory 508-973-7136	Southeast Rehabilitation Center 508-973-7158
Maternity 508-973-7640	Volunteer Services 508-973-7038

Channel Listing

2 WGBH-2-PBS	39 Discovery
3 HSN	40 Food
4 WBZ-4-CBS	41 Fox News
5 WCVB-5-ABC	42 CNN
6 WLNE-6-ABC	43 CNN Headline News
7 WHDH-7-NBC	44 CSPAN
8 Ne Cable News	46 CNBC
10 WJAR-10-NBC	47 Weather
11 WNAC-FOX	49 ESPN
12 WPRI-12-CBS	50 ESPN2
13 CW-28	51 NESN
14 WSBK-38-IND	52 Comcast Sports
15 Portuguese Channel	53 Travel
16 WGBX-44-PBS	54 RTPi
17 DCTV	55 Spike
18 CW-54	57 Bravo
20 WPXQ-69-ION	58 History
21 Univision	59 AMC
22 WFXT-25-FOX	60 Cartoon Network
25 Patient Channel	61 Comedy Central
26 Newborn Channel	62 Syfy
27 TIP TV	63 Animal Planet
28 Hospital Chapel	64 TV Land
29 VH-1	65 Versus
30 FX	67 Care Channel
31 TBS	69 Golf
32 HGTV	71 QVC
33 TNT	75 Southcoast Patient Information
34 E! Entertainment	98 Access Channel
35 USA	99 Local Gov Access
36 Lifetime	
37 A&E	
38 TLC	

St. Luke's Hospital

St. Luke's Hospital in New Bedford is a leading healthcare provider in Southeastern Massachusetts, continually growing in scope and technologies to meet the diverse needs of the families of Greater New Bedford.

St. Luke's offers a wide range of inpatient medical and surgical services, with particular expertise in neurosurgery, cardiology and general surgery. Patients have access to sophisticated diagnostic testing, including CT (computerized tomography) scanning, MRI and nuclear cardiology.

St. Luke's Hospital has provided continuous service to the community since 1884.

Cafeteria

A wide variety of fresh food and hot meals are served in the cafeteria. Self-service vending machines are also available 24 hours a day in an adjacent area.

Breakfast: 6:30 a.m. to 10 a.m.

Lunch: 11 a.m. to 1:30 p.m.

Dinner: 4:30 p.m. to 6:30 p.m.

Light Fare: 1:30 p.m. to 4:30 p.m.

Deli, Soup, Salad Bar and Healthy Choice hot food option

Café at Southcoast Commons

Located in the lobby, the café serves coffee drinks, pastry, light snacks, sandwiches, salads and desserts. Open Monday through Friday, 7 a.m. to 1:30 p.m.

Emergency Department Lobby Café

Located inside the lobby of the Emergency Department, the café is a pleasant place for visitors to stop for a snack or sandwich. It is open daily from 11 a.m. to 11 p.m.

Southcoast Pharmacy at St. Luke's Hospital

Patients at St. Luke's have the convenient option of having their prescriptions filled at the hospital so they won't have to make an extra stop on the way home. A Pharmacy Liaison is available to visit patients to discuss the option of having their discharge prescriptions filled on site. Patients can pick up prescriptions at the Southcoast Pharmacy, located in the lobby of St. Luke's.

After being released, patients can continue to have their prescriptions refilled at the Southcoast Pharmacy or can have their prescription transferred to another pharmacy.

The pharmacy is open to all patients leaving the hospital or the surgery center and is open to the general public.

Ask your caregiver to page the Pharmacy Liaison at 11299 for more information or to have your prescription filled at the Southcoast Pharmacy.

Pharmacy Hours:

Monday, Wednesday, Friday: 9 a.m. to 6 p.m.

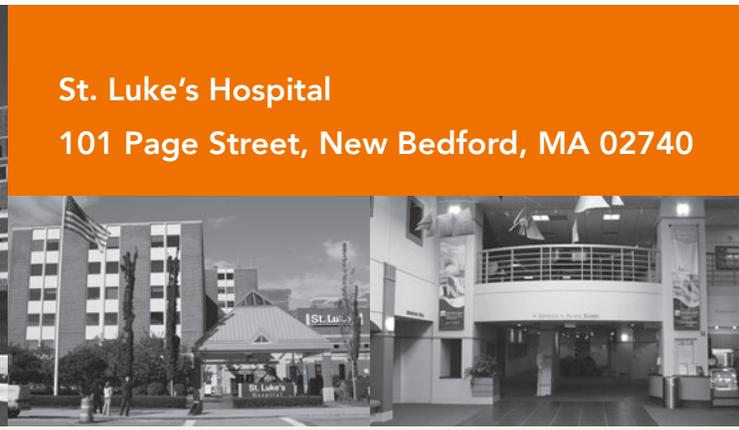
Tuesday & Thursday: 7 a.m. to 6 p.m.

Saturday: 9 a.m. to 2 p.m.

Visiting Hours

- **Regular visiting** — Flexible visitation 24 hours a day. Encouraged visiting hours: 8 a.m. to 8 p.m.
- **ICU/CCU** — Visiting hours are open and flexible according to the patient's needs and condition.
- **Maternity** — 8 a.m. to 8 p.m.
 - No visitors under age 12, except for siblings of the infant.
 - No visitors ill with fever, cough, sore throat or runny nose.
 - To protect our newborns and maternity patients from serious complications, we ask that people recently exposed to measles, German measles, chicken pox, tuberculosis, impetigo, influenza or whooping cough not visit.
- **Rogers Unit** — 7 to 8 p.m. weekdays; 1:30 to 2:30 p.m. and 7 to 8 p.m. Sundays & holidays
 - Visitors must be 16 years of age or older. All visitors to the Rogers Unit should first report to the nurses' station. We also ask that if flowers are being sent to a patient on the Rogers Unit, the flowers should be in a plastic container or basket, not a glass vase.

If you would like to limit the number of visitors or phone calls to your room, let your nurse know.



St. Luke's Hospital

101 Page Street, New Bedford, MA 02740

Important Phone Numbers

Main Number 508-997-1515	Patient Information 508-973-6200
Admitting 508-973-5105	Patient Experience 508-973-5002
Cardiac and Pulmonary Rehab 508-973-5435	Philanthropy 508-973-5353
Care Coordination 508-973-5995	Public Relations 508-973-5269
Centralized Scheduling 800-276-0103	Radiology Imaging Services 508-973-5338
Diabetes Management Program 508-324-3260	Rehabilitation Services at 480 Hawthorn St. 508-910-3434
Emergency Department 508-973-5388	Religious Ministries 508-997-1515 Ext. 2491
Gift Shop 508-997-1515 Ext. 2276	Retail Pharmacy 508-973-5449
Health Information Services 508-973-3700 (Medical Records)	Security 508-973-5260
Human Resources 508-973-5125	Sleep Medicine Services 508-990-0963
Interpreter Services 508-973-5860	Social Services 508-973-5500
Lactation Consultants 508-997-6455	Southcoast Centers for Cancer Care 877-822-2732
Laboratory 508-973-5301	Southcoast Visiting Nurse Association 508-973-3200
Maternity 508-973-5665	Surgery Center 508-973-5616
Patient Financial Services 508-973-5070	Volunteer Services 508-973-5274

Channel Listing

2 WSBE	30 A & E
3 WLNE	31 USA
4 WPRI	32 AMC
5 Disney	33 Discovery
6 Weather	34 TNT
7 WJAR	35 FX
8 CNN	36 EWTN
9 HLN	37 E!
10 CNBC	38 SYFY
11 WLWC	39 FOOD
12 ABC Family	40 CMT
13 WNAC	41 VH1
16 WEDN-PBS	42 MTV
17 TBS	43 GALA-Spanish
18 MSNBC	44 SPIKE
21 Fox News	45 NESN
22 Nickelodeon	46 ESPN
23 Cartoon Network	47 ESPN 2
24 TV Land	48 Univison-Spanish
25 Animal Planet	50 Portuguese
26 National Geographic	51 Care Channel
27 Travel	52 Newborn
28 History	53 Patient Information
29 TLC	75 Southcoast Patient Information

Tobey Hospital

Tobey Hospital is the Greater Wareham area's major health care resource.

In 2004, Tobey completed a major renovation and construction project that includes a new state-of-the-art surgical wing and Intensive Care Unit that make today's advanced medical procedures available to area residents. These improvements have further expanded the medical specialties technology and personalized patient care that have been Tobey's hallmark since it opened its doors in 1940. Key services now include a successful bariatric weight loss surgery program as well as orthopedic and general surgery programs.

At Tobey, patients have access to sophisticated diagnostic testing, including CT (computerized tomography) scanning, nuclear cardiology, a pulmonary function laboratory, vascular surgery, advanced cardiac studies and pacemaker implants and a fully-accredited mammography suite. Tobey's Makepeace Center for Women & Families has earned an outstanding reputation as a regional provider of obstetrical care.

Cafeteria

A wide variety of fresh food and hot meals are served in the cafeteria. Self-service vending machines are also available 24 hours a day in an area adjacent to the cafeteria.

Breakfast: 6:30 a.m. to 10 a.m.

Lunch: 11 a.m. to 1:30 p.m.

Dinner: 4:30 p.m. to 6:30 p.m.

Light Fare: 1:30 p.m. to 4:30 p.m.

Deli, Soup, Salad Bar and Healthy Choice hot food option

Visiting Hours

- **Regular visiting** — Flexible visitation 24 hours a day. Encouraged visiting hours: 8 a.m. to 8 p.m.
- **ICU/CCU** — Visiting hours are open and flexible according to the patient's needs and condition.
- **Maternity** — 8 a.m. to 8 p.m.
 - No visitors under age 12, except for siblings of the infant.
 - No visitors ill with fever, cough, sore throat or runny nose.
 - To protect our newborns and maternity patients from serious complications, we ask visitors not to come if they have been recently exposed to measles, German measles, chicken pox, tuberculosis, impetigo, influenza or whooping cough.

If you would like to limit the number of visitors or phone calls to your room, let your nurse know.



Tobey Hospital
43 High Street, Wareham, MA 02571



Important Phone Numbers

Main Number 508-295-0880	Patient Financial Services 508-273-4027
Administration 508-273-4002	Patient Information 508-273-4101
Admitting 508-273-4020	Patient Experience 508-973-5002
Cardiac and Pulmonary Rehab 508-973-5435	Philanthropy 508-273-4364
Care Coordination 508-273-4291	Public Relations 508-973-5269
Diabetes Management Program 877-212-9135	Radiology Imaging Services 508-273-4144
Emergency Department 508-273-4180	Rehabilitation Services 508-291-3729
Gift Shop 508-273-4103	Religious Ministries 508-273-4105
Human Resources 508-273-4005	Security 508-273-4100
Interpreter Services 508-295-0880 Ext. 35860	Social Services 508-273-4296
Laboratory 508-273-4120	Southcoast Centers for Cancer Care 877-822-2732
Makepeace Maternity Center 508-273-4060	Southcoast Visiting Nurse Association 508-973-3200
Outpatient Services Center 508-273-4240	Volunteer Services 508-273-4102

Channel Listing

2 WGBJ-PBS	27 Versus
3 CSPAN-1	28 History
4 WBX-CBS-4	29 TLC
5 WCVB-ABC-5	30 A&E
6 Weather	31 USA
7 WHDH-NBC-7	32 AMC
8 CNN	33 Discovery
9 HLN	34 TNT
10 CNBC	35 FX
11 WLVI-CW-56	36 EWTN
12 ABC-Family	37 E
13 WFXT-FOX-25	38 SYFY
14 WSBK-IND-38	39 FOOD
15 WBPX-ION-68	40 CMT
16 WGBX-PBS-44	41 VH-1
17 TBS	42 MTV
18 WENH-PBS-11	43 Lifetime
19 MSNBC	44 SPIKE
20 WNEU-60 Spanish	45 NESN
21 Fox-News	46 ESPN
22 Nickelodeon	47 ESPN-2
23 Cartoon Network	48 ESPN-News
24 TV Land	49 EPSN-Classic
25 Animal Planet	50 Care Channel
26 National Geographic	75 Southcoast Patient Information
	81 Patient Information

Patient Services

Care Coordination/Discharge Planning

You will be assigned a **care coordinator/case manager** who will work with you, your doctor and health care team members to coordinate your discharge.

Your needs will be evaluated to determine if you can return home independently or if you will need assistive services and/or medical equipment.

The case manager will assist with your personal discharge plan by helping to identify and explain the services available to you. If appropriate, the case manager will contact a Southcoast-affiliated home care service or other community service agencies you choose to help you after discharge. The case manager will also work with your insurance company to obtain approval for the services you will need after discharge.

Clinical Social Work Services

A medical condition can often result in personal, family or financial problems. Clinical social workers can provide emotional support and counseling to help you cope with your illness. Clinical social workers, working closely with your case manager, are also available to explain the health care system and provide you with community resources that will assist you after your discharge from the hospital.

Our Clinical Social Work Services department is staffed by licensed clinical social workers who have special education and experience. They can provide assessment, counseling and referral services to assist with mental health issues, substance abuse problems, neglect/abuse situations and to help you and your family with situations that may develop as a result of your hospitalization.

If you would like to speak with a social worker, you can ask your nurse or call directly from your room.

Charlton <i>From outside Charlton</i>	extension 37037 508-973-7037
St. Luke's <i>From outside St. Luke's</i>	extension 35500 508-973-5500
Tobey <i>From outside Tobey</i>	extension 34296 508-273-4296



Infection Prevention

Infection prevention and control are the responsibility of every person in the hospital setting. To reduce the spread of contagious diseases, our Infection Control department has implemented a series of strategies to protect patients, staff and visitors.

Fundamental to the Infection Control Program is hand washing. Hospital staff and doctors should clean their hands before entering your room and after caring for you. You may kindly ask your caregiver if they cleaned their hands before providing care to you. In addition, there are some strategies that are used for certain areas. For example, you may see signs posted on patient doors indicating the need for special protective measures. These extra measures help control the transmission of certain germs or diseases. It is important to look for, read and follow these precaution signs.

Southcoast uses Standard (Universal) Precautions to protect both our patients and employees in all situations in which contact with blood or body fluids is expected. Health care staff will wear protective apparel — often this just means gloves. Staff may also wear gowns, masks and eye protection.

If you have questions or concerns about infection control, ask your nurse to put you in touch with a member of our Infection Control department.

Patient Experience

Patients are active participants in health care, comparing quality, service and cost. We understand that you are looking for the highest technical quality of care, excellent customer service, compassionate care and good value.

We respect and want to fulfill your expectation of the best care available.

Southcoast wants to hear all concerns and compliments regarding the service we provide you.

Your feedback helps us to serve you and other patients better. Please call **1-877-264-7244 (toll free)** to leave a message for our Patient Experience department.

The service also handles written and verbal concerns you may have and addresses these issues for you in a timely manner.

During your stay, members of your care team will visit you frequently to ensure your needs are met. Please feel comfortable sharing your questions or concerns with any member of your team so that we are sure to meet your expectations while you are in our care.

While you are a patient at Southcoast, we will make every effort to provide you with a prompt response to your requests — and we encourage you to seek answers to your questions.

If you need additional assistance during your stay, please ask the operator to page a patient experience coordinator. This service is provided Monday through Friday 8 a.m. to 4:30 p.m.

Financial Information & Services

Most patients will receive a bill from the hospital that reflects balances from insurance deductibles, co-pays or coinsurances. Depending on the type of service, additional bills may be received from other providers such as Anesthesia Associates, Pathology and your primary care physician.

Southcoast wants to do everything possible to help you meet your financial obligation for hospital care. Our staff of **financial resource specialists** can advise you on health care assistance programs for which you may be eligible if your family income is within the federal income poverty guidelines.

The Financial Services staff can review your eligibility for state and federal programs, including free care. They can also help you apply for these programs or set up a monthly payment plan to help you meet the cost of your hospital care.

If you anticipate problems paying for your hospital care, or have questions about your bill, please call Patient Financial Services at your site:

Charlton From outside Charlton	extension 37264 508-973-7264
St. Luke's From outside St. Luke's	extension 35070 508-973-5070
Tobey — extension From outside Tobey	34027 508-273-4027



Medicare & Medicaid Patients

Southcoast provides all patients with the same level of quality care and does not discriminate on any basis. Massachusetts law also protects Medicare/Medicaid patients from discrimination. Medicare/Medicaid patients must receive hospital care when they need it and must be treated in the same manner as non-Medicare/Medicaid patients. Hospitals may not:

- **Deny admission when hospital care is needed.**
- **Inappropriately delay admission to the hospital.**
- **Prematurely transfer or discharge a patient.**
- **Inadequately treat a patient.**

Medicare/Medicaid patients are entitled to receive hospital care regardless of the cost of treatment or the seriousness of illness. Hospitals may not discriminate based on your diagnosis, length-of-stay or other criteria that are applied to other patients with similar medical needs.

If you need help with post-hospital services, the hospital must give you a written discharge plan at least 24 hours before your release (unless a short stay makes it impossible to meet the 24-hour requirement). The plan should indicate all arrangements that the hospital has made for your post-hospital care.

If you do not agree with your discharge plan, your doctor and the hospital case manager must meet with you to develop a satisfactory plan. If, after the meeting, you still do not agree with your discharge plan, you may request the Massachusetts Department of Public Health's Advocacy Office to review the plan and decide whether it is adequate.

To file a complaint of discrimination or to request a review of a discharge plan, contact:

Department of Public Health
Division of Health Care Quality, Advocacy Office
99 Chauncy Street
Boston, MA 02111
800-462-5540

Patient Information

You can allow your family and relatives to call our Patient Information Line to get updates on your condition. We ask that your loved ones do not call the nursing units directly so that caregivers can attend to patients.

Charlton	508-973-8200
St. Luke's	508-973-6200
Tobey	508-273-4101



Health Care Proxy

Southcoast recognizes your right to make decisions about your health care treatment. In Massachusetts, if you become unable to make your own decisions, the **Health Care Proxy** law allows you to name a person who can make medical decisions for you. A Health Care Proxy form can be completed by any competent adult, 18 years or older. The law also allows you to name a second adult as an alternate proxy.

We recommend that you complete a proxy form so that someone you know and trust can make your health care decisions for you, if you are not able to express your wishes. If you have completed a proxy form, we recommend that you periodically check it to be sure the person you named as your health care proxy remains willing and able to make decisions for you.

Give a copy of your completed proxy form to your physician and the person you named as your health care proxy. You may also want to give a copy to your alternate proxy and to certain friends and family members. We ask that you bring a copy of your current Health Care Proxy each time you are admitted to the hospital so that we have your most recent proxy information.

Be assured that whether or not you have a Health Care Proxy, Southcoast will provide you with appropriate medical care, pain relief and comfort.

If you would like more information about the Health Care Proxy form, please ask your nurse or clinical social worker for an informational packet.

You can access more information on our website at www.southcoast.org/proxy/.

Bioethics Committee

Health care organizations have the responsibility to protect patient rights regarding health care issues.

Sometimes, there may be conflict or disagreement between you, your family, caregivers and the medical and hospital staff over which treatment options are best for you. Conflict can arise in the areas of your ability to make decisions, informed consent, Do Not Resuscitate orders or withdrawal of treatment.

Southcoast believes strongly that each patient's right to self-determination, comfort and dignity must be considered in making care and treatment decisions. Our Bioethics Committee can help to identify and define bioethical issues and make recommendations on policies and practices affecting those issues. The committee provides a forum for discussion of patient care and treatment issues with bioethical implications. It is available as a resource to doctors, staff, patients and family members involved in making care and treatment decisions.

Most issues can be addressed with communication between the doctor, other caregivers, patients and families. When additional assistance is needed, a patient, family member or significant other may ask their doctor, nurse or clinical social worker to contact a representative of the Bioethics Committee to have concerns addressed.

Organ & Tissue Donation

Every day thousands of people await the gift of life made possible through organ donation.

Our hospital staff can arrange for organ and tissue donation services through our affiliations with the New England Organ Bank and the New England Eye Bank. The hospital is required by law to offer these services to families.

If you would like an organ donor card — or if you would like information concerning organ and tissue donation — our staff can give you informative brochures and answer any of your questions. You may request this information from your nurse or clinical social worker. Once you have made the decision to become an organ donor, we urge you to discuss your intent with your family, in addition to signing an organ donor card.

Assistive Devices

For our patients who may be deaf or hearing impaired, we offer auxiliary aids and services at no additional costs. Services include TTY/TDD, volume control and hearing aid compatible telephones and closed-captioned televisions. Please ask your nurse, case manager or other caregiver for assistance or call Interpreter Services directly.

Medications & Prescriptions

When you come to the hospital, please bring a complete list of prescription, over-the-counter and herbal medications you are currently taking. This will help your health care team make sure any medications you are given in the hospital can be reconciled with those you were taking at home. Information you should bring with you includes:

- Prescription name
- Dosage (usually mg units)
- How often you take it
- Why you take it

Privacy

Your privacy is extremely important to you — and to us. We understand that medical information about you and your health is personal and we are committed to protecting that privacy. Our Privacy Notice is given to every patient upon admission and our entire Privacy Notice can be viewed at any time by asking your caregiver.

You can access more information on our website at www.southcoast.org/privacy/.

Important Information

Safety

Southcoast is committed to providing you and your family with the very best, safest medical care and customer service.

Why are we repeating ourselves?

During your stay, you will be asked the same questions many times. This practice helps us make sure we are providing the right care to the right patient. So, please don't think we are not listening to you. We just want to keep you safe while you are in our care.

Preventing infections

Infection prevention and control are the responsibility of every person in the hospital setting. To reduce the spread of contagious disease, our Infection Control department has put into practice a number of steps to protect patients, staff and visitors. If you have questions or concerns about infection control, ask your caregiver to put you in touch with a member of our Infection Control department.

Cover your cough

Serious respiratory illnesses like influenza, respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS) are spread by coughing or sneezing or unclean hands.

To help stop the spread of germs:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Put your used tissue in the waste basket.
- Clean your hands after coughing or sneezing, using soap and water or alcohol-based hand cleaner.

Note: You may be asked to put on a surgical mask to protect others. You may also ask for a surgical mask to wear if you are ill or if you feel you want to protect yourself.

If you have questions or concerns about infection control, ask your caregiver to put you in touch with a member of our Infection Control department.

Hand washing

Hand washing is one of the best ways to prevent infection and control the spread of diseases. Hospital staff and doctors should clean their hands before entering your room and after caring for you. You may kindly ask your caregiver if they cleaned their hands before taking care of you.

Keeping You Safe During Your Procedure

Whether you are having a surgery or an invasive procedure as an inpatient or an outpatient there are a number of steps that your care givers will take to ensure your safety and prevent infection. We will also encourage you to take part in some of these activities. They include:

Patient Verification

We will confirm that you are the patient scheduled for the procedure by asking you your name and date of birth to be sure the information matches that on the medical record. If you are not wearing a wristband, we will ask you your name, date of birth and address and be sure it matches the medical record.

Surgical Site Marking

We will discuss what procedure you are having and on which side of the body, if applicable, and make sure the information matches that on the medical record. Then, your surgeon will mark the site with "yes."

Time Out

Just before we start your procedure and with your surgeon in the room, we verify that everyone in the room agrees that everything is in order to safely proceed with the procedure. We will do this using a detailed written checklist.

Infection Control

Many patients are given antibiotics before their procedure and may continue on antibiotics for a short time after the procedure takes place. Your physician will determine whether you should have antibiotics on the day of surgery.

Code A (Code Assist)

There are times when a patient or visitor might be concerned about a serious change in a patient's condition that may be a medical emergency. If such a situation should arrive, use "Code A" to call for help. Code A can be used when a patient appears to have a serious change in condition the health care team is not aware of, such as: difficulty breathing, seizure, confusion or change in mental condition or when something is just not right. To call a Code A, dial 4357 from any hospital telephone.

You will be asked for the room number, patient name, patient concern and your name. The call will activate a Rapid Response Team, which is a multi-disciplinary team of critical care specialists who will gather at the patient's bedside to assess his or her condition and advise on the best way to proceed with care.

We want to hear from you

If you have ideas about how we can improve our safety, quality and service, please let us know. Ask for leadership on duty in this area, or call 1-877-264-7244.

You may also write to:

Southcoast Health System Chief Experience Officer

101 Page Street
New Bedford, MA 02740
www.southcoast.org/services/feedback.html

To file concerns about your care, please refer to the information on page 22.

Observation Status: What You Need To Know

As a patient admitted to the hospital, the severity of your illness and the intensity of the medical treatment you require are considered in determining the appropriate level of care you are given. The process of determining the level of care helps us comply with Medicare coverage rules related to observation or inpatient status. The questions below will help you understand how this impacts you as a patient and what you may be responsible for financially.

What is the difference between inpatient, outpatient, and observation status?

All hospitals are required to assign you a **hospital visit status** whether you are receiving services as an **outpatient** or admitted to the hospital as an **inpatient**. We assign your hospital visit status using standard clinical guidelines used by hospitals and Medicare. Your physician considers a number of factors including but not limited to the severity of your illness or condition and whether you should be treated in the hospital. **Observation services** are generally provided when the cause for your symptoms has not yet been determined. While under observation, your room may be located anywhere in the hospital. Your quality of care is exactly the same regardless if you are an observation patient or inpatient admission. While your physician will decide whether you require an inpatient stay or may be discharged to another setting, Medicare guidelines may require a patient to be placed in observation status if the patient can be treated prior to two overnight stays within the hospital.

Is my Medicare coverage or financial obligation affected by my inpatient or observation status?

Yes. Your hospital visit status is important because it may affect the amount you pay for hospital services — including your deductibles and co-insurance. If you are admitted to the hospital as an **inpatient**, your care and treatment is covered under your Medicare Part A benefit and you would pay a deductible and co-insurance based on the number of days you spend in the hospital. If you are admitted in **observation**, the

Important Information

care you receive is covered as an outpatient status under Medicare Part B benefits, and you would pay a deductible and a 20% co-insurance that is based on the type of services provided in the hospital.

Patients in observation status may also be liable for the costs of self-administered medications (such as oral medications, creams, ointments, inhalers, eye drops, ear drops, suppositories and insulin). Medicare requires that you are billed for these medications.

What if my physician decides my condition requires acute inpatient care?

Your physician must then write an order to convert your observation stay to a full inpatient admission.

What if my physician decides that I do not require inpatient care?

The hospital will work with you to provide the necessary care and assist you in being discharged to another setting.

Does observation care count for Medicare's three-day hospital stay requirement for skilled nursing facility ("SNF") care?

No. Any of your time spent during an observation stay does not count toward a "qualifying hospital stay" under Medicare's rule. A qualifying hospital stay means that you need to have been hospitalized as an inpatient for three consecutive overnights in an acute care facility (hospital) within the last 30 days. If your status changes from observation to inpatient, your three-day hospital stay begins only from the time when you become an inpatient. Helping you with activities of daily living such as supervision to prevent falls, bathing, walking and transferring from bed to chair does not require continued acute care hospitalization under your Medicare benefit.

For Medicare Advantage subscribers, insurer approval rather than inpatient/observation designation will determine approval for coverage to a skilled nursing facility. You should contact your insurance carrier for coverage information. Rules about Medicare coverage are set by the federal government. Please

ask your case manager to explain anything you do not understand about your benefits. More information is available by calling Medicare at 1-800-MEDICARE (1-800-633-4227). Also, to learn about how Medicare covers care in a SNF, visit www.medicare.gov/publications to view the booklet "Medicare Coverage of Skilled Nursing Facility Care."

Can I be placed into observation after undergoing an outpatient surgical procedure?

It is possible. Medicare allows for a 4-6 hour recovery period. The intent of outpatient surgery is to have your surgery and be discharged the same day. However, if you experience a **post-operative complication** your physician may place you into observation to monitor you further.

If I want to spend the night after my outpatient surgery, will Medicare cover this?

No, Medicare will only pay if there is a medical condition that requires an overnight stay. If you stay over for patient/family convenience, you will be fully responsible for payment.

Can I appeal the decision to put me in observation status rather than as an inpatient?

Yes. If you believe those services should have been billed as inpatient services, then you should follow the instructions when you receive your Medicare Summary Notice to challenge the hospital charges listed under Part B of the notice. Please note that this appeal would occur after you are discharged from the hospital, since the notice is not sent until after your hospital stay has ended. If you enter a nursing home, you may be billed for care. Ask the nursing home staff to submit a "demand bill" to Medicare. When it is rejected, you can appeal.

If you have any questions, please request to speak with your case manager (Monday-Friday from 8 a.m. to 4 p.m.). If you need further information on the weekend, please ask your nurse to contact the case manager who will then be in contact with you as soon as possible.

Massachusetts Immunization Information System (MIIS)

The MIIS is a new statewide system to keep track of immunization records for you and your family.

These records list the vaccinations (shots) you and your children get to protect against measles, chickenpox, tetanus and other diseases. The goal is to make sure that everyone in Massachusetts is up-to-date with their shots and that your records are available when you need them — such as when your child enters school, when you need emergency medical help or when you change healthcare providers

What is the MIIS?

A secure and confidential, computerized system that collects and stores basic immunization information for people who live in Massachusetts. It is available for people of all ages; not just children.

How will it help me?

The MIIS:

- Helps you and your family get the best care wherever you go for your healthcare.
- Makes sure that you and your children don't miss any shots or get too many.
- Can print a record for you or your children when you need it — if you move, if your doctor retires or when your child starts school or camp.

Why is this important?

As you know, the schedule of shots needed to keep healthy can be very complicated. The MIIS:

- Helps your healthcare provider keep track of which shots are due and when they should be given.
- Keeps all your immunization records together for you, your family and your healthcare provider.
- Provides proof of vaccination for your children.
- Helps prevent outbreaks of disease like measles and the flu in your community.
- Keeps shot records safe during natural disasters such as flooding or hurricanes.

What information is kept in the MIIS?

A list of shots that you or your children have received as well as any that you or your children get in the future.

Information needed for safe and accurate immunization of each patient, such as:

- Full name and birth date.
- Gender (male or female).
- Mother's maiden name (for children).
- Address and phone number.
- Provider office where each shot is given.

How does this information get into the system?

- Information about children is added when a child is born or when a child gets his or her first shots.
- Your healthcare provider can add your or your family's records if they are not already in the MIIS.

Who has access to my records?

The Department of Public Health (DPH) uses modern technology to make sure that all information entered into the MIIS is kept secure and confidential. The information in the MIIS is only available to:

- Healthcare providers or others ensuring appropriate immunization, as authorized by DPH.
- Schools.
- Local boards of health.
- DPH, including the WIC program, and other state agencies or programs that provide education and outreach about vaccines to their clients.
- Studies specially approved by the Commissioner of Public Health, which meet strict legal safeguards

What if I don't want my information shared?

- You have the right to limit who can see your information.
- To limit who can see your information, you need to fill out the 'Objection or Withdrawal of Objection to Data Sharing' form, which you can get from your healthcare provider.
- If you decide to limit who can see your information, your current healthcare provider will be able to see the shots they have given to you or your children, but may not be able to see your complete immunization history.
- If you decide to limit who can see your information, you will not have access to all of the benefits of the MIIS, like sharing your immunization records with schools and emergency rooms, and a complete record of shots in a single place.
- You can change your mind (decide to share or not share your information) at any time.

Patient Rights & Responsibilities

Patient Bill of Rights

As a patient of Southcoast Hospitals Group, your rights include the right to:

- Receive care and treatment in a safe and secure environment and to have all reasonable requests responded to promptly and adequately within the capacity of the hospital.
- Receive considerate and respectful treatment that supports your values and beliefs. Pastoral counseling is available upon request.
- Know the name and professional specialty of any doctor or other person who participates in your care.
- Receive complete and current information in terms you can understand.
- Have a family member, friend or other individual to be present with you for emotional support during the course of stay unless the individual's presence infringes upon other's rights, safety or is medically or therapeutically contraindicated.
- Expect confidentiality of communication and medical record information regarding your diagnosis, treatment and care.
- Review your medical records in the presence of your doctor or nurse, and receive a copy at a reasonable fee.
- Be informed of procedures, treatments, risks, benefits and alternatives in order to make decisions and give consent.
- Refuse treatment and be informed of the risks of your decision.
- Receive information and your rights if you choose to participate in research, investigational studies or clinical trials.
- Personal privacy during medical treatment and care.
- Refuse to be examined, observed or treated by students or any other hospital staff without jeopardizing your access to other medical care.
- Prompt life-saving treatment in an emergency without discrimination on the basis of economic status or source of payment.
- Receive an explanation if you must be transferred to another institution.
- Receive an explanation of your bill regardless of the payor, and receive information concerning financial assistance and free health care.
- Have complete information, at the time of pre-admission, about the hospital's maternity practices.
- Appoint a Health Care Proxy as a substitute decision maker for your health care should you become unable to make or communicate your own decisions.
- Request assistance from the Bioethics Committee if faced with an ethical concern or conflict.
- Receive accurate written information on emergency contraception and have emergency contraception made available to you if you are a female rape victim of childbearing age.

Patient Rights & Responsibilities

We welcome all concerns and compliments about the service you or your loved one receives while our patient. Southcoast is committed to reviewing all patient concerns and communicating steps taken to address and resolve such concerns. To file concerns about your care at Charlton, St. Luke's or Tobey, call or write:

Southcoast Health System

Patient Experience Department

101 Page Street

New Bedford, MA 02740

Southcoast Hotline: 1-877-264-7244 (toll free)

E-mail: info@southcoast.org

www.southcoast.org

Massachusetts Department of Public Health

Division of Health Care Quality,

Complaint Unit

99 Chauncy Street

Boston, MA 02111

800-462-5540

www.mass.gov/dph/dhcq/

Massachusetts Board of Registration in Medicine

200 Harvard Mill Sq., Suite 330

Wakefield, MA 01880

781-876-8200

www.massmedboard.org

The Joint Commission

Division of Accreditation Operations

Office of Quality Monitoring

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

800-994-6610

Fax: 630-792-5636

E-mail: complaint@jointcommission.org

www.jointcommission.org

Concerns About the Privacy of Your Medical Record

The Southcoast Privacy Officer can assist you with concerns about inappropriate access to your medical record. Please call the Compliance and Privacy Hotline at 508-973-5040.

Patient Responsibilities

Patients have certain responsibilities in relation to their treatment plan.

While receiving care, you are expected to:

- Provide accurate and complete information, to the best of your knowledge, about your condition and other matters relating to your health. Report any changes in your condition to your doctor. You are responsible for asking your doctor and other health care professionals questions that help you understand your treatment.
- Follow the treatment plan and instructions recommended by your doctor or inform your doctor and hospital staff **if you choose** to refuse treatment. You are responsible for keeping appointments and, when unable to do so for any reason, to notify the hospital.
- Understand that failure or refusal to follow the treatment plan and instructions may have a negative impact on your treatment.
- **While in the hospital, take only the medications prescribed by your doctor for use during your hospitalization. A nurse will provide the medications to you.** The hospital will properly dispose of any other medications or chemical substances that are not appropriately labeled or prescribed. It is important to maintain an accurate list of any medications or supplements that you take on a regular basis. In order to keep it accurate bring this list to all your doctor's appointments, visits to the hospital and when filling prescriptions at the pharmacy.
- Fulfill, as soon as possible, all financial obligations to the hospital for your care.
- Follow hospital policies affecting patient care and conduct.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.

To provide a restful climate for our patients, all patients are asked to observe the following:

- Please do not enter areas that are reserved for staff use.
- Please do not visit other patients in their rooms or leave your assigned unit without checking with a member of your health care team in advance. Ambulatory patients may visit one another in the visitor's lounge on the unit.

Taking your responsibilities as a patient seriously and observing hospital policies is important to your well-being and that of others.

Special Southcoast Services

About Southcoast Health

Southcoast Health is a community-based health delivery system with multiple access points, offering an integrated continuum of health services throughout Southeastern Massachusetts and East Bay, Rhode Island. Southcoast's mission is to promote the optimal health and well-being of individuals in the communities it serves. To achieve this aim Southcoast is building an integrated "Community of Care" that delivers safety, quality, convenience and an exceptional patient experience in an environment that offers the greatest opportunity for improved health.

Southcoast is a not-for-profit system with three hospital campuses — Charlton Memorial in Fall River, St. Luke's in New Bedford and Tobey in Wareham — with a total of 800 beds. The system includes two Centers for Cancer Care, physician practices, surgery center, VNA and numerous ancillary facilities and serves more than 719,000 residents in 33 communities covering more than 900 square miles.

Our Six Care Centers

Primary Care — an outpatient, ambulatory network consisting of primary care physicians and midlevel providers that focuses on improved health outcomes, excellent patient experience and managing total cost of care.

Cardiovascular — provides a broad spectrum of cardiovascular services locally, including open heart procedures, cardiac catheterizations, coronary angioplasty and cardiac implantable devices. Southcoast's state-of-the-art Electrophysiology Laboratories at Charlton Memorial Hospital provides diagnostic testing for cardiac arrhythmias as well as invasive electrophysiology procedures such as arrhythmia ablations. Southcoast's heart program continues to grow with the recent addition of the new Southcoast Structural Heart Program. The Southcoast Structural Heart Program is the only program of its kind in the region and one of only a handful of dedicated structural heart programs in all of New England.

Medicine — dedicated to providing comprehensive, seamless care for every patient in physicians' offices, ambulatory clinics and outpatient disease management programs such as Southcoast's Diabetes Management Program.

Oncology — The Southcoast Centers for Cancer Care feature the very latest technology in radiation therapy, medical oncology and surgical oncology treatments to provide the best possible care. Our Patient Navigator eases the burden of cancer for our patients and their families by helping to coordinate services. The centers also offer support such as nutrition counseling, social services and even transportation.



Accredited by the American College of Surgeons
Commission on Cancer.

Surgery — Surgeons at all three Southcoast hospitals perform some of today's most advanced surgical procedures in state-of-the-art operating rooms. Surgical specialties include cardiac, orthopedic, brain and spine and weight-loss. Many minimally invasive techniques are available including prostate, gynecological, gall bladder and heart surgery using the da Vinci® Robotic Surgery System.

Women & Children — Southcoast is the primary provider of maternity services and has a regional pediatric center in partnership with Boston Children's Hospital that provides access to pediatricians 24/7 and offers a specialized pediatric unit in its Emergency Department at St. Luke's.

Quality

As Southcoast continues to work on a community of care where patients can receive all their health and wellness care, it continues its work to ensure that care is of the best possible quality. For Southcoast, the fruit of those efforts are reflected in the recognition received from some of the country's most prestigious accreditation and independent health care ratings organizations for its patient safety, cardiac services and bariatric surgery. Southcoast's oncology program has received accreditation with commendation from the Commission on Cancer of the American College of Surgeons Commission on Cancer and has been recognized by the Quality Oncology Practice Initiative (QOPI®) Certification Program, an affiliate of the American Society of Clinical Oncology (ASCO). Southcoast's Brain & Spine Center has been recognized as a center of distinction by Blue Cross Blue Shield of Massachusetts. And Southcoast has been named a Breast Center of Excellence by the American College of Radiology and is accredited by the National Accreditation Program for Breast Centers, a program administered by the American College of Surgeons.

Charlton Memorial Hospital

363 Highland Avenue
Fall River, MA 02720

St. Luke's Hospital

101 Page Street
New Bedford, MA 02740

Tobey Hospital

43 High Street
Wareham, MA 02571



southcoast.org



More than medicine.