



Charlton Memorial Hospital | St. Luke's Hospital | Tobey Hospital

## Patient Handbook

 Southcoast® Health

More than medicine.





Charlton Memorial Hospital – Fall River, MA



St. Luke's Hospital – New Bedford, MA



Tobey Hospital – Wareham, MA

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### Celebrating 25 Years of Caring, Quality, and Innovation

In 1996, Southcoast Health employed 3,600 people; now, we are the largest employer headquartered in our region with a staff of more than 7,500. We have more than 650 talented and highly skilled physicians and advanced practice practitioners who deliver some of the most sophisticated care available anywhere. We have grown our services, including creating:

- The first community-based cardiac surgery program
- A robust cancer program with two cancer center locations
- One of the most successful weight-loss surgery programs in the country
- Seven Urgent Care centers
- An award-winning and conveniently located Brain & Spine Center
- The region's first hospital dedicated to behavioral health: Southcoast Behavioral Health

Southcoast Health will continue improving and advancing with an emphasis on providing clinically excellent and compassionate care. Whether at your bedside or in a support role, our employees are passionate about caring for you and about their individual and collective impact on improving our region's quality of life.



### Scan QR codes for a direct link or visit southcoast.org.

1. Open the camera app on your phone
2. Focus the camera on the QR code by gently tapping the code
3. Follow the instructions on the screen to complete the action



On the cover: Susan Fernandes, RN, St. Luke's Hospital  
Please note, several of the captured images were taken prior to the COVID-19 pandemic.



# Welcome to Southcoast Health



**“Thank you for entrusting your care to the globally recognized team of providers, nurses, and staff at Southcoast Health.”**

## To our patients and your loved ones:

We understand that a hospital stay can be stressful, and we want you to know that your wellbeing is a sacred responsibility to each and every one of us here. We pledge to devote ourselves to every aspect of your treatment with the highest standard of clinical excellence and personal attention. We will be here for you during your hospital stay and during your recovery with the most comprehensive outpatient services available in the region.

## We urge you to be an active partner in your care.

Your voice — and those of your advocates — is essential in ensuring that our medical team delivers the highest-quality care to meet your physical and emotional needs. One of the keys to your treatment and recovery is offering you access to all available information so we can ensure that you feel safe, comfortable, and cared for around the clock.

This is why we have developed this comprehensive Patient Handbook, which is filled with information about every aspect of the care you will receive both during and after your stay with us. We hope you will consult it, and that it will be a source of reassurance and comfort during your treatment here, and following your release from the hospital.

This Patient Handbook is a road map for your patient journey, as it explains both the services you will be able to access while you are a patient at Southcoast Health and your rights as a patient. It includes information about the Southcoast staff members who are part of your medical team, and you will find space to write notes or questions you may have. We encourage you to share questions and concerns at every step along the way.

**Confidence in our people and in our facilities is essential to your well-being, and all of us are devoted to helping you understand the continuum of care you will receive during and after your stay.**

The Patient Handbook also includes information for your family and friends about visiting and about our gift shop, cafeteria, and other services.

Finally, we hope you will share feedback so that we can continue providing exceptional care from people who care, close to home. That is our enduring mission, and it guides us in everything we do as we serve the communities of southeastern Massachusetts and Rhode Island.

On behalf of all of us at Southcoast Health, I wish you a comfortable stay and a speedy recovery. Thank you for choosing us to help you heal. We are here for you. Now and always.

**Ray Kruger, MD, FACS**

*President & CEO  
Southcoast Health*

*Chief Physician Executive  
Southcoast Physicians Group*

## Our Promise to You: Exceptional Care from People Who Care.

Southcoast Health is a unique health system. Being rooted in our community for many years, we provide both clinical excellence and highly personalized care. Patients and families choose Southcoast Health because they can count on consistent superiority of performance from our physicians and staff, innovative thinking and advanced technology — plus something More. More listening. More answers. More heart. More of what matters. **More than medicine.**

### We Promise to:

#### Welcome You With a Smile.

We will make patients and families feel welcome with a friendly smile and a warm greeting.

#### Always Listen and Support You.

We will take the time to really listen and make sure you feel valued and appreciated. You and your family have our full attention.

#### Stay a Step Ahead With Your Care.

We will be proactive in your care. You can count on us to anticipate your needs and concerns. We will proactively explain treatments and provide regular updates.

#### Show Compassion and Walk in Your Shoes.

Compassion is at the heart of what we do — we strive to see things from your perspective. We will be sensitive to your fears or concerns by listening and being supportive.

#### Provide You With Kindness.

We want you to feel cared for and comforted. You can count on us to address you by your name, calm you, and ensure every interaction is a soothing and comforting one.

#### Gather and Apply Your Ideas.

We want to hear how your experience went and apply your ideas for improvements to continually create an excellent experience for future patients and families.

Please contact the Service Excellence & Patient Experience department:

877-264-7244 (toll free)

[patientexperience@southcoast.org](mailto:patientexperience@southcoast.org)

See page 36 for more information.

# Who We Are

**Southcoast Health provides clinical excellence and a uniquely caring experience to every life we touch in southeastern Massachusetts and Rhode Island. We are proud to serve as our community's only not-for-profit health system and our region's largest employer.**

We invest and reinvest in our community, always seeking to provide our patients with the best services, programs, providers, technologies, and facilities. With an unwavering commitment to our patients, communities, and all those we serve, we deliver on our promise — More than medicine.

Southcoast Health is a not-for-profit, community-based health system with multiple access points, offering an integrated continuum of health services throughout southeastern Massachusetts and Rhode Island.

Our system includes three hospitals — Charlton Memorial Hospital in Fall River (founded in 1885), St. Luke's Hospital in New Bedford (founded in 1884), and Tobey Hospital in Wareham (founded in 1938). These hospitals merged on June 9, 1996, to form Southcoast Hospitals Group and operate under a single hospital license, with over 800 beds. Southcoast Health now also includes Southcoast Behavioral Health in Dartmouth.

In addition to its hospitals and a physician network of more than 650 providers, Southcoast has more than 50 service locations across southeastern Massachusetts and Rhode Island. This includes more than 40 physician practices and seven urgent care centers, a Visiting Nurse Association, the Southcoast Health Cancer Centers, outpatient surgery centers, and numerous ancillary facilities.

Southcoast serves more than 700,000 residents in ~30 communities, covering more than 900 square miles. Our clinical integration provides seamless network referrals to specialists and ensures continuity of care for patients.

When you come to Southcoast Health, you will receive the best care, plus something more. We deliver an unmatched combination of clinical excellence with a personal touch. Our physicians come from some of the nation's leading medical institutions. They chose Southcoast so they can bring great care to the communities they call home. We are proud to provide some of the most advanced procedures and innovative new treatments in medicine to our patients.

- Our Values**
- Be People Focused
  - Be Engaging
  - Be Accountable
  - Be Supportive
  - Be Innovative
  - Be Proud
  - Be More than Medicine

**You Can Count on Us**

Safety and the highest quality outcomes for all our patients are the guiding principles of Southcoast Health. We take pride in the clinical excellence we achieve for our patients and are committed to hospital quality and safety in southeastern Massachusetts and Rhode Island at our three hospitals and many physicians' practices. We understand great care is important to you, and we're proud to be nationally recognized for it. We strive to be continually recognized for our clinical achievements across many areas of care.



The Rights & Responsibilities of a Southcoast Health Patient

Southcoast Health recognizes and respects each of our patients' rights following federal and state laws and our community standards. Below is a summary of your rights and responsibilities as a patient of Southcoast Health. Please understand that there may be times where patient rights are restricted for clinical reasons to protect the safety of our patients or the safety of others.



You Have the Right to:

- Request a copy of your medical information
- Request an amendment to your medical information you believe is erroneous or incomplete
- Request a paper copy of our Notice of Privacy Practices and any other facility rules or regulations
- Opt-out of the facility directory and be a "confidential patient"
- Receive considerate and respectful treatment that supports your values and beliefs
- 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
- Secure confidentiality of all records and communications to the extent provided by law

- Have all reasonable requests responded to promptly and adequately within the capacity of your care team and the hospital
- Have a guest present with you for emotional support during your stay (unless the individual's presence infringes upon others' rights, safety, or is medically or therapeutically harmful)
- Be informed of procedures, treatments, risks, benefits, and alternatives to make decisions and give fully informed consent to the extent provided by law
- Refuse treatment and be informed of the risks of your decision
- Receive information about your rights if you choose to participate in research, investigational studies, or clinical trials, and refuse to serve as a research subject and refuse any care or examination when the primary purpose is educational or informational rather than therapeutic

- Receive 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 based on economic status or source of payment
- Receive an explanation if a transfer to another institution is necessary – including a prompt and safe transfer to another facility
- Receive an explanation of your bill regardless of the payor, and receive information concerning financial assistance and free health care
- Receive an itemized bill of charges submitted to any third party by our facility and have a copy of the itemized bill or statement sent to your attending physician or residence

- Have complete information, at the time of pre-admission, about the hospital's maternity practices
- Receive information about the disadvantages and risks of breast implantation, if applicable and not in an emergency
- 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 when faced with an ethical concern or conflict
- Receive accurate written information on emergency contraception and have emergency contraception available to you if you are a female rape victim of childbearing age

- Obtain, in printed form, the allowed amount or estimated maximum allowed amount or charge for admission, procedure, or service, and receive information for contacting your health plan to determine your potential out-of-pocket costs for admission, procedure, or service
- Be notified when you are referred from one Southcoast Health affiliated entity to another

You Have the Responsibility to:

- Provide our health care providers with past medical information related to your health care
- Inform us if you do not understand or will be unable to carry out medical instructions
- Treat facility staff; clinical providers licensed independent practitioners and other patients and visitors with respect
- Provide advance notice if you are unable to keep an appointment with our providers or ancillary services
- Provide complete and accurate insurance and financial information
- Take financial responsibility for paying for all services rendered, either through your insurance or by personally paying for any services that are not covered by insurance
- Respect the privacy of other patients and their families



# Your Rights

## Non-Discrimination Policy

Southcoast Health complies with applicable federal and state civil rights laws. We do not discriminate on the basis of race, color, national origin, religion, age, disability, sexual orientation, gender identity, or other protected classification.



Left to Right: Sueli Tabares, Maria Da Costa, Karin Ruoff-Nocera, Interpreter Services

### Medical Record Requests

You have the right to inspect and obtain a copy of your medical information held by Southcoast Health.

Requests must be made in writing to:

#### Southcoast Health Information Management Department

200 Mill Road, Suite 210  
Fairhaven, MA 02719  
Fax: 508-973-3695  
RequestRecords@southcoast.org  
Phone: 508-973-3733

You may be charged for medical record requests, including electronic health records, to cover staff time, copying, mailing, or other necessary supplies. Costs will be waived for supporting a claim or appeal under the Social Security Act or any financial needs-based benefit program.

### Concerns About Your Privacy

If you have questions or concerns about the privacy of information connected with your Southcoast Health treatments, we can assist you. Please contact the Southcoast Privacy Officer.

#### Southcoast Health Privacy Officer

101 Page Street  
New Bedford, MA 02740  
Phone: 508-973-5040  
ComplianceHotline@southcoast.org

You will not be penalized for filing a complaint.

You may also file a complaint with the Secretary of the Department of Health and Human Services in one of the following ways:

#### Mail

U.S. Department of Health & Human Services  
200 Independence Avenue, S.W.  
Washington D.C. 20201

#### Call Center

877-696-6775

#### Electronic Complaint Filing

Office for Civil Rights (OCR)  
online portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

### Interpreter Services

If you need help understanding, speaking, or reading English, please ask a member of your care team to arrange for a qualified medical interpreter to assist you during your stay with us. As a patient that is limited-English speaking, our medical interpreters are here to help you understand the care that you are being provided. Medical interpreter services are available 24/7 and are provided via in-person, video and audio interpreters. There is no cost for this service.

### Assistive Technology

For our patients who may be deaf or hearing impaired, we offer services at no additional costs. Services include TTY/TDD, and Sign Language Interpreters or via Stratus. Please ask your care team for assistance.

### Serviços de Intérprete

Se precisa de ajuda para compreender, falar ou ler Inglês, por favor peça a um membro do seu grupo de cuidado para obter uma intérprete médica qualificada para o/a ajudar durante a sua estadia conosco. Como um paciente que fala Inglês limitado, as nossas intérpretes médicas estão aqui para o/a ajudar a compreender o cuidado que lhe estamos a providenciar. Os serviços de Intérpretes Médicas estão disponíveis 24/7 e são providenciados em pessoa, vídeo e áudio. Este serviço é gratuito.

### Tecnologia Assistiva

Para os nossos pacientes que possam ser surdos ou deficientes auditivos, oferecemos serviços sem custos adicionais. Os serviços incluem TTY/TDD, e intérpretes de linguagem de sinais ou via Stratus. Por favor peça assistência ao seu grupo de cuidado.

### Servicios de Intérprete

Si necesita ayuda para entender, hablar o leer en inglés, por favor pídale a un miembro de su equipo de atención médica que haga arreglos para que un intérprete médico calificado lo ayude durante su estadia con nosotros. Como paciente con capacidad limitada del idioma inglés, nuestros intérpretes médicos están aquí para ayudarle a entender la atención que se le brinda. Los servicios de intérprete médico están disponibles las 24 horas del día, los 7 días de la semana y se brindan a través de intérpretes en persona, video y audio. Este es un servicio disponible sin costo alguno.

### Tecnología de Asistencia

Para nuestros pacientes que puedan ser sordos o tener problemas de audición, ofrecemos servicios sin costo adicional. Los servicios incluyen TTY/TDD, e intérpretes de lenguaje de señas o por medio de Stratus. Solicite ayuda a su equipo de atención médica.



# Your Rights



## Diversity, Equity and Inclusion at Southcoast Health

We value a diverse, ethical, and equitable culture, critical to ensuring our healthy and just organization.

We celebrate and honor the rich cultural backgrounds and unique attributes of one another and the patients and communities we are privileged to serve.

We strictly prohibit and do not tolerate unlawful discrimination of any kind. Non-compliance is subject to immediate corrective action.

## Diversity, Equity and Inclusion Council

The Council, comprised of approximately 50 employees and providers, seeks to enhance a culture of health that recognizes, respects, and celebrates the rich diversity of one another and the communities we serve. The Council is engaged with improving diversity education, policies, recruiting, recognition, and celebration of year-round activities and events that promote diversity awareness.

Southcoast Health is committed to embracing and fostering a diverse and welcoming environment for all.

[southcoast.org/diversity-and-inclusion](https://southcoast.org/diversity-and-inclusion)



The health care proxy becomes effective only when you become unable to make decisions, as determined by a physician. Until then, you continue to be in charge of making your own health care decisions. It can be canceled orally, and you always have the right while competent to sign a new health care proxy.

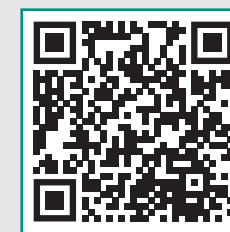
### Massachusetts Medical Orders for Life-Sustaining Treatment (MOLST)

Medical Orders for Life-Sustaining Treatment (MOLST) is a medical order form that communicates instructions between health professionals about a patient's care. MOLST is based on an individual's right to accept or refuse medical treatment, including treatments that might extend life. In Massachusetts, patients with a serious advanced illness at any age may discuss filling out a MOLST form with their provider (prior to and during hospitalization).

Before completing a MOLST, patients and their loved ones should discuss care and treatment options with the health care provider. Assuming a patient is unable to speak to a health care professional about their choices

due to their medical condition, a legally recognized health care proxy may be able to implement, change, or cancel a MOLST on the patient's behalf. The patient (or health care proxy) and a health care provider must sign the MOLST form to be valid.

A copy of the MOLST enters the patient's medical record, and the form then remains with the patient, to be honored by health care professionals wherever the patient is receiving care. To obtain a MOLST form, speak with a member of your care team, or visit [www.mass.gov](http://www.mass.gov) or [southcoast.org/for-patients-visitors](https://southcoast.org/for-patients-visitors).



## Medicare & Medicaid Patient Rights

Southcoast Health 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 needed and must be treated in the same manner as non-Medicare/Medicaid patients.

### Hospitals may not:

- Deny admission when hospital care is needed
- Delay admission to the hospital
- Transfer or discharge you prematurely

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 applied to other patients with similar medical needs.

## Discharge & Post-Hospital Services

If you need medical services after your treatment, Southcoast must provide a written plan for those services at least 24 hours before your discharge from one of its facilities 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 disagree with your discharge plan, your provider and the hospital case manager must meet with you to develop another plan you can agree with. 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

## Medical Decision Making – Health Care Proxy & Massachusetts Medical Orders for Life-Sustaining Treatment

### Health Care Proxy

Under the Massachusetts Health Care Proxy Law, any competent person can authorize another person (often a family member) to make health care decisions if you, the patient, becomes unable to do so.

You do this by completing the standard health care proxy form. The form will be made available to you while you are in the hospital or can be completed by visiting [mass.gov](http://mass.gov) or [southcoast.org/for-patients-visitors](https://southcoast.org/for-patients-visitors).

A health care proxy is a document that allows you to appoint another person as your health care agent to make health care decisions on your behalf if you are no longer able to do so. You may give your health care agent the authority to make decisions for you in all medical situations if you cannot speak for yourself. Thus, even in medical conditions not anticipated by you, your agent can make decisions and ensure you are treated according to your preferences and beliefs.





Jacqueline Somerville, PhD, RN, Senior Vice President, Chief Nursing Officer

**Ethical Practices – What is Bioethics?**

Bioethics is the ethical decision-making around medical treatment, technology, and medical and policy issues. Bioethics looks at questions about values and what matters in medicine and patient care.

**Bioethics Committee**

An ethics consultation might be considered for some of the following reasons:

- To make issues clear regarding a patient’s decision-making capacity, informed consent, or advance directives
- To provide recommendations on Do Not Resuscitate (DNR) orders, or the ethical aspects of withdrawal from nutrition, medication, ventilator, or other support in specific cases
- To help resolve conflicts around ethical issues (e.g., family and caregivers, patient and caregivers, patient and family, or among staff members)

**How the Bioethics Committee Works**

The Bioethics Committee comprises of community and hospital professionals who provide consultation and advice about health care’s ethical aspects. Southcoast Health’s committee includes physicians, nurses, an ethicist, and individuals from the following hospital departments: Pastoral Care, Care Coordination, Risk Management, Administration, and Nutritional Services.

Anyone may request our Bioethics Committee’s service, including yourself, loved ones, caregivers, health care professionals, and administrators. You can contact the Bioethics Committee by asking a member of your care team or asking to speak with the Risk Management Department.

A site coordinator will screen requests, and if appropriate, a Case Conference Team comprised of members of the Bioethics Committee will convene.

It is important to understand that while the committee will offer you guidance, its members will not make decisions for you or tell your doctor how to proceed.

Charlton Memorial: 508-973-7557  
St. Luke’s and Tobey: 508-973-5465

**Organ & Tissue Donations**

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

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

You may also become an organ donor by registering at [organdonor.gov](http://organdonor.gov) or checking the box on your next driver’s license renewal.

**The Importance of Organ Donation**

The need for organ donors across the country remains significant. According to the U.S. Government Information on Organ Donation and Transplantation, there are currently more than 114,000 men, women and children on the national transplant waiting list. Unfortunately, 22 people die each day waiting for a transplant.

In memory of the individual who gave the gift of life to others, Southcoast Health will fly the New England Donor Services flag on the last day of each month at the respective site where an organ donation has occurred.



Stryker - Mako™ Robotic-Arm Assisted Surgery System

**State-of-the-Art Technology**

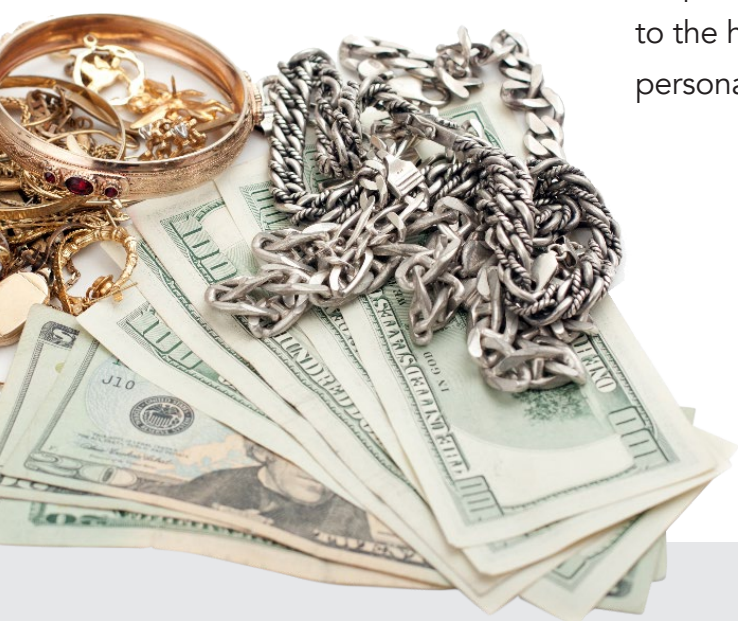
Surgeons at all three Southcoast hospitals perform some of today’s most advanced surgical procedures across surgical specialties including cardiac, orthopedic, neurology, and weight loss. Patients are able to achieve optimal results from minimally invasive techniques and the latest surgical technologies with the da Vinci® Robotic Surgery System, advanced 7-D technology and Mako Robotics-Assisted Surgery.

[southcoast.org/robots](http://southcoast.org/robots)





# Your Responsibilities



## Valuables & Personal Property

Patients and visitors are responsible for all belongings. Southcoast Health is not responsible for replacing lost or misplaced items. We recommend you bring only essential items to the hospital and offer the following tips to help keep your personal items secure.

You are responsible for the safe-keeping of any personal items you bring to the hospital. Examples may include:

- Clothing
- Dentures
- Hearing aids
- Eyeglasses/contact lenses
- Wheelchairs, walkers, canes
- Medications\*
- Jewelry
- Mobile/digital devices
- Wallets, cash, debit and credit cards

\*If you bring medications into the hospital, a member of the care team will collect them for safety purposes — ensuring proper medication is administered and monitored during your care.

## Lost Items

Unless placed in our possession for safekeeping, Southcoast Health does not replace lost items. We will be happy to check our lost and found for your items. Please call the nurse's station on the floor where you were hospitalized to request lost and found be checked for your missing item.

## Medication & Prescriptions

Once at the hospital, please compile a list of prescriptions, over-the-counter, and herbal medications you are currently taking. While in the hospital, please do not take any medications from home without first talking with your care team to ensure no adverse reactions or unsafe medicine interaction occurs.

If you are unsure of what medications you are currently taking, please contact your local pharmacy, primary care physician, or contact a loved-one to provide a list.

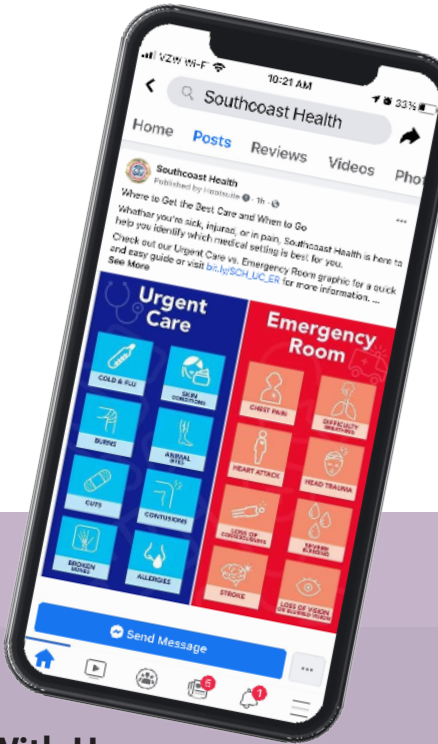
Information you should bring with you includes:

- Prescription name
- Dosage (usually mg units)
- How often you take it
- Why you take it
- Name and number of your general pharmacy

## Social Etiquette

To protect your fellow patients and Southcoast Health staff, the following is prohibited in our facilities:

- Carrying, using, or displaying firearms, knives, or weaponry of any kind
- Inappropriate, aggressive, violent, or any unwelcome physical contact
- Threatening, loud, or otherwise offensive language or hate speech
- Filming, photographing, or otherwise recording in patient areas without prior consent
- Filming, photographing, or otherwise recording staff without prior consent
- Sharing identifying information about patients and staff on social media or elsewhere



## Connect With Us

Keep up with what is happening at Southcoast Health. Follow us on these social media pages to stay in-the-know on news, events, closures, important reminders and much more!

[facebook.com/southcoasthealth](https://facebook.com/southcoasthealth)

[instagram.com/southcoasthealth](https://instagram.com/southcoasthealth)

[linkedin.com/company/southcoast-hospitals-group/about](https://linkedin.com/company/southcoast-hospitals-group/about)

[twitter.com/southcoasthealth](https://twitter.com/southcoasthealth)



[southcoast.org/about-southcoast-health/connect-with-us](https://southcoast.org/about-southcoast-health/connect-with-us)



Your Care Team

Your care team includes many skilled healthcare professionals, all dedicated to providing you with the best possible care and working together to coordinate your individualized care. Our goal at Southcoast Health is to develop trusting and personal relationships with patients and families right from the start.

Expect your care team to introduce themselves when they enter your room. For your safety, all Southcoast Health staff wear identification badges that include the person’s name, photo, and department.



Hospitalist

You can expect they will:

- Visit you daily and as often as needed.
- Order and monitor test results, prescribe medications and treatments and consult with specialists.
- Be available and on-site 24 hours a day, every day.

Registered Nurse (RN)

You can expect they will:

- Perform a Bedside Shift Report at the change of every shift. During this report, they will introduce you to your oncoming nurse and discuss goals for the day and your care plan.
- Encourage you to ask questions or voice any concerns you may have about your care plan.
- Monitor your vitals and follow the Hospitalist’s care instructions.



Specialist Provider

You can expect they will:

- Diagnose and treat your illness and/or health issues related to their field of expertise. (e.g., cardiology, oncology, pulmonology, etc.)
- Consult with the hospitalist and other members of your care team.
- Perform your surgery and/or supervise surgical procedures (if surgery is required).

RN Case Coordinator or Care Manager

You can expect they will:

- Assess your needs and create a personalized care plan for after your hospital visit, if needed.
- Coordinate the transition of your care after your hospital stay.



Nursing Assistant

You can expect they will:

- Be referred to as a C.N.A. or HUC (hUHK)
- Check on you hourly to ensure that your needs are met.
- Ask you if you need to use the bathroom, have pain, need an item placed closer to you, and check to make sure your room’s pathways are clear.
- Encourage you to press your call button if you need assistance outside of hourly check-ins.

Laboratory Staff: Phlebotomist

You can expect they will:

- Collect a proper blood specimen from you.
- Deliver your blood specimen to laboratory testing personnel for processing.

Imaging Radiology Personnel

You can expect they will:

- Perform all of your imaging tests.
- Instruct and explain procedures to alleviate anxiety.



Food and Nutrition Ambassador

You can expect they will:

- Visit you daily to collect your meal selections based on your food preferences, allergies, and diet specifications.
- Encourage you to speak with your dietitian if you have questions about your diet specifications.

Pharmacy Discharge Liaison

You can expect they will:

- Offer you the option to fill your prescriptions at our on-site retail pharmacy\*
- Deliver medications to your bedside prior to discharge.
- Review your prescription insurance to ensure medications will be covered.
- Identify high-cost medications and apply cost savings discounts, if available.

\*Available at Charlton & St. Luke’s.



Transition of Care Pharmacist

You can expect they will:

- Provide you with educational resources in an easy to understand format, ensuring you have all the tools needed to meet your medication needs.
- Connect with you via a follow-up phone call or room visit to assure you understand your medication regimen.

Environmental Services – Housekeeper

You can expect they will:

- Greet you and visit you daily.
- Provide you with a clean room, including sanitized floors, tables, telephones, restrooms, bed trays, and removing waste.



Patient Relations Specialist

You can expect they will:

- Work as a liaison for you, to address compliments, concerns, and feedback.
- Act as an ambassador for Southcoast in creating the most positive experience possible for you and your loved ones during your stay.

Please contact the Service Excellence & Patient Experience department: 877-264-7244 (toll free) [patientexperience@southcoast.org](mailto:patientexperience@southcoast.org)  
See page 36 for more information.



Andrea Amaral, MSN, RN  
Manager of Patient Care  
St. Luke’s Hospital



Your Comfort



Amenities & Complimentary Wireless Internet

Southcoast Health provides free Wi-Fi access throughout our hospital so patients and visitors can connect to the internet.

For mobile devices such as iOS and Android, please see below.

Apple iOS:

- 1. Select Settings
- 2. Select Wi-Fi
- 3. Select SHS Guest
- 4. Read and Accept the end-user license agreement to join the Guest Network

Android:

- 1. Select Settings
- 2. Select Connections
- 3. Select Wi-Fi
- 4. Select SHS Guest
- 5. Read and Accept the end-user license agreement to join the Guest Network

Windows Computers

Right-click on your Wireless Network Connection icon on your Start Bar in the system tray.

- 1. Choose "Open Network Connections." You will now see your Network Connections window.
- 2. Right-click on the Wireless Network Connection icon. Choose "View Available Wireless Networks."
- 3. The Southcoast Health Wireless Network should be visible. Select the network called SHS Guest. Click the connect button.
- 4. You should see the connected indicator next to the SHS Guest wireless network. You can now open your internet browser.

- 5. If you come across the certificate error page, click on "Continue to this web site."
- 6. Read and Accept the end-user license agreement to join the Guest Network.
- 7. You are now on the Southcoast Health Wireless Network. If you would like to go to another site, type the URL into the address bar or use an entry from your Favorites menu.

	Charlton Memorial	St. Luke's	Tobey
2	PBS - WGBH	WSBE	WGBJ-PBS
3	CBS - WBZ	WLNE	ION
4	ABC - WCVB	WPRI	WBX-CBS
5	IND - WHDH	Disney	WCVB-ABC
6	myTV - 38	Weather Channel	Weather Channel
7	PBS - WGBX	WJAR	WHDH-NBC
8	CW56 - WLVI	CNN	CNN
9	FOX - WFXT	HLN	HLN
10	DirectTV EPG	CNBC	CNBC
11	ABC - WLNE	WLWC	WLVI-CW
12	NBC - WJAR	ABC Family	ABC Family
13	FOX - WNAC	WNAC	WFXT-FOX
14	CBS - WPRI	-	WSBK-IND
15	ION - WPXQ	-	WBPX-ION
16	PBS - WSBE	WEDN-PBS	WGBX-PBS
17	Fox News	TBS	TBS
18	CNN	MSNBC	WENH-PBS
19	CNN Headline News	-	MSNBC
20	C-SPAN	-	Telemundo
21	CNBC	Fox News	Fox-News
22	MSNBC	Fox News	Nickelodeon
23	AccuWeather	Cartoon Network	Cartoon Network
24	ESPN	TV Land	TV Land
25	ESPN2	Animal Planet	Animal Planet
26	NESN	Nat. Geographic	Nat. Geographic
27	NBC Sports Network	Travel Channel	NBC-Boston
28	Disney Channel	History Channel	History Channel
29	Nickelodeon	TLC	TLC
30	TeenNick	A & E	A&E
31	Cartoon Network	USA	USA
32	Univision (Spanish)	AMC	AMC
33	Galavision (Spanish)	Discovery	Discovery
34	Freeform	TNT	TNT
35	USA Network	FX	FX

	Charlton Memorial	St. Luke's	Tobey
36	Paramount Channel	EWTN	Tru TV
37	FX	E!	E!
38	AMC	SYFY	SYFY
39	Hallmark Channel	FOOD Network	FOOD Network
40	TNT	CMT	CMT
41	BET	VH1	VH-1
42	Comedy Central	MTV	MTV
43	HGTV	GALA-Spanish	Lifetime
44	TLC	SPIKE	SPIKE
45	Discovery	NESN	-
46	Food Network	ESPN	ESPN
47	Bravo	ESPN 2	ESPN-2
48	TBS	Univision	ESPN-News
49	MTV	ESPN News	EPSN-Classic
50	Syfy	Port. Channel	Care Channel
51	Animal Planet	Care Channel	-
52	National Geographic	Newborn Channel	-
53	E!	Patient Info	-
54	TV Land	-	-
55	EWTN	-	-
56	Living Faith	-	-
57	Trinity Broadcast	-	-
58	Jewish Life	-	-
60	-	-	-
61	-	-	-
62	RTPI	-	-
63	Chapel Channel	-	-
64	Southcoast Channel	-	-
65	CARE Channel	-	-
66	-	-	-
67	-	-	-
71	-	-	-
75	-	Patient Info	Patient Info



Using Your Room Telephone

For your convenience, each patient bed has a telephone. Volume control handsets (telephone amplifiers) and Telecommunications Devices for Deaf (TDD) are also available free of charge. Please ask a member of your care team for assistance.

To Reach Any Hospital Extension:  
Dial the 5-digit phone number

Local and Long-Distance Calls:  
Dial 9 + 1 + area code + 7-digits

Hospital Operator Assistance:  
Dial 0

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



# Your Comfort



## Dining Services

Our chefs, culinary staff, and registered dietitians are passionate about serving delicious and nutritious foods while promoting health and healing.

Anna Aguiar, Patient Services Ambassador,  
Charlton Memorial Hospital

## Our Healing Environment

Southcoast Health has implemented several initiatives to create a healing environment for patients and staff, including:

- Quiet hours
- Reminders to silence your devices while at our campuses
- Visiting hours to provide for community connections
- Patient-centered nursing care
- Scheduling care activities together, allowing for longer periods of rest
- Pastoral Care to support spiritual healing
- Changes in our lighting during the day to promote quiet times
- Care channel on the TVs which provide soothing music to help you rest

### In-room Meal Times:

#### Breakfast

Served between 7:30am and 8:30am

#### Lunch

Served between 11:30am and 12:30pm

#### Dinner

Served between 4:30pm and 5:30pm

Our chefs are always cooking up new menus, so please ask your care team member to provide you with the latest menu prior to your meal.

If you have any questions regarding your therapeutic diet specifications, our registered dietitians would be happy to assist you. Please let your health care team know if you would like to speak with a dietitian.

### Cafeteria(s)

You can find a wide variety of fresh food and hot meals at our cafeterias. Stop by for a tasty and healthy meal during breakfast, lunch, or dinner, or grab a snack at our kiosks. Self-service vending machines are also available 24 hours a day in an area adjacent to the cafeteria. Please visit "For Your Guests" to learn about cafeteria and café hours.

### Weight Loss Center

If you're looking for a way to control your weight and live a more healthy life, our team at the Southcoast Health Weight Loss Center is here to help. Our medical and surgical weight loss programs will give you the tools needed reach your weight loss goals.



[southcoast.org/  
weightloss](https://southcoast.org/weightloss)

Dan O'Brien  
Weight Loss Center Patient

### Housekeeping

#### Your Room

Our professional Housekeeping team works hard to provide you with a clean room. Patient rooms are cleaned daily; floors, tables, telephones, restrooms, and bed trays are sanitized.

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 Memorial Hospital:  
**37043**

St. Luke's Hospital:  
**35219**

Tobey Hospital:  
**34335**



Vera DaPonte, Patient Transport &  
Environmental Services, St. Luke's Hospital

### Religious and Spiritual Care

Southcoast Health values the importance of pastoral care and spirituality as part of our patients' healing process. Our Department of Pastoral Care works closely with your health care team to provide prayer, spiritual guidance, and other pastoral services to patients in need.

Catholic chaplains and priests are available to provide spiritual support to you or your family at all three hospitals Monday – Friday. Please note, priests are available during evenings and weekends for emergencies only.

Spiritual leaders from any religious denomination can volunteer or visit patients at our hospitals. For more information, please contact the Pastoral Care Offices:

Charlton Memorial Hospital:  
**508-973-7114**

St. Luke's Hospital:  
**508-997-1515 (Ext. 25491)**

Tobey Hospital:  
**508-273-4105**



Left to right, Dan Crowell, Public Safety Officer at Fairhaven Cancer Center and Urgent Care, and Gary Crowell, Public Safety Supervisor, Tobey Hospital



Patient Emergency - "Code A"

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 arise, use "Code A" to call for help.** Code A can be used when a patient appears to have a serious change in their condition, which the health care team is unaware of. Changes may include difficulty breathing, seizure, confusion, mental state, or when the patient may be acting or feeling unusual.

To call Code A, dial 4357 or HELP 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, a multi-disciplinary team of critical care specialists who will gather at the patient's bedside to assess their condition and advise on the best way to proceed with care.

Clinical Social Work Services

Serious medical conditions often can cause patients to experience personal, family, and financial stress. Similarly, pre-existing economic, social, and emotional issues can negatively affect a patient's overall health and recovery from illness. Southcoast Health's Clinical Social Workers are available to provide emotional support and counseling to help patients cope with their condition, prepare for their hospital discharge, and address their health issues.

Members of your medical team may engage social workers to help you and your family navigate the healthcare system and address concerns affecting your health and wellness. They can provide you with information regarding community resources and make necessary referrals to assist you after your hospital discharge. You can also request to speak with a social worker for mental health, substance use, or safety concerns. Social Work staff are licensed and trained in the areas of medical social work and behavioral health. Their goal is to support you through your hospital stay and to help you to create a discharge plan that addresses your recovery needs.

No Smoking Policy

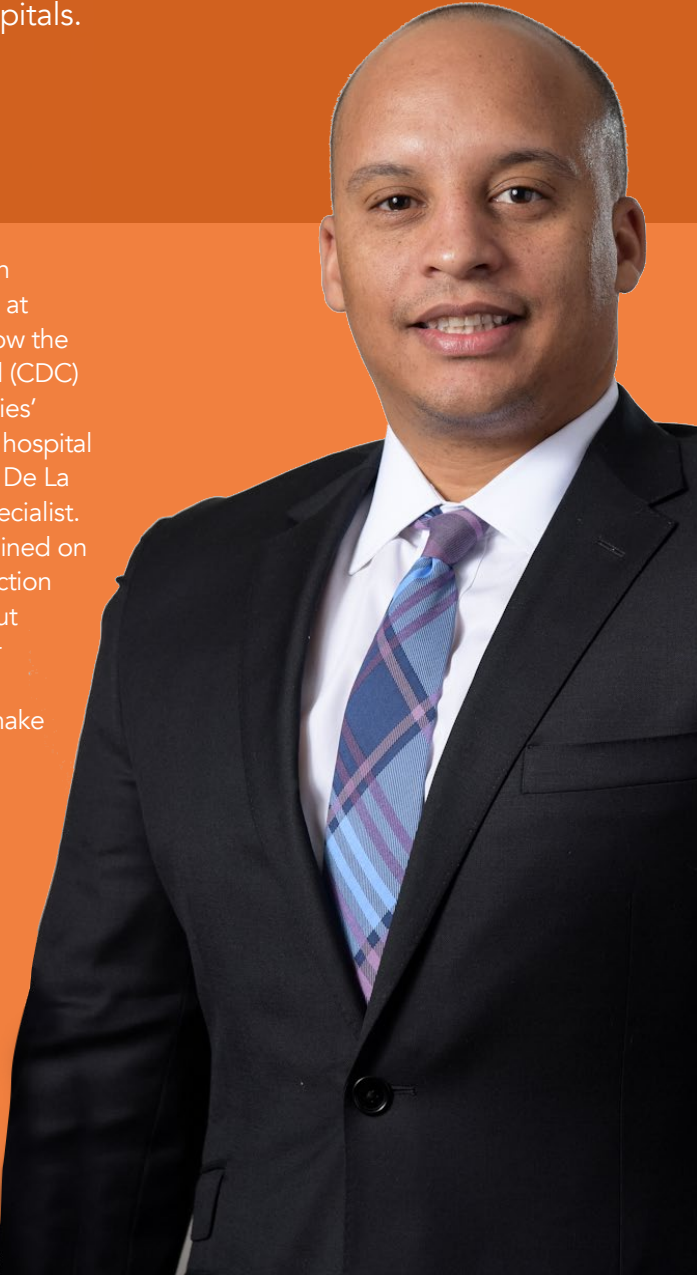
The Southcoast Health System maintains a tobacco, smoke and vape-free campus. We expect our employees, patients, and visitors to refrain from smoking or using any tobacco products while at any Southcoast Health site and surrounding neighborhoods.

Use of tobacco is defined as using any cigarettes, cigars, pipes, smokeless, or other tobacco products. In addition, this policy also covers other non-tobacco related devices, such as e-cigarettes and vape pens that do not use tobacco products but generate vapors that may contain nicotine or other components. It also strictly prohibits the use of other non-tobacco products, such as marijuana.

Patients who smoke may choose from several replacement options upon request. If you are interested in using a tobacco replacement product while you are a patient at a Southcoast Health hospital, please talk to your nurse about your options.

Quality & Safety: How Southcoast Health Measures Up

Safety and the highest quality outcomes for all our patients are the guiding principles of Southcoast Health. We take pride in the excellent outcomes we achieve for our patients and are committed to hospital quality and safety in southeastern Massachusetts and Rhode Island at our three hospitals.



"Patient safety and infection prevention is a high priority at Southcoast Health. We follow the Centers for Disease Control (CDC) and other regulatory agencies' requirements to make your hospital stay safe," says Dr. Lacerda De La Cruz, Infectious Disease Specialist. "Our staff is consistently trained on new patient safety and infection prevention practices. We put these in place, evaluate our outcomes, and make any necessary adjustments to make Southcoast Health a safe healing environment."

Our ongoing quality and safety initiatives help us deliver better health care to you and your family. Southcoast Health strives to provide a wide range of services and achieve the highest degree of clinical excellence in quality and safety.

Elesel Lacerda De La Cruz, MD, Infectious Disease Specialist





Keeping You Safe During Your Procedure

Whether you are having surgery or a procedure as an inpatient or an outpatient, your caregivers will take several steps to ensure your safety and prevent infection and other complications. We will also encourage you to take part in some of these activities.

Patient Verification

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



[southcoast.org/services/cardio-heart-vascular/the-watchman](https://southcoast.org/services/cardio-heart-vascular/the-watchman)

Time Out

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

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. Please don't think we are not listening to you. We want to keep you safe while you are in our care.

Infection Prevention & Control

Infection prevention and control are the responsibility of every person in the hospital setting. Our Infection Prevention Department has put into practice a program to protect patients, staff, and visitors from reducing infection risk. Additional strategies are used in 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.

Your safety is our priority. If you have questions or concerns about infection control, ask a member of your care team to put you in touch with a member of our Infection Control Department.

Important Reminders:

Cover Your Cough

Serious respiratory illnesses like influenza, COVID-19, 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 wastebasket.
- 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 feel you want to protect yourself.

Wash Your Hands

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 washed their hands before taking care of you. You should also wash your hands frequently, and staff can help you if needed.

Adam Saltzman, MD  
Medical Director of the Structural Heart Disease Program





**Please note:**

**Discharges are based on when you meet your care goals and can happen at any time of day. Please arrange your ride home accordingly. Let your care team know if you need assistance in coordinating a ride. Before you leave, make sure you have all of your personal belongings, valuables, and any medications you may have brought with you from home.**

**Discharge Planning**

In general, the discharge plan goes as follows:

- Evaluation of the patient by attending provider.
- Discussion with the patient or their representative.
- Planning for homecoming or transfer to another care facility.
- Determining whether caregiver assistance or other support is needed.
- Obtain referrals to a home care agency and/or appropriate support organizations in the community.
- Arranging for follow-up appointments or tests.
- Medication education and prescription review.

Aihanuwa Osayi-Osazuwa, NA  
Health Unit Coordinator  
Tobey Hospital

**Southcoast Health Pharmacy Services**

Patients at Charlton Memorial and St. Luke's have the convenient option of having their prescriptions filled at the hospital prior to discharge.

Speak with your Pharmacy Discharge Liaison\* to request prescriptions be filled before hospital discharge. After being released, patients can continue refilling their prescriptions at the Southcoast Health Pharmacy or be transferred to another pharmacy. The pharmacy is open to all patients and the public. **To find the outpatient pharmacy ask a member of your care team or follow the wayfinding signs located at each hospital lobby.**

*\*A Pharmacy Liaison is available to visit patients to discuss the option of having their discharge prescriptions filled on site. Let your nurse know if you would like to take advantage of this service. Your standard prescription copays will apply.*

Sean William, PharmD  
Pharmacist  
Charlton Memorial Hospital

**Outpatient Pharmacy Information**

Please ask a member of your care team for more information on our Specialty Pharmacy services.

**Southcoast Health Pharmacy  
Charlton Memorial Hospital**  
363 Highland Avenue  
Fall River, MA 02720  
508-973-7375

**Southcoast Health Pharmacy  
St. Luke's Hospital**  
101 Page Street  
New Bedford, MA 02740  
508-973-5449

**Southcoast Health Pharmacy**  
208 Mill Road  
Fairhaven, MA 02719  
508-973-2420

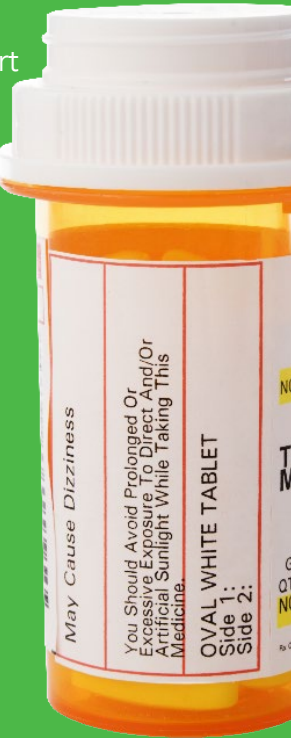
*Please note, Outpatient Pharmacy hours vary by location.*

**Southcoast Pharmacy**

Whether you've undergone surgery at Southcoast Health or your physician has just prescribed medication, there's an easy way for you to get your prescriptions filled on-site. At the Southcoast Pharmacy in Charlton Memorial Hospital and St. Luke's Hospital, we offer patients a convenient way to receive their medications and start the road to healing before you even leave our health care facility. Ask a member of your care team for assistance in filling your prescriptions before leaving our care.



[southcoast.org/services/pharmacy](https://southcoast.org/services/pharmacy)





# After Your Stay



## Southcoast Health Visiting Nurse Association

When you are ready to leave the hospital, Southcoast Health VNA is available to help you with your recovery at home by providing exceptional home healthcare, supportive care and more.



Elizabeth Sutton, OT, with David Hartford

Whether you have had surgery or are recuperating from/living with an illness, we customize your care and treatment to meet your healthcare needs, and we offer a variety of services to do just that.

### Home Healthcare

We provide many health care services to wherever you call home (private residence, assisted living facility, or other location). Our goal is to help you regain your independence, where you feel most comfortable receiving treatment.

Our Home Healthcare services include:

- Skilled nursing
- Physical therapy
- Occupational therapy
- Speech/language pathology
- Medical social work
- Home health aides



Rebecca Souza MSN, ANP, ACHPN, with John Arruda

### Specialty Care

Our specialty services are available for patients with special health care needs and chronic illnesses, such as diabetes, heart failure, and chronic obstructive pulmonary disease — we offer advanced, individual care for your needs.

Our Specialty Care services include:

- Telehealth and remote monitoring
- Behavioral health
- Fall prevention
- Maternal child health
- Advanced Cardiopulmonary care
- Joint replacement after care



[southcoast.org/vna](https://southcoast.org/vna)

### Supportive Care Center

Our Supportive Care Center, includes hospice and palliative care, symptom management, supportive counseling, and advance care planning, is appropriate for patients with:

- Cancer
- Heart, lung or liver disease
- Diabetes
- ALS
- Parkinson’s disease
- Stroke
- Multiple sclerosis
- Cystic fibrosis
- HIV/AIDS
- Blood disorders
- Dementia
- Alzheimer’s disease

Speak with a member of your care team to inquire about our services or give us a call at 800-698-6877.

## Make a Difference — Get Involved

We’re always looking for volunteers to help with our supportive care services. Join our volunteer team today by visiting [southcoast.org/vna](https://southcoast.org/vna) or make a donation to contribute to funds that help support our patients and staff.



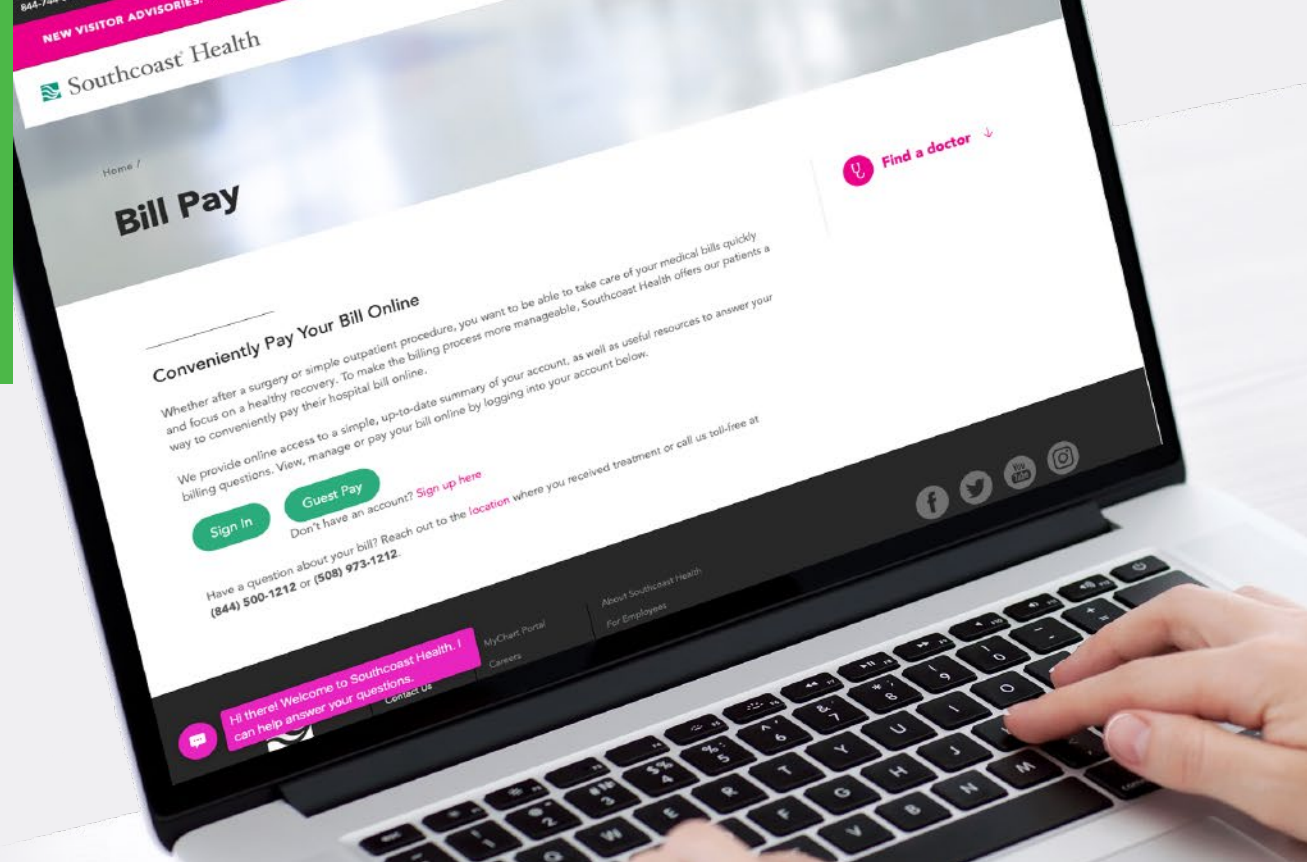
[southcoast.org/vna/volunteer](https://southcoast.org/vna/volunteer)



Diane Moura, LPN, Jessica Magalhaes, LPN and Antonio Eires, LPN, Southcoast Health Visiting Nurse Association



# After Your Stay



## Digital Tools

Our mobile app puts Southcoast Health at your fingertips. Find a doctor, access MyChart, reserve a spot at urgent care, make appointments, check lab results, refill prescriptions, communicate with physicians, and more. Download it free today on the App Store and the Google Play store.

### Medical Expenses – What to Expect

Most patients will receive a bill from the hospital that reflects balances from insurance deductibles, co-pays, or coinsurances. Patients may be expected to pay before or at the time of service (depending on the type of service). Additional bills may be sent from other providers, such as:

- Radiology
- Anesthesiology
- Neonatology
- Pathology
- Emergency Department
- Additional specialty providers involved in your care

### Your Medical Bill – Financial Information & Services

Southcoast Health wants to do everything possible to help you meet your financial obligation for hospital care. Our staff of Patient Financial Services can advise you on healthcare assistance programs for which you may be eligible. Patient Financial Services staff can review your eligibility for state and federal programs, including free care. They can help you apply for these programs and assist in setting up a payment plan or agreement that meets your needs..

If you anticipate problems paying for your hospital care and would like assistance in evaluating state assistance, please contact Patient Financial Services at: **508-975-5070**.

If you have questions concerning your bill or you would like to set up a payment plan, please contact our customer service unit at: **508-973-1212**.

### MyChart – Your Health Information

MyChart is an easy-to-use, secure, and free website and mobile app that gives you access to your health information. With MyChart, you can view your medications, test results, and health information, as well as access other services such as requesting and scheduling appointments, paying your bill, and communicating with your care team.

MyChart is part of our electronic medical record system. Southcoast Health has made a significant investment in this technology so we can care for you better, communicate with you effectively, and make you a full partner in your healthcare.

Check your health information today by visiting, [mychart.southcoast.org](https://mychart.southcoast.org) or download the app from the App Store on your mobile device.



### Download the Southcoast Health app now!

It is your one-stop information hub with access to Southcoast Health at your fingertips.

- MyChart Portal
- Urgent Care “Check-in online” feature
- Find A Doctor
- Find a Southcoast location
- Bill Pay

Search for upcoming events and More!

### Online appointment scheduling

Schedule doctor’s visits, Urgent Care visits and Laboratory testing at your availability!

### Monthly online seminars

Conveniently tune in from the comfort of your own home. Learn from experts about Weight Loss, Joint Replacement, Heart Health and More!

### MyChart Patient Portal

Take control of your health care.

### MyChart eCheck-In

Save time with MyChart’s new eCheck-In feature.

Edit your personal information, including medications and allergies, and even pay your copayment online prior to your scheduled appointment.

### MyChart Direct Scheduling

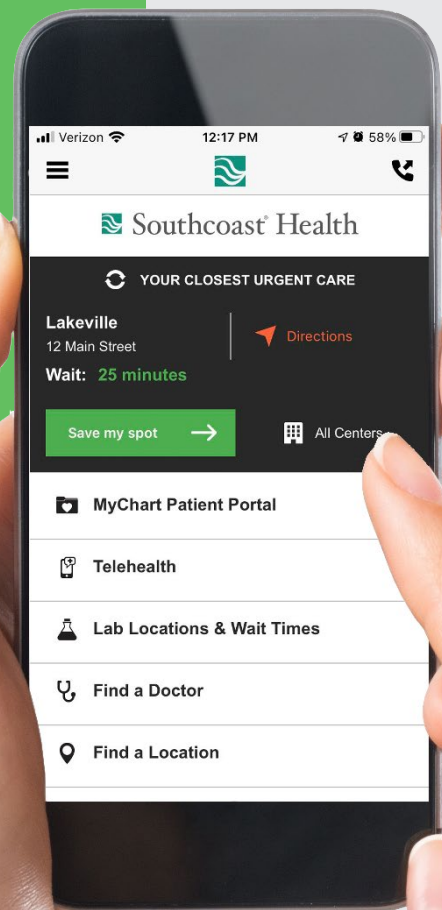
Conveniently make an appointment with your physician or your care team using the MyChart app.

### Telehealth appointments

Care from the comfort of your home, or wherever you may be!

### Southcoast SAM

SAM is your personal digital healthcare assistant. You can ask for wait times, pay a bill, find a doctor, get the latest information, and More. Find SAM on [southcoast.org](https://southcoast.org).





# After Your Stay

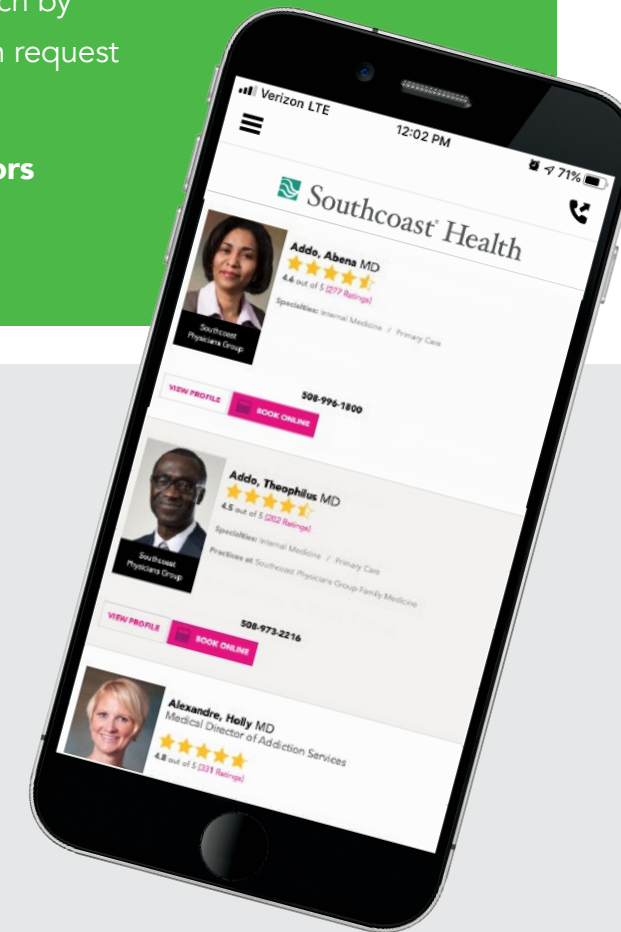


## Need a Doctor?

Southcoast Health makes it easier for you to find a primary care doctor or specialist close to you. Visit our new “Find A Doctor” page, search by location, specialty, and even request an appointment online.

Visit [southcoast.org/doctors](https://southcoast.org/doctors)

Tina Charest, MD



## Your Guide to Understanding Observation Status & Coverage Information

### What is an observation status?

Observation is a specific status that allows providers to place a patient in an acute care setting, within the hospital, for a limited amount of time to determine the need for inpatient admission. You may be admitted in some instances, which means staying overnight in observation status.

Your quality of care is the same regardless if you are an observation patient or inpatient admission.

### What is the difference in billing between an inpatient status and an observation status?

An observation stay is billed as an outpatient service.

### What prompts an observation status?

Many medical conditions may prompt the need for observation, such as symptoms that can usually be resolved within 24-48 hours or when the need for hospitalization is unclear. Observation allows your provider more time to evaluate or treat a patient and decide to admit or discharge.

### What if my provider decides my condition requires acute inpatient care?

When that determination is made, your provider must write an order to convert your outpatient observation stay to inpatient admission. A written order is sent to your insurance company for billing information.

### What if my provider decides that I do not require acute inpatient care?

Your provider will “discharge” you and arrange for outpatient follow-up care.

### If I have an upcoming procedure, can my provider appoint an observation status before the procedure is performed?

No, the routine preparation before a test or procedure is not liable for observation status. Observation is only ordered after a procedure and only after a routine recovery period has resulted in a complication that requires additional time for monitoring and treatment.

### What am I expected to pay for as an observation patient?

Since observation is an outpatient service, any outpatient benefits will apply. To better estimate copays, co-insurance, deductibles, and other costs associated with your outpatient status, reach out directly to your insurance company. Contact information can generally be found on the back of your insurance card.

### What am I expected to pay for as an observation patient if I have MEDICARE?

The federal government sets rules about Medicare coverage. If you are admitted to the hospital as an inpatient, your care and treatment are covered under your Medicare Part A benefits. You would pay a deductible and co-insurance based on the number of days you spend in the hospital.

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

### It is important to note:

- Medicare requires that you are billed for any self-administered medications such as oral medications, creams, ointments, inhalers, eye drops, ear drops, suppositories, and insulin.
- Assistance with daily living activities 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.

### Will observation days count toward the required three-day stay for Medicare patients and nursing home coverage?

No, observation nights/hours do not count toward the Medicare required three-day stay.

### Medicare Advantage Subscribers

- Medicare Advantage plans may have different costs and benefits from original Medicare, but people with Medicare Advantage plans have the same rights and protections as original Medicare (Part A and Part B).
- Under Medicare Advantage, insurer approval is necessary rather than inpatient/observation status when determining coverage to a skilled nursing facility.

For more information, call a Medicare representative at 800-MEDICARE (800-633-4227) or learn more about your Skilled Nursing Facility (SNF) options by visiting [www.medicare.gov/publications](https://www.medicare.gov/publications) and viewing the booklet “Medicare Coverage of Skilled Nursing Facility Care.”

### Disputing Observation or Inpatient Status

If you believe the services that you received in the hospital should have been billed as inpatient services, please follow the instructions when you receive your Medicare Summary Notice to challenge the hospital charges listed under Part B of the notice. Please note, your notice is sent after your hospital stay has ended, and an appeal will only occur after being discharged from the hospital.

**Please ask a member of your care team to connect you with your Case Manager to explain anything you do not understand about your benefits.**



# After Your Stay

## Ways to Give Back

Southcoast Health cares about people and cares for people. We insist on providing a standard of clinical excellence and personal care so that every experience at Southcoast Health is exceptional.



## Volunteering at Southcoast

Whether you are looking to spend an hour, day or all week volunteering, there are numerous options. When it comes to volunteering, there is always something to do. Visit [southcoast.org/philanthropy/volunteer](https://southcoast.org/philanthropy/volunteer) to contact a volunteer manager to learn more about how to become a volunteer.



Left to right, Gert Montour, Sandi Montour, St. Luke's Hospital Volunteers

## Make A Difference Through Philanthropy

Philanthropic support is vital to ensure that Southcoast Health remains at the forefront of modern medicine and can provide our patients with the level of care they deserve. From volunteering your time to making a tribute gift in memory of a loved one, there are several options for giving back in Fall River, New Bedford, Wareham, and surrounding areas.

If you would like to make a charitable contribution, there are many ways to give. You can elect to make a one-time gift to our annual fund or leave a legacy behind through planned gifts and bequests. We also accept tribute gifts for friends, family members, or caregivers.

Southcoast Health also hosts a number of exciting fundraising events throughout the year to support our hospital programs and projects, and we encourage you to consider being a sponsor or participant.

We also offer a variety of volunteer opportunities at our hospitals. You can make volunteering at Charlton Memorial Hospital, St. Luke's Hospital, or Tobey Hospital a regular part of your schedule.

## Ready To Find Out How You Can Help At Southcoast Health?

Contact the philanthropy department at **508-973-5353** or **800-925-9450**, or send an email to [philanthropy@southcoast.org](mailto:philanthropy@southcoast.org).

### Give Online

Making a gift online is a secure, convenient, and easy way to make a commitment to Southcoast Health.

Visit [southcoast.org/ways-to-give](https://southcoast.org/ways-to-give)

### Give by phone/mail

A credit card gift can be made over the phone by calling **508-973-5353**, or a check can be sent to:

Southcoast Health  
Philanthropy  
101 Page Street  
New Bedford, MA 02740

Please make checks payable to **Southcoast Health** and indicate any designations/restrictions to your donation.

## Daisy Awards – Honor Your Nurse

Southcoast Health has joined with The DAISY Foundation to recognize and honor extraordinary and compassionate nurses at Charlton Memorial, St. Luke's, and Tobey Hospitals.

Family members in memory of J. Patrick Barnes established the DAISY Foundation, a not-for-profit international organization. Patrick died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon autoimmune disease. The Barnes Family was awestruck by the clinical skills, caring, and compassion of the nurses who cared for Patrick, so they created this award to say "thank you" to nurses who make a profound

difference in their patients' and patients' families' lives.

More than 4,000 healthcare facilities across the continuum of care and nursing schools in all 50 states and more than 20 countries participate in The DAISY Award. DAISY stands for Diseases Attacking the Immune SYstem.

Southcoast Health will select 24 nurses throughout the year to receive the award. Nominations from patients, families, and staff are welcome. To nominate a nurse from one of Southcoast Health's hospitals or to read more about The DAISY Award at Southcoast Health, go to [southcoast.org/daisy-award-nominations](https://southcoast.org/daisy-award-nominations)

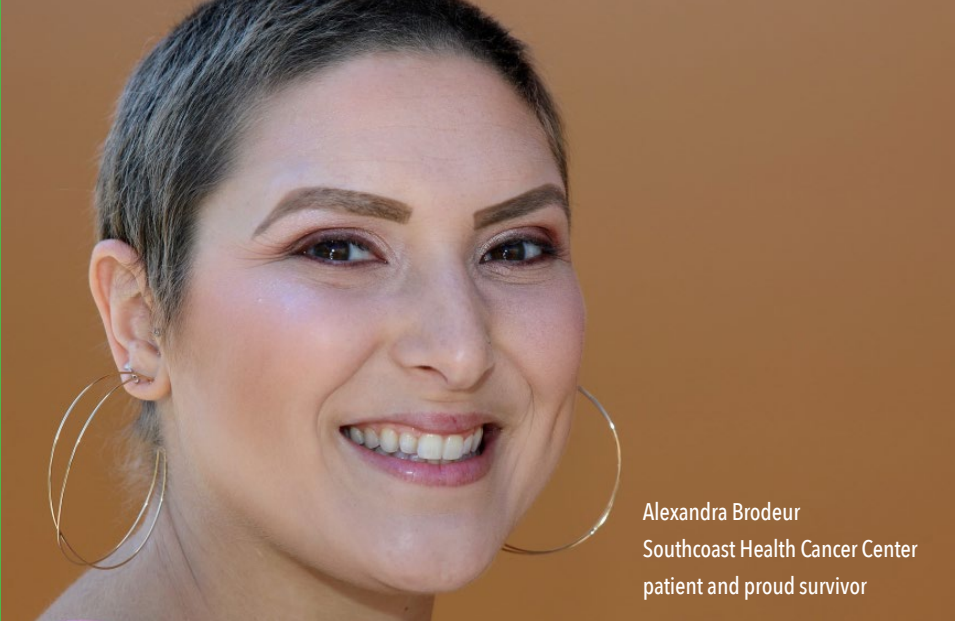


Nominate your nurse by scanning QR code.





# After Your Stay



Alexandra Brodeur  
Southcoast Health Cancer Center  
patient and proud survivor

## Southcoast Health Cancer Care

If you or a loved one have been diagnosed with cancer, know that you can find the compassionate support and advanced treatment you need at the Southcoast Health Cancer Centers. Our program is QOPI® Certified. From advanced radiation therapy or chemotherapy, to the latest imaging services to oncology rehabilitation and clinical trials, we give our patients a fighting chance against cancer. If you're interested in learning more about Southcoast Health Cancer Centers, please ask a member of your care team for more information.



[southcoast.org/services/cancer-care](https://southcoast.org/services/cancer-care)

### What does Southcoast Health do with all this feedback?

We use survey responses to improve patient care, including quality, safety, and experience.

The star ratings and comments on our Find a Doctor page ([southcoast.org/doctors](https://southcoast.org/doctors)) come from patient surveys conducted by NRC Health.

The survey is voluntary. Comments displayed on our website are anonymous, and no patient names or contact information will be displayed. We post both positive and less than favorable comments from patient surveys. The Patient Experience Team screens all comments — eliminating private patient information, foul language, and irrelevant information.

Southcoast Health is committed to reviewing all patient concerns and communicating steps taken to address and resolve such concerns. To communicate your feedback regarding your care at Southcoast Health, please call or write:

Southcoast Health System  
Patient Experience Department  
101 Page Street  
New Bedford, MA 02740

Southcoast Health Feedback line  
**877-264-7244**  
[patientexperience@southcoast.org](mailto:patientexperience@southcoast.org)

In addition, you may contact  
Massachusetts Board of  
Registration in Medicine  
200 Harvard Mill Sq., Suite 330  
Wakefield, MA 01880  
**781-876-8200**  
[mass.gov/orgs/board-of-registration-in-medicine](https://mass.gov/orgs/board-of-registration-in-medicine)

Massachusetts Department of  
Public Health  
Division of Health Care Quality,  
Complaint Unit  
99 Chauncy Street  
Boston, MA 02111  
**800-462-5540**  
[mass.gov/dph/dhcq/](https://mass.gov/dph/dhcq/)

The Joint Commission  
Division of Accreditation Operations  
Office of Quality Monitoring and  
Patient Safety  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
**800-994-6610**  
Fax: **630-792-5636**

[complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
[jointcommission.org/resources](https://jointcommission.org/resources)

## Patient Satisfaction Surveys

We welcome all feedback about the service you or your loved one receives while our patient.

### More Listening:

Southcoast Health believes patients should be active participants in health care, comparing quality, service, and cost. We understand that you are looking for the highest quality of care, superior customer service, compassion, courtesy, and respect. We want you to receive exceptional care and service from Southcoast Health. To learn more about your experience, we work with NRC Health to conduct patient surveys for all our service areas.

### Who will receive a survey from NRC Health?

Soon after you return home from your inpatient stay, NRC Health, may contact you by email, text message, or phone. If you are selected to participate, please take a few minutes to complete our survey.

Southcoast Health also takes part in the Hospital Consumer Assessment of Healthcare Providers (HCAHPS) survey. This patient satisfaction survey is backed by the U.S. Department of Health and Human Services and is used to improve the quality of your care. Upon your discharge, you may be selected to participate in this HCAHPS survey. Please take the time to fill out the HCAHPS survey. We take your feedback very seriously.



# For Your Guests



Left to right, Susan Akin, Patricia Cordeiro, Hospital Receptionists - Information Center, St. Luke's Hospital



## Patient & Visitor Parking

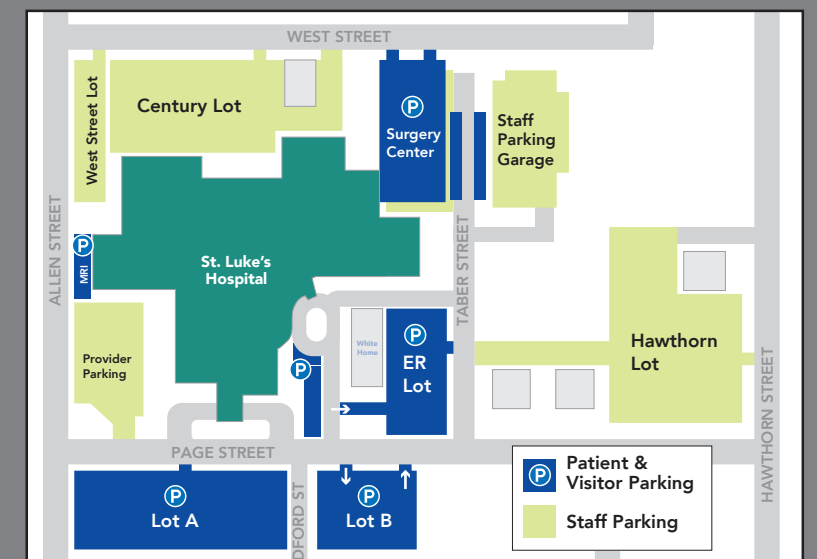
Patients and visitors are asked to park in any dedicated and marked Patient & Visitor Parking lots.



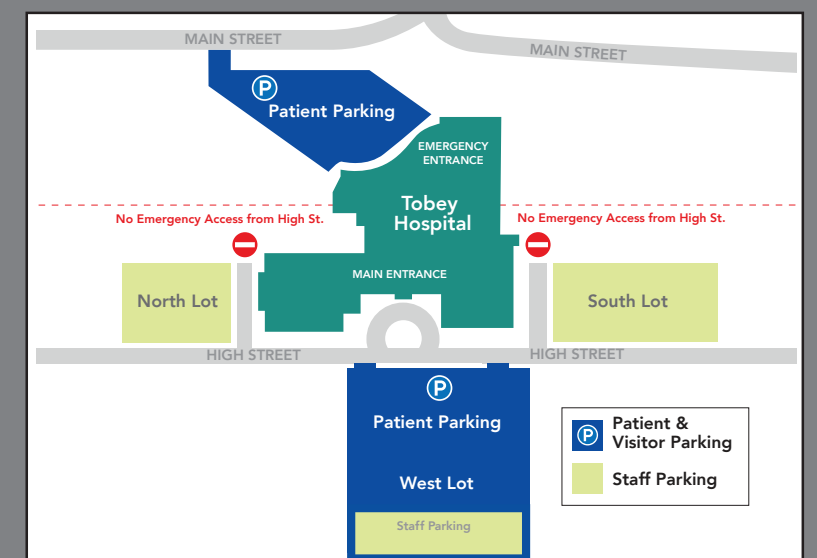
Charlton Memorial Hospital

## Complimentary Valet Parking

Southcoast Health provides complimentary valet parking services to all patients and visitors. A valet parking attendant is available at the main lobby entrances of Charlton Memorial Hospital, and St. Luke's Hospital, Monday through Friday, from 8am to 4pm.



St. Luke's Hospital



Tobey Hospital

## Visiting hours

Following the recommendations of the Massachusetts Department of Public Health per COVID-19 safety protocols visitor restrictions may affect:

- Emergency departments
- Hospital inpatients
- Surgical patients and same day surgery center patients
- Maternity departments

## Current Visiting Hours

Please note, restriction conditions are ongoing. Visit [southcoast.org](https://southcoast.org) for up-to-date visitor guidelines.

*At this time, hours are subject to change.*

For exceptions and updated information, ask a member of your care team or follow the link below.

[southcoast.org/southcoast-health-updated-visitation-policy](https://southcoast.org/southcoast-health-updated-visitation-policy)

## ICU/CCU

Visiting hours are open and flexible according to the patient's needs and condition. However, permission to visit may be dependent on clinical staff's guidance.

## Maternity

*At this time, hours are subject to change.*

If a guest is ill with fever, cough, sore throat, or a runny nose, please refrain from visiting until symptoms subside.

Additionally, to protect our newborns and maternity patients from serious complications, we ask visitors not to come if they have been recently exposed to COVID-19, measles, German measles, chickenpox, tuberculosis, impetigo, influenza, or whooping cough.



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

\*Please note, flexible hours will be permitted under circumstances such as compassionate care and an end of life diagnosis.

## Southcoast Health Maternity Services

Whether you're looking for a reliable OB/GYN or a well-equipped birthing hospital, Southcoast Health can help. We serve new moms and families in communities across the South Coast by giving them a trusted place to deliver their baby. We are Baby-Friendly®, and with our wide array of locations and services, we can meet just about any birth preference that a family might have.



[southcoast.org/services/maternity-services](https://southcoast.org/services/maternity-services)





For  
Your  
Guests



Cafeterias

You can find a wide variety of fresh food and hot meals at our cafeterias. Stop by for a tasty and healthy meal during breakfast, lunch, or dinner, or grab a snack at our kiosks. Self-service vending machines are also available 24 hours a day.

Charlton Memorial Hospital

Breakfast: 6:30am – 10am  
Lunch: 11am – 2pm  
Dinner: 4:30pm – 6:30pm  
Light fare: 2pm – 4:30pm

**St. Luke’s Hospital**  
*closed weekends and holidays*

Breakfast: 6:30am – 10am  
Lunch: 11am – 2pm  
Dinner: 4:30pm – 6:30pm  
Light fare: 2pm – 4:30pm

*Please note, cafeteria hours are subject to change.*

Coffee Kiosks

Our coffee kiosks are conveniently located and great places to go for light refreshments.  
  
*Please note, café hours are subject to change.*

**Patients:** *For up-to-date hours, please ask a member of your care team.*  
  
**Guests:** *For up-to-date hours, please ask our Information Center staff.*

**Charlton Memorial Hospital**  
*Located in Main Lobby*

The café serves coffee drinks, pastry, light snacks, sandwiches, salads and desserts.

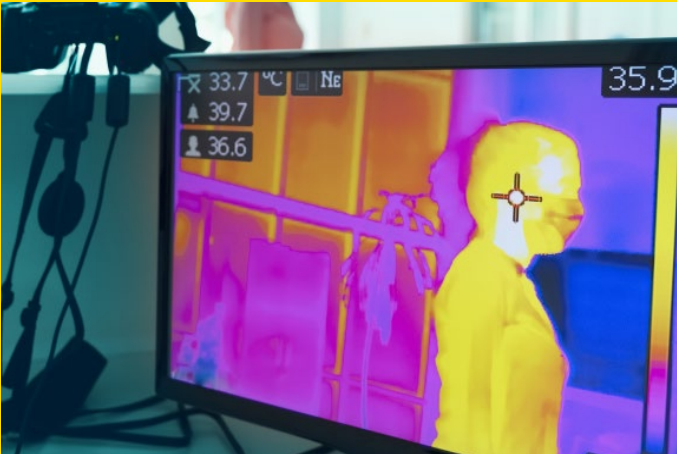
**St. Luke’s Hospital**  
*Located in Main Lobby*

The café serves coffee drinks, pastry, and light snacks.



Infection Control Screening and Hand Hygiene

To protect patients, staff, and visitors, all Southcoast Health Hospital guests will need to undergo temperature screening for signs of possible COVID-19 infection before being allowed to enter the hospital.



Preventing infections requires cleaning your hands and reminding others to clean theirs, too. Use hand sanitizer gel or wash your hands with soap and water for 15 seconds or more after using the bathroom, before eating, or after touching anything that might be soiled.





Gift Shop

The Gift Shops of Southcoast Health cares about our patients! Our four gift shops, located at Charlton Memorial Hospital, St. Luke’s Hospital, Tobey Hospital, and the Southcoast Cancer Center (Fairhaven site), donate back 100% of their profits to their respective site.

You, as a customer, are supporting your community hospital by making a purchase. We appreciate your support.

Find the perfect item from our selection of:

- Flowers or Plants
- Balloons
- Cards
- Stuffed animals
- Jewelry
- Willow Tree angels/ figures
- Toiletries, snacks, and candy
- Magazines, Reading materials & Activity books
- Clothing, Pajamas & Slippers
- And much more

Please reach out to our hospital gift shops using the contact phone number to place an order, request a delivered item, or for more information.

Our gift shops accept MasterCard, Visa, American Express, and Discover.

Charlton Memorial Hospital  
508-973-7051

Mon – Fri 9am - 7pm  
Sat – Sun 11am - 4pm

St. Luke’s Hospital  
508-973-5279

Mon – Fri 8am - 7pm  
Sat – Sun 11am - 4pm

Tobey Hospital  
508-273-4103

Tues – Fri 10am - 4pm  
Sat, Sun, Mon Closed



More Store

Whether you are an employee, patient, or proud supporter of Southcoast Health, we make it easy for you to show your Southcoast pride. From clothing to accessories to home products, the More Store has everything you need. Just click, confirm and ship directly to your home. Check us out at [morestore.southcoast.org](https://morestore.southcoast.org).







Left to right, Jean Alves, Carole Silva, Volunteers - Information Center, Tobey Hospital



**Produced by**

Southcoast Health Service Excellence & Patient Experience, Marketing and Strategic Communications, and the Southcoast Health Patient and Family Advisory Council.

If you note errors or omissions, please accept our sincere apologies and contact us.

**Contact Us**

Southcoast Health  
101 Page Street  
New Bedford, MA 02740  
info@southcoast.org

**Main Number**

Charlton Memorial	508-679-3131
St. Luke's	508-997-1515
Tobey	508-295-0880

**Admitting**

Charlton Memorial	508-973-7030
St. Luke's	508-973-5105
Tobey	508-273-4020

**Cancer Center**

877-822-2732

**Cardiac and Pulmonary Rehab**

508-973-5435

**Care Coordination**

Charlton Memorial	508-973-7122
St. Luke's	508-973-5995
Tobey	508-273-4291

**Centralized Scheduling**

800-276-0103

**Diabetes Management Program**

Charlton & St. Luke's	508-324-3260
Tobey	877-212-9135

**Emergency Department**

Charlton Memorial	508-973-7041
St. Luke's	508-973-5388
Tobey	508-273-4180

**Gift Shop**

Charlton Memorial	508-973-7051
St. Luke's	508-973-5279
Tobey	508-273-4103

**Human Resources**

Charlton Memorial	508-973-7077
St. Luke's	508-973-5125
Tobey	508-273-4005

**Interpreter Services**

Charlton Memorial	508-973-8409
St. Luke's	508-973-5860
Tobey	508-295-0880 Ext. 35860

**Lactation Consultants**

Charlton Memorial	508-973-7062
St. Luke's	508-997-6455

**Laboratory**

Charlton Memorial	508-973-7136
St. Luke's	508-973-5301
Tobey	508-273-4120

**Maternity**

Charlton Memorial	508-973-7640
St. Luke's	508-973-5665

**Medical Records – Health Information Services**

508-973-3700

**Outpatient Retail Pharmacy**

Charlton Memorial	508-973-7375
St. Luke's	508-973-5449
208 Mill Rd. Fairhaven	508-973-2420

**Outpatient Services Center**

508-273-4240

**Patient Financial Services**

Charlton	508-973-7264
St. Luke's	508-973-5070
Tobey	508-273-4027

**Patient Information**

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

**Patient Experience**

508-973-5002

**Philanthropy**

Charlton Memorial	508-973-7391
St. Luke's	508-973-5353
Tobey	508-273-4364

**Public Relations**

508-973-5269

**Radiology Imaging Services**

Charlton Memorial	508-973-7161
St. Luke's	508-973-5338
Tobey	508-273-4144

**Rehabilitation Services**

Dartmouth	508-973-9380
Fall River:	
<i>Hanover Rehab</i>	508-973-9470
<i>Truesdale Rehab</i>	508-973-7445
Swansea Rehab	508-973-1560
Wareham	508-273-1950

**Rehabilitation at Charlton**

508-973-7158

**Religious Ministries**

Charlton Memorial	508-973-7114
St. Luke's	508-997-1515 Ext. 2491
Tobey	508-273-4105

**Security – Public Safety**

Charlton Memorial	508-973-7069
St. Luke's	508-973-5260
Tobey	508-273-4100

**Sleep Medicine Services**

508-990-0963

**Social Services**

Charlton Memorial	508-973-7037
St. Luke's	508-973-5500
Tobey	508-273-4296

**Surgery Center**

508-973-5616

**Visiting Nurse Association**

800-698-6877

**Volunteer Services**

Charlton Memorial	508-973-7038
St. Luke's	508-973-5274
Tobey	508-273-4102



# How is Your Pain?



**As bad as it could be, nothing else matters**



**Can't bear the pain, unable to do anything**



**Awful, hard to do anything**



**Focus of attention, prevents doing daily activities**



**Hard to ignore, avoid usual activities**



**Interrupts some activities**



**Distracts me, can do usual activities**



**Sometimes distracts me**



**Notice pain, does not interfere with activities**



**Hardly notice pain**



**No pain**

**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