



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

Patient Handbook



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 Southcoast® Health

More than medicine.



Charlton Memorial Hospital – Fall River, MA



St. Luke's Hospital – New Bedford, MA



Tobey Hospital – Wareham, MA

Welcome to Southcoast Health

- 3 Our Promise to You
- 4 Who We Are

Patient Rights & Responsibilities

Your Rights

- 6 Patients Rights & Responsibilities
- 7 Patient & Visitor Code of Conduct
- 8 Non-Discrimination Policy
- 8 Medical Records Requests
- 8 Patient Privacy & Compliance Concerns
- 9 Interpreter Services & Assistive Technology
- 10 Medicare & Medicaid Patient Rights
- 11 Massachusetts Medical Orders for Life-Sustaining Treatment (MOLST)
- 11 Diversity, Equity & Inclusion
- 12 Ethical Practices – Bioethics Committee & Organ and Tissue Donations
- 13 State-of-the-Art Technology

Your Responsibilities

- 14 Valuables & Personal Property
- 14 Medication & Prescriptions
- 15 Social Etiquette

During Your Hospital Stay

Your Comfort

- 16 Care Team
- 18 Amenities & Complimentary Wireless Internet – Accessing Wi-Fi
- 19 Television Channel Guide
- 19 Using your Room Telephone
- 20 Dining Services
- 21 Housekeeping
- 21 Healing Environment
- 21 Religious & Spiritual Care

Your Safety

- 22 Patient Emergency – “Code A”
- 22 Clinical Social Work Services
- 23 No-Smoking Policy
- 24 Infection Prevention
- 25 Keeping You Safe During Your Procedure

After Your Stay

- 26 Discharge Planning
- 27 Southcoast Health Pharmacy Services
- 28 Southcoast Health Visiting Nurse Association
- 30 Your Medical Bill – Financial Information and Services
- 31 MyChart – Your Medical Information
- 31 Digital Tools
- 32 Understanding Observation Status & Coverage Information
- 34 Make a Difference – Philanthropic Giving
- 35 Honor Your Nurse – Daisy Awards
- 36 Patient Feedback & Patient Satisfaction Survey

For Your Guests

- 38 Visiting Hours
- 39 Hospital Parking Guides
- 40 Dining & Refreshments
- 42 Gift Shop

References

- 44 Telephone Directory
- 46 Your Pain Management

Our Commitment to the Community

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 800 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
- Six 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.

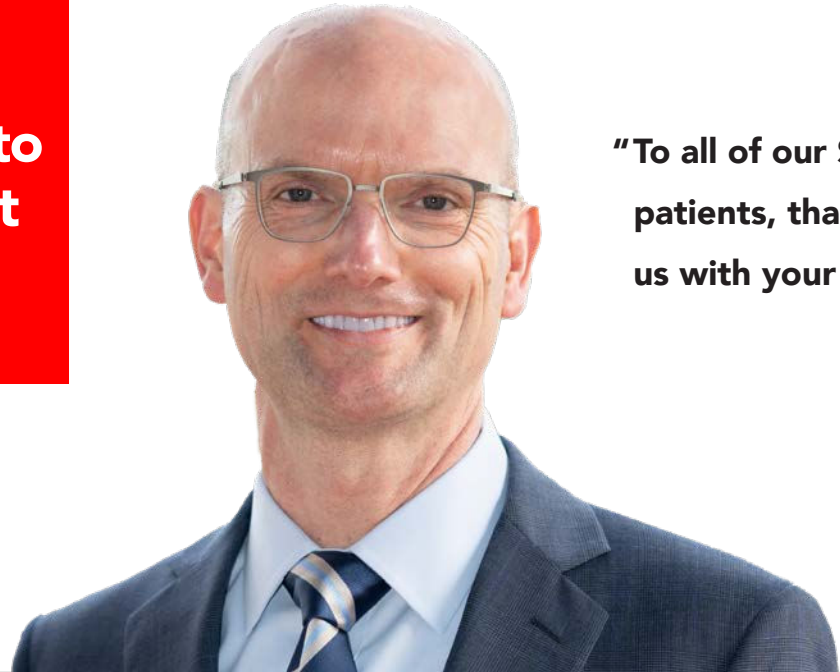
Scan QR codes for a direct link or visit southcoast.org.

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: Kim Pina, RN, and Dr. Christian Pope welcome a newborn to the South Coast. Please note, images were taken prior to, during and after the COVID-19 pandemic.

Welcome to Southcoast Health



“To all of our Southcoast Health patients, thank you for trusting us with your care.”

Thank you for trusting us with your care. Throughout your journey, our team of dedicated providers, nurses and staff are here for you with your health and wellbeing as our top priority.

Serving our community across southeastern Massachusetts and Rhode Island, we pledge to devote ourselves to every aspect of your treatment with the highest standard of clinical excellence and personal attention to deliver on our promise: *to provide exceptional care from people who care.*

Southcoast Health will be here for you both during your hospital stay and well into your recovery, with a variety of comprehensive outpatient services to support you, close to home. Our goal is to get you back to doing the things you love as soon as possible.

We promise to keep you updated and informed so that you can be an active partner in your care.

Your voice is essential in ensuring that our medical team delivers the highest-quality care to meet both your physical and emotional needs.

With this in mind, we created our Patient Handbook as a guide for you and your loved ones. We hope you will consult it and use it as a resource during your treatment here and following your release from the hospital.

The Patient Handbook further explains your rights and the services you can access throughout your care at Southcoast Health. It includes information about your medical care team, and a dedicated space for any notes or questions. This resource also includes information for your family and friends about visiting hours, our gift shop, the cafeteria, and more.

Finally, we hope you will share feedback about your experience here so that we can continue in our mission to provide a uniquely caring experience to every life we touch.

On behalf of all of us at Southcoast Health, I wish you a comfortable stay and smooth recovery.

Warm regards,

David O. McCready, MBA, MHA
President & CEO
Southcoast Health

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

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 six 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.

At Southcoast Health, we deliver More every day. We pursue our Mission with passion while we fulfill our Promise to our patients, community and colleagues. We do all of this as a team, with a shared Vision guided by our core Values, because we genuinely care about you, your health, your wellness and your quality of life.

Our Promise to Our Patients & Our Community

Exceptional Care from People Who Care.

Our Mission

Provide clinical excellence and a uniquely caring experience to every life we touch.

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

Your Responsibilities

As members of this community, we are all responsible for working together to achieve a shared goal, which is for care to be given and received in an environment that is safe and respectful.

The **Southcoast Health Patient and Guest Code of Conduct** closely aligns with Southcoast's Employee Code of Conduct and Standards of Excellence, all of which serve as reminders of our shared responsibility to treat each other with respect.

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

Patient and Guest Code of Conduct

Scan to view the Southcoast Health Patient and Guest Code of Conduct and for more information.

southcoast.org/patient-and-guest-code-of-conduct/



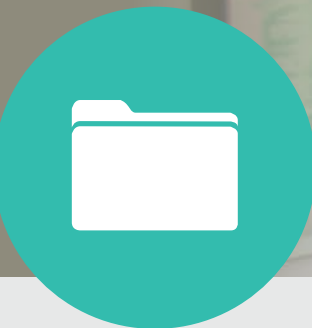
Your Rights

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.



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.

The Diversity, Equity and Inclusion 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



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 or 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.

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 or southcoast.org/for-patients-visitors.



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 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.

State-of-the-Art Technology

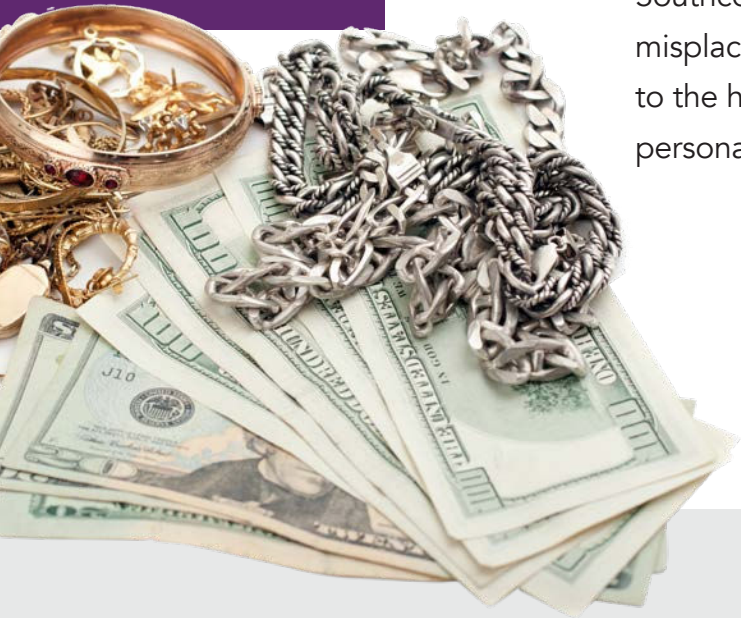
Surgeons at all three Southcoast hospitals perform some of today's most advanced surgical procedures across surgical specialties including cardiac, orthopedic, neurology, and weight loss. Patients are able to achieve optimal results from minimally invasive techniques and the latest surgical technologies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

southcoast.org/robots



Stryker - Mako™ Robotic-Arm Assisted Surgery System

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

St. Luke's and Charlton have on-site retail pharmacies where patients can have their discharged prescriptions filled before leaving. Let your nurse know if you would like to take advantage of this service. Your standard copays will apply, and we will deliver them to your bedside before you leave.



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

instagram.com/southcoasthealth

linkedin.com/company/southcoast-hospitals-group/about

twitter.com/southcoasthealth

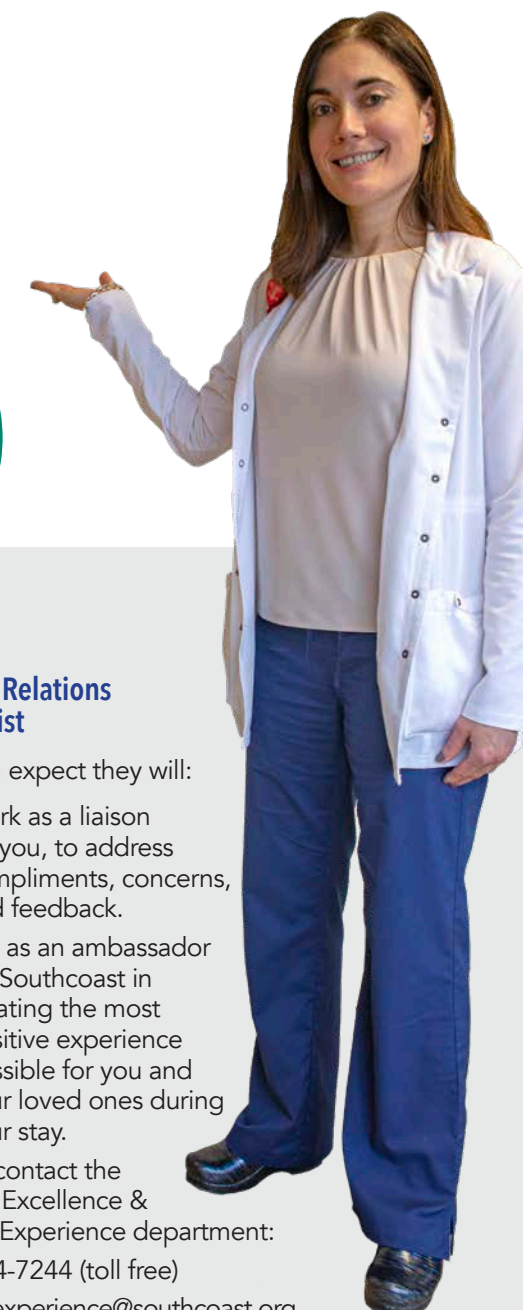


southcoast.org/about-southcoast-health/connect-with-us

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
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.

The C.A.R.E. Channel

The C.A.R.E. Channel is available to provide comfort and helps create a healing environment for patients, families, and staff.

	Charlton Memorial	St. Luke's	Tobey
2	PBS-WGBH	WSBE	WGBH
3	CBS-WBZ	WLNE	ION
4	ABC-WCVB	WPRI	WBZ-CBS
5	IND-WHDH	Disney	WCVB-ABC
6	myTV-38	Weather Channel	Weather Channel
7	PBS-WGBX	WJAR	WPTZ
8	CW56-WLVI	CNN	CNN
9	FOX-WFXT	HLN	HLN
10	DirectTV EPG	CNBC	CNBC
11	ABC-WLNE	WLWC	True Crime
12	NBC-WJAR	ABC Family	Freeform
13	FOX-WNAC	Direct TV	WFXT-FOX
14	CBS-WPRI	-	TV38
15	ION-WPXQ	-	WBPX-ION
16	PBS-WSBE	WEDN-PBS	WGBH
17	Fox News	TBS	TBS
18	CNN	MSNBC	WENH-PBS
19	CNN Headline News	-	MSNBC
20	C-SPAN	-	NOTICIAS
21	CNBC	Fox News	Fox-News
22	MSNBC	Nickelodeon	Nickelodeon
23	AccuWeather	Cartoon Network	Cartoon Network
24	ESPN	TV Land	TV Land
25	ESPN2	Animal Planet	Animal Planet
26	NESN	-	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	TCM
31	Cartoon Network	USA	USA
32	Univision (Spanish)	AMC	FXM Retro
33	Galavision (Spanish)	Discovery	WILD
34	Freeform	TNT	SYFY
35	USA Network	FX	Oxygen

	Charlton Memorial	St. Luke's	Tobey
36	Paramount Channel	EWTN	E!
37	FX	E!	Bravo
38	AMC	SYFY	SYFY
39	Hallmark Channel	FOOD Network	FOOD Network
40	TNT	CMT	CMT
41	BET	VH1	VH-1
42	Comedy Central	MTV	Direct TV
43	HGTV	GALA-Spanish	Lifetime
44	TLC	SPIKE	Paramount
45	Discovery	NESN	Comedy Central
46	Food Network	ESPN	ESPN
47	Bravo	ESPN 2	NESN
48	TBS	Univision	ESPN-2
49	MTV	-	NESN
50	Syfy	-	C.A.R.E. Channel
51	Animal Planet	C.A.R.E. Channel	-
52	National Geographic	-	-
53	E!	-	-
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	C.A.R.E. Channel	-	-
66	-	-	-
67	-	-	-
71	-	-	-
75	-	-	Patient Info



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.

Mac Computers

1. Click on the AirPort wireless icon in the system tray. If you cannot see the icon, turn on AirPort by clicking the Apple icon and going to System Preferences > Network > AirPort.
2. The Southcoast Health Wireless Network should be visible. Select the network called SHS Guest. Click the "Connect" button.
3. You should see the connected indicator next to the SHS Guest wireless network. You can now open your internet browser.
4. If you come across the certificate error page, click on "Continue to this website."
5. Read and Accept the end-user license agreement to join the Guest Network.



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.

Job Didie, Food Services,
St. Luke's 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

Michele Graf
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

Your Safety



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.



Eliesel Lacerda De La Cruz, MD, Infectious Disease Specialist

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.

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."



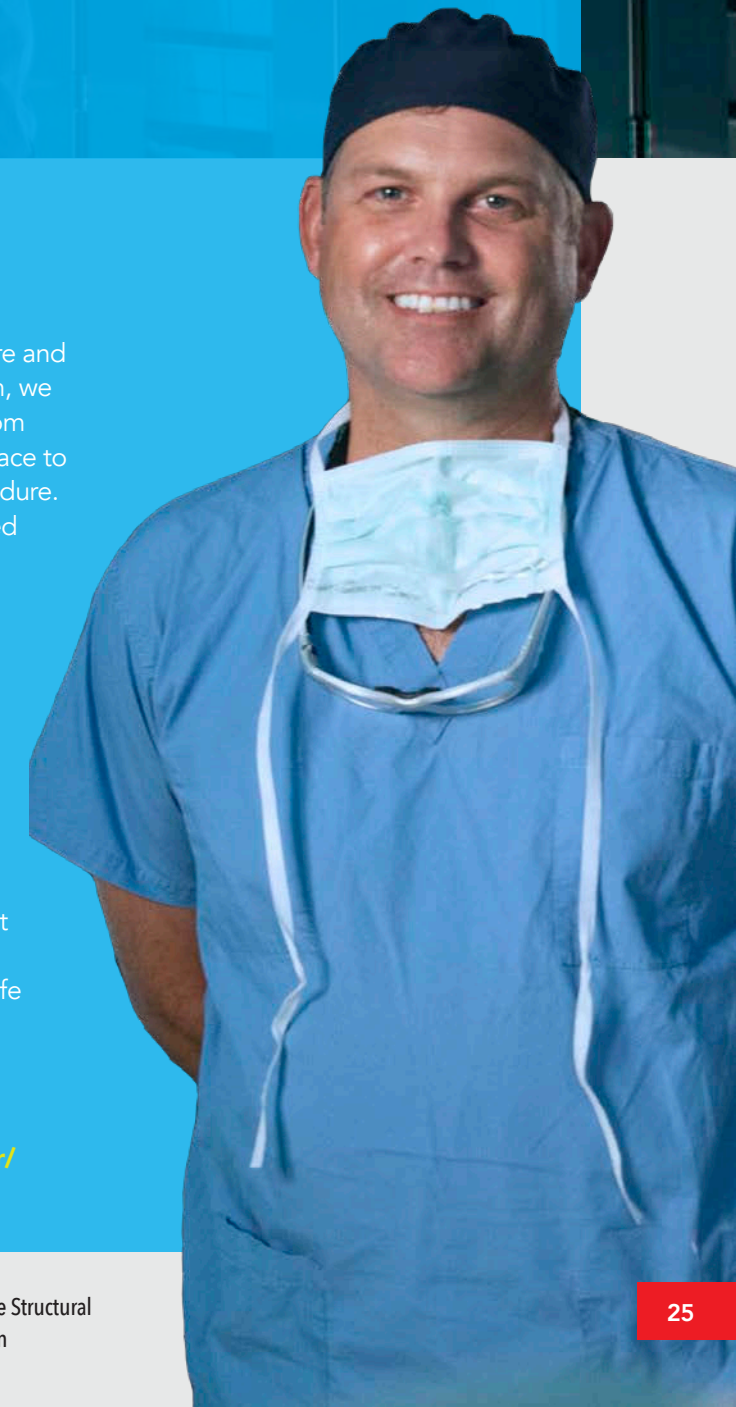
southcoast.org/services/cardio-heart-vascular/the-watchman

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.



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.



Sean William, PharmD
Pharmacist
Charlton Memorial Hospital

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.*

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

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

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

Rebecca Souza MSN, ANP, ACHPN, with John Arruda

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 or make a donation to contribute to funds that help support our patients and staff.

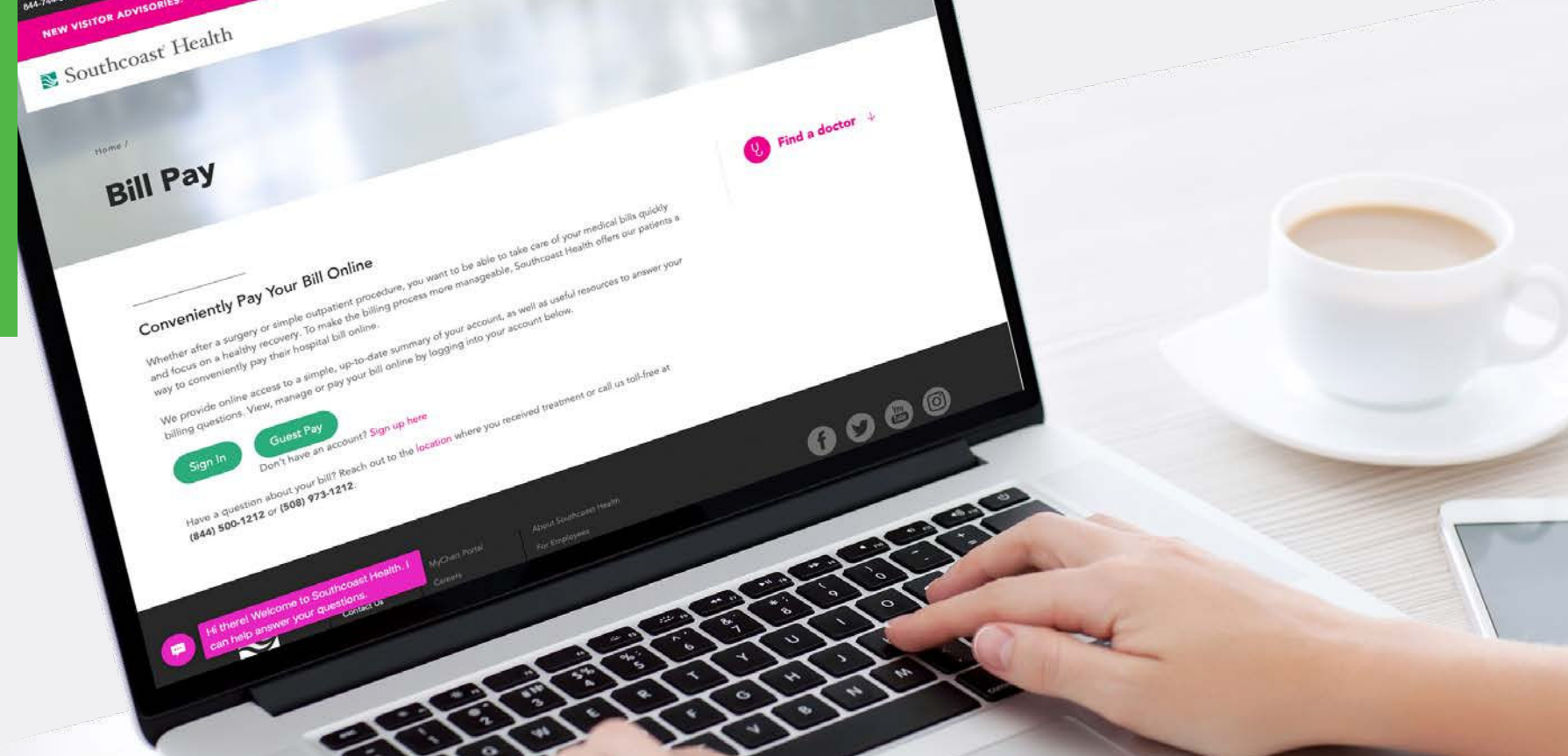


southcoast.org/vna/volunteer



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

After Your Stay



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**.

Your Rights and Protections Against Surprise Medical Bills

When you get emergency care or get treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.

You are protected from balance billing for:

- Emergency services
- Certain services at an in-network hospital or ambulatory surgical center

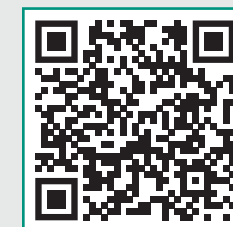
If you believe you've been wrongly billed, you may contact the Department of Health and Human Services at 1-877-696-6775 or the Massachusetts Department of Health at 617-624-6000.

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 or download the app from the App Store on your mobile device.



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.

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

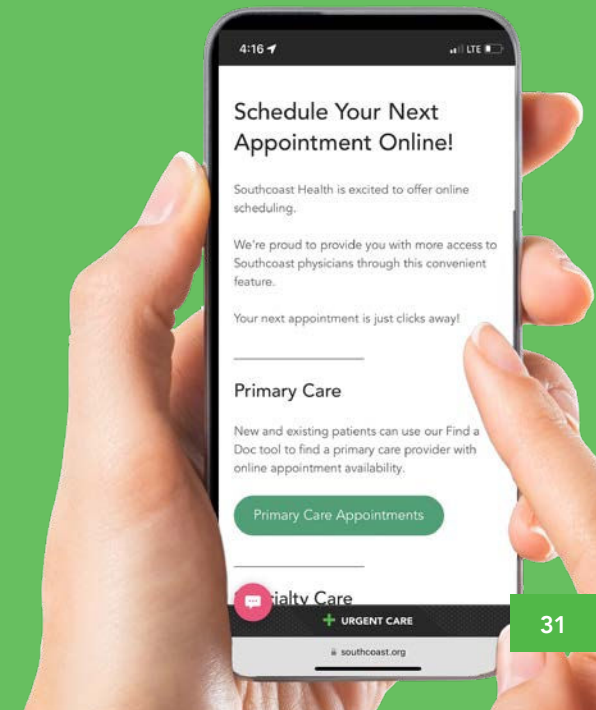
Conveniently make an appointment with your physician or your care team using the MyChart app.

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.



After Your Stay

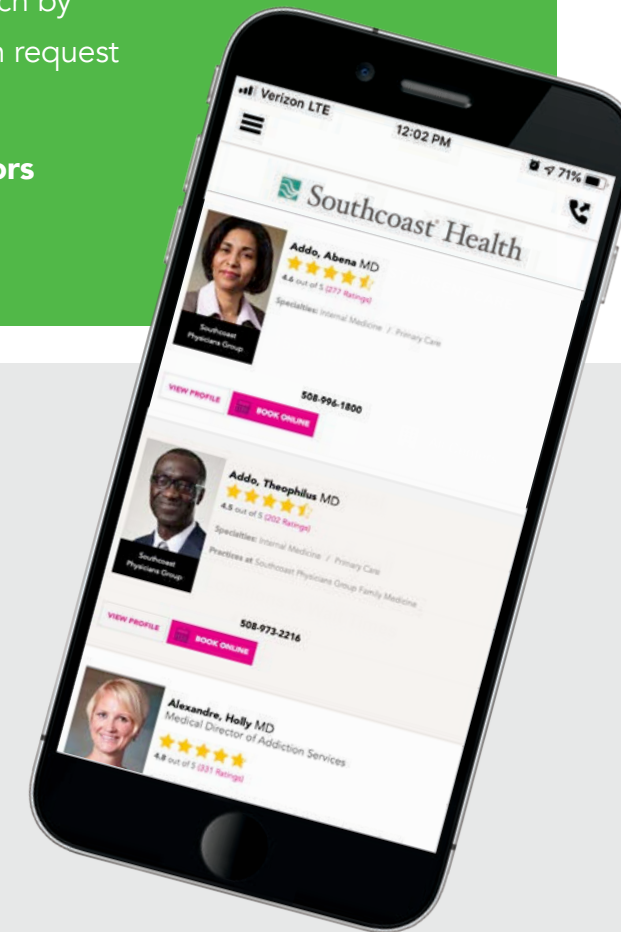


Need a Doctor?

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

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 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

As a not-for-profit regional health system, your tax-deductible donation to Southcoast Health can have a lasting impact on the health of our community.



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 to contact a volunteer manager to learn more about how to become a volunteer.



Left to right, Dolores Rodrigues, Wesley Rochelle, Cathy Bergeron and 2022 Volunteer of the Year Dorine Westgate

Make A Difference Through Philanthropy

Your generosity is an investment that sustains our promise to our patients and community of providing exceptional care from people who care. Each gift, no matter the size, makes a difference. The collective impact of gifts is an investment in accessible and convenient care and service.

Your donation:

- Ensures our staff have the support and resources they need to provide transformative healthcare
- Builds world-class facilities that match the world-class care our staff delivers
- Provides education and outreach programs that meet the needs of our community

The Grateful Patient Program

If one of our caregivers provided you or a loved one with an exceptional experience and you would like to honor them, we invite you to offer a tribute to outstanding service by making a contribution to Southcoast Health in their name.

Our Grateful Patient Program is a meaningful way to honor our providers, clinicians, and support staff with a gift in their name.

More Than Medicine Society

At Southcoast Health, we are committed to being More than medicine through service and clinical excellence and care. A leadership gift of \$1,000 or more is an investment in the future of Southcoast Health and the health of our community.

More than Medicine Society membership benefits include special leadership donor recognition and unique opportunities to learn more about healthcare on the South Coast and to explore the hospital's broad array of services. Learn more at www.southcoast.org/mtms

Ways to Give

Give Online:
southcoast.org/giving

Give by phone:
508-973-5353

Give by mail:
Southcoast Health
Philanthropy
141 Page Street
New Bedford, MA 02740

Please make checks payable to Southcoast Health and indicate any designations or restrictions to your gift.

Please contact us if you would like to learn more about planned giving, bequests, or gifts of stock/property at philanthropy@southcoast.org or 508-973-5353



southcoast.org/giving

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



Nominate your nurse by scanning QR code.



After Your Stay



Carol Campini
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

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

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

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/

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
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.

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) 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.

For Your Guests

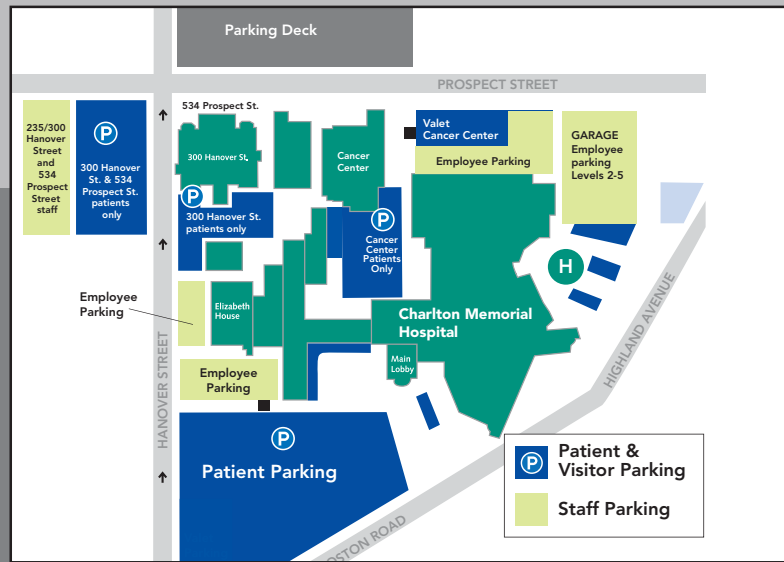


Left to right, Susan Akin, Patricia Cordeiro, Hospital Receptionists - Information Center, St. Luke's Hospital



Patient & Visitor Parking

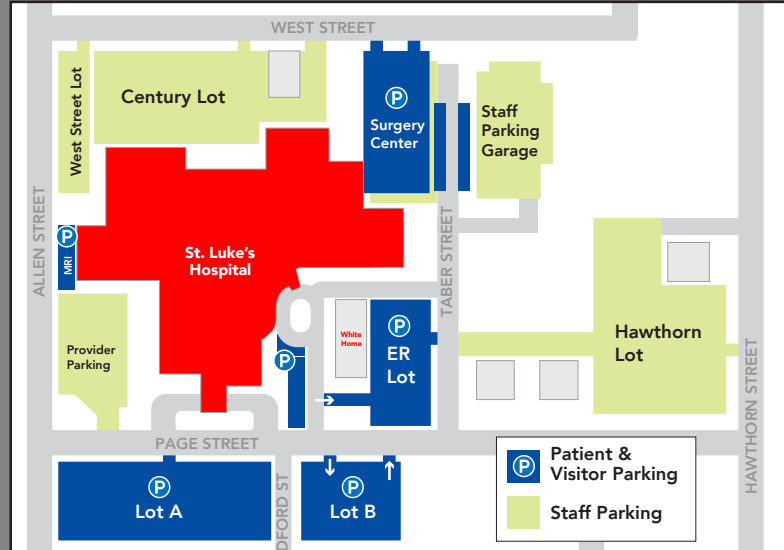
Patients and visitors are asked to park in any dedicated and marked Patient & Visitor Parking lots.



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

Visiting hours

For the protection of Southcoast Health's patients, employees and providers, please adhere to our visitation policy. The most updated version can be found by scanning the QR code below.

Our visitation policy is subject to change according to the prevalence of COVID-19 or other diseases within our region or organization, and/or recommendations provided by the Massachusetts Department of Public Health.

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.



southcoast.org/southcoast-health-updated-visitation-policy

Maternity

Maternity visiting hours at Charlton Memorial and St. Luke's Hospitals are from 11am-2pm and 5pm-8pm daily.

At this time, hours are subject to change. If a guest is ill with a 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.

Visitors are encouraged to stay home if they are feeling sick. When possible, we recommend limiting your interaction with others if you are not feeling well.

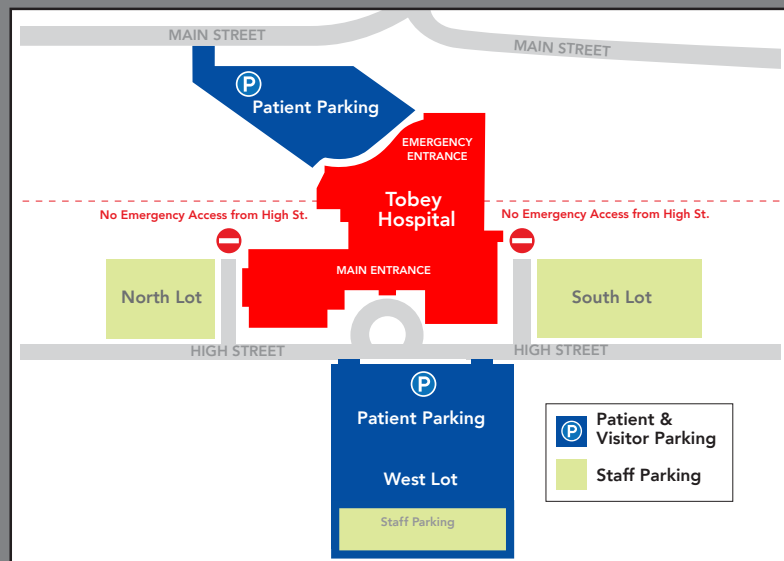
**Please note, flexible hours will be permitted under circumstances such as compassionate care and an end of life diagnosis.*

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



Tobey Hospital

For Your Guests



Katelyn Jean, Food & Nutrition



Mask Update

Please see our updated masking policy by scanning the QR Code below.

Masks are always required for patients and visitors experiencing COVID-19 and other respiratory symptoms, with optional masking for all other guests when appropriate.

We emphasize that all patients, visitors, and staff, may choose to continue to wear a mask based on their individual comfort level when it is not required.

Please note our masking policy is subject to change according to the prevalence of COVID-19 or other diseases within our region or organization, and/or recommendations provided by the Massachusetts Department of Public Health.



southcoast.org/southcoast-health-updated-visitation-policy

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
closed weekends and holidays

St. Luke's Hospital

Breakfast: 6:30am – 10am
Lunch: 11am – 2pm
Dinner: 4:30pm – 6:30pm
Light fare: 2pm – 4:30pm
closed weekends and holidays

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.

Café Arpeggio at St. Luke's Hospital

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

Tobey Hospital

Located in Emergency Center

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





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

Interpreter Services

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

Lactation Consultants

Charlton Memorial 508-973-6455 (MILK)
 St. Luke's 508-997-6455 (MILK)

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

877-264-7244

Philanthropy

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

Public Relations

508-973-5926

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:
 Hanover Rehab 508-973-9470
 Truesdale Rehab 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

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?



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