Living Our Values

Integrity
We Do the Right Thing

Caring
We Do the Kind Thing

Excellence
We Do the Best Thing

Safety
We Do the Safe Thing

Patient Health Care
Guide
Journal
for patients, family and health care providers

Thank you for choosing Hartford Hospital's Institute of Living. We strive to provide an exceptional experience for each patient and family every day. If you would like to recognize someone who made a difference for you, you may call, send a letter or make a gift donation. Please notify the Fund Development Department at 860.545.1265 or contact them through their website at giving.harthosp.org/tribute.

Please contact the Unit Manager (information at right) if you have any questions or concerns.
Travel Directions

**Coming from I-91 North or South:** Take Exit 29A, traveling beneath the Hartford Public Library to the Bushnell Park rotary. Proceed three-quarters around the rotary and turn right onto Hudson Street. At the end of Hudson Street, turn right onto Jefferson Street. At the third light, turn left onto Washington Street, continue south about ¼ mile to Retreat Avenue. Turn left onto Retreat Avenue. The entrance to The Institute of Living campus is on the right, at the first stop light on Retreat Avenue.

**From the West on I-84:** I-84 East to Exit 48B (Capitol Avenue exit). At the end of the exit you will come to a traffic light. Turn left at the light onto Capitol Avenue and get into the right lane. (The State Capitol building will be on your left). Go through one traffic light. At the next light you will be at the intersection of Capitol Avenue and Washington Street. (The Equestrian Statue of General Lafayette will be straight ahead). Turn right onto Washington Street; continue south about one mile to Retreat Avenue. Turn left onto Retreat Avenue. The entrance to The Institute of Living campus is on the right, at the first stop light on Retreat Avenue.

**From the East on I-84:** Take Exit 54 “Downtown Hartford” At the traffic light, turn left onto Columbus Blvd, proceed to Charter Oak Avenue. Turn right onto Charter Oak Ave. and continue until reaching Main Street. Turn left onto Main Street proceeding straight ahead and pass Jefferson St. on your right. (Hartford Hospital will be on your right). At the fork, bear right onto Retreat Avenue and (Midas Muffler will be on your left) go through two traffic lights. Proceed about a quarter mile, at the first stop light, turn left, into the main entrance to The Institute of Living campus.
Welcome to the Institute of Living

The Institute of Living’s model of care is derived from a long standing humanistic tradition and a rigorous commitment to scientific advances.

Treatment at the Institute of Living is based on respect for the dignity and individuality of each patient. This principle is embodied in the therapeutic connections between patients and staff working together to achieve the healthiest results. Such collaboration is guided and sustained by the “best practices” of the Institute. These practices have been developed from many sources including clinical research, evidenced based outcome studies, advances in psychopharmacology, and patient input. They are shaped by Hartford Hospital’s core values of integrity, caring, excellence and safety.

The expertise and compassion of the staff translates best practices into healing encounters. Our “Best Practices Model” is used as a guide to establish the best quality of care possible for our patients and families.

These practices embody the essence of our treatment approach. They assist the staff to carry forth the mission of the Institute of Living.

Harold I. Schwartz
Psychiatrist-in-Chief, Vice President of Behavioral Health
Institute of Living/Hartford Hospital
Contact Information
To contact a patient in the hospital call 860.545.2711. To contact any department not listed in the quick reference phone listing, call 860.545.5000 or 5.5000 from any hospital phone.

The Facility Directory
The facility directory identifies your location while you are in the hospital. The facility directory is used by staff throughout the hospital when a caller or visitor to the hospital wants to know your location (unit, room number, telephone number) or if a member of the clergy is trying to locate you.

If you choose not to be included in the facility directory your location (unit, room number, telephone number), even your presence within the hospital, will not be given out to anyone who calls or inquires about you, including any member of the clergy. Also, no mail or flowers will be delivered to you.

Upon admission, you determine what information, if any, is communicated and to whom it is given. For example, you may decide that no information is communicated to anyone, or perhaps you want to designate only one person to know about your care. You may also dictate how and where the hospital sends you written information, including follow-up appointments.

If you have questions contact the Patient Relations Department at 860.972.1400 or 2.1400 from any hospital phone.

Tobacco-Free Environment
Because smoking is a major preventable cause of disease and death, smoking is not allowed on any Hartford Hospital campus.

Your health care team will work with you to help you cope with a tobacco-free environment and/or quit if you use tobacco products:

- Speak with your physician about medications that might be available to help you quit.
- Call the QUITLINE at 1.866.END.HABIT
- Hartford Hospital Stop Smoking for Life is available at 860.545.3127

Visiting Hours

**Donnelly 1 South**
Nursing Station: 860.545.7107
**Visiting Hours** (visitors age 12 and above are allowed)
Weekdays: 12p.m. to 2p.m., 3p.m. to 6p.m., 6:45p.m. to 8p.m.
Weekends & Holidays: 12p.m. to 2p.m. & 3p.m. to 8p.m.

**Donnelly 1 South – C.A.R.E.S**
Nursing Station: 860.545.7600
**Visiting Hours** (visitors age 16 and above are allowed)
Anytime for immediate family

**Donnelly 1 North**
Nursing Station: 860.545.7060
**Visiting Hours** (visitors age 12 and above are allowed)
Weekdays: 3:30p.m. to 5p.m., 6p.m. to 8p.m.
Weekends & Holidays: 2p.m. to 5p.m. & 6p.m. to 8p.m.

**Donnelly 1 North – S.C.U.**
Nursing Station: 860.545.7060
**Visiting Hours** (visitors age 12 and above are allowed)
Daily: 10:30a.m. to 11:30a.m., 6:30p.m. to 7:30p.m.

**Donnelly 2 South**
Nursing Station: 860.545.7063
**Visiting Hours** (visitors age 12 and above are allowed)
Weekdays: 6p.m. to 8p.m.
Weekends & Holidays: 1p.m. to 4p.m. & 6p.m. to 8p.m.

**Donnelly 2 North**
Nursing Station: 860.545.7062
**Visiting Hours** (visitors age 12 and above are allowed)
Weekdays: 6p.m. to 8p.m.
Weekends & Holidays: 1p.m. to 3p.m. & 6p.m. to 8p.m.

**Donnelly 3 South**
Nursing Station: 860.545.7069
**Visiting Hours** (visitors age 12 and above are allowed)
Weekdays: 6p.m. to 8p.m.
Weekends & Holidays: 1p.m. to 4p.m. & 6p.m. to 8p.m.

**Donnelly 3 North**
Nursing Station: 860.545.7064
**Visiting Hours** (visitors age 12 and above are allowed)
Weekdays: 6p.m. to 8p.m.
Weekends & Holidays: 1p.m. to 4p.m. & 6p.m. to 8p.m.
Mobile Phones in a Hospital Environment

Wireless communication devices may be used in non-patient areas such as stairways, lobbies, the cafeteria, conference rooms, offices or outside on campus grounds. Wireless communication devices are prohibited in areas where patients are dependent on monitoring for life support, as well as in locations where patients are receiving therapy.

We are not responsible for the loss or damage of mobile phones/electronic devices.

Patient Safety

Hartford Hospital Patient Safety Guide

Valuables
Please send your valuables and non-essential belongings home with family or friends. If you must keep any valuables, ask your nurse to secure them in the safe.

Check your name bracelet
Check your name bracelet to make sure all information is accurate and readable. If something is incorrect or cannot be read, please tell your nurse. Make sure your caregivers check your identification bracelet to verify that you are the correct patient prior to giving you medications, drawing blood, giving you any treatment, or before taking you for a test.

Medication safety
In addition to your prescription medications, tell caregivers about all of the medications you are taking, including vitamins, over-the-counter drugs (aspirin, antacids, pain relievers, etc.) and herbal supplements or “natural” products. These can all have unwanted effects when combined with medications or anesthesia.

Familiarize yourself with the name, color, size and dosages of the medications you are taking in the hospital. Ask questions about why you are on them, if there are any side effects, and if there are any foods or activities you should avoid while on the medication.

If you do not recognize a medication, question the nurse. Make sure staff checks your identification bracelet prior to giving you medications.

Report any changes to your doctor or nurse
Your doctor and nurse need to know about any changes in your condition or new symptoms to help make an accurate diagnosis and assist in managing any problems. If you feel that something has changed in your condition, alert your caregivers. Alerting family and friends about your condition can help them advocate for you. They may also be able to alert medical staff to changes in your condition.

Colored wrist bands identify alerts
Colored wrist bands to identify alerts on patients reflect standardized American Hospital Association (AHA) colors:

- **Yellow** for fall risk
- **Red** for allergies
- **Pink** for limb restrictions (wristband goes on affected limb, all other bands are placed on arm opposite of affected limb)
- **Blue** for difficult airway
- **Gray** for aspiration pneumonia
- **No Blood** CBMS Patients (bloodless medicine)
Delirium awareness
Delirium, a temporary and usually reversible change in thinking, is common during hospitalization for some patients (those over the age of 70; those with a chronic problem such as Alzheimer’s disease, stroke or head injury; a history of delirium during previous hospitalizations; and a severe illness requiring ICU care).

Please speak up if you (or your hospitalized family member) are experiencing a change in thinking or behavior. Some of the following symptoms may appear: thinking different from normal for that person; fluctuating states of awareness (excessive sleepiness, restlessness; periods of normalcy); difficulty paying attention or focusing; confusion and/or memory loss; and paranoia, suspiciousness or hallucinations. Please speak up and the health care team will work to determine the possible cause(s) and start appropriate treatment. Our goal is to keep the patient safe, comfortable and functional until the delirium resolves.

Institute of Living’s Patient Health Care Guide
We ask that patients and families partner with us so we can provide the safest, best care. We encourage you to ask your caregivers questions about what they are doing and why.

If you feel that a caregiver has not addressed your safety concerns, please contact the nursing unit manager or the Patient Safety Office at 860.545.2625 or 5.2625 from any hospital phone.

Infection Prevention & Control

Hand hygiene
Hand hygiene is the cornerstone of every infection prevention and control program. It is the first and foremost way to prevent infections, and is taken very seriously at Hartford Hospital. Every caregiver has taken a pledge to perform hand hygiene.

Hand hygiene may be accomplished by using good old fashioned soap and water, or Purell® waterless hand sanitizer. All caregivers at Hartford Hospital are expected to perform hand hygiene before and after every patient encounter. Patients and visitors should also perform hand hygiene before eating, after using the bathroom or when entering or exiting the patient’s room.

Hand hygiene removes bacteria and viruses and prevents them from being transferred to you, your loved ones, other patients or caregivers.

Transmission-based precautions
Here at the Institute of Living some patients who go on Contact Precautions may be evaluated for their ability to comply with Infection Control Practice during the first 24 hours of admission. Then they may be able to go on Modified Contact Isolation, allowing them to leave their room to be able to participate in the therapeutic milieu. Such a decision would be made by their treatment team and medical provider.

Certain bacteria or viruses are spread easily from person to person and are easily transferred to the environment or equipment by an infected person. Depending on the type of bacteria or virus, they can be spread through the air by coughing or sneezing, by equipment or hands.

When a patient is identified with one of these types of bacteria or viruses, certain precautions may be instituted to be sure they are not transferred to others.

A sign will be posted by the entrance to the room to identify the type of protective equipment to be worn in the patient’s room. It might instruct the caregiver to wear a mask, gown or gloves depending on the best way to stop the bacteria or virus from traveling. Hands must be washed before and after the equipment is worn.

Help us stay true to our word – please remind us if we should ever forget to perform hand hygiene.

If you or your family has questions or concerns, please do not hesitate to call Infection Control at 860.545.0321.
**Fall Prevention**

**To prevent a fall:**
- Wear the double-sided grip slippers or non-skid shoes when out of bed
- Notify staff immediately if any fluid is spilled on the floor
- Change position slowly when getting out of bed and wait a few moments before walking away from the bed or chair
- Be aware of any tubes, drains, or equipment attached to your body that might cause you to trip
- Do not use mobile objects such as IV poles, over-bed tables or unlocked wheelchairs to steady yourself
- Request assistance with walking or getting up if you feel weak, dizzy, tired, or uncertain of your ability
- Notify the staff immediately if you almost fall, but catch yourself

Your nurse assesses your risk of falling when you are admitted to the hospital and then at least twice daily.

**Fall precautions:**

If it is felt that you are at high risk of falling, you will be placed on the hospital’s fall-prevention protocol. A yellow triangle will be placed outside of your room and on your stretcher when in transit. A yellow-bracelet will be placed on your wrist.

- Never get up from the bed or chair without staff assistance. **Call before you fall.**
- Allow a staff member to remain with you while you are in the bathroom as this is where many serious falls occur.
- Never turn off your bed or chair alarm.
- Do not sit on the side of the bed as you may slip off; request that staff assist you to a chair instead.

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**Intentional Rounding**

Intentional rounding helps us anticipate your needs and monitor your well-being so that you, your family and your visitors can focus on your recovery.

**During rounding you should expect the nursing team to:**
- Address your comfort and pain level
- Help you move and change position as needed
- Assist you to the bathroom or to walk in the hallway
- Make sure you have everything you need in a place where you can reach it
- Ask if there is anything else we can do for you

*If at any time during your stay you have any concerns, please call the unit manager so we can address them in a timely manner.*
Your Care Team

Upon admission each patient is assigned a Nurse, Clinician and Psychiatrist who will coordinate his/her care during the hospitalization. Several team conferences are held, Monday through Friday, and are attended by the Clinician and representatives from other treatment disciplines and are supervised by a managing Psychiatrist who oversees the medical and psychiatric administration of care.

The following descriptions will help you understand what the different staff members’ roles are. Each unit has a photo of all the members of the Treatment Team.

Psychiatrist, MD: Your Psychiatrist is your doctor and the leader for the treatment team, ordering medications and any diagnostic tests needed. He/She will meet with you daily while you are here in the hospital, and will also make the decision as to when your discharge will occur.

Clinicians: They guide their patients and their families in helping to identify problems and to develop coping strategies to assist in dealing with a wide variety of issues affecting mental health. Individual, group and family therapy are provided by the Clinician. They act as a liaison between the treatment team, family, patient, and community providers. The Clinician, in conjunction with the treatment team’s recommendations, assists in the development and implementation of a safe and realistic discharge plan.

Unit Nurse Manager: The Nurse Manager supervises all of the Nursing Staff and is responsible for all of the nursing care planning for our patients. The Unit Nurse Manager is administratively responsible for the overall unit functioning. The Unit Nurse Manager leads a “Community Meeting” weekly to be available to all patients for any concerns or questions about their treatment.

Nursing Staff: Nurses on our unit are all Registered Nurses (RN’s) who have been specially trained in Psychiatric Nursing. All of our Nurses receive continuing education. RNs administer medications and treatments, monitor medical conditions, communicate patient conditions to the treatment team, and educate patients and their families to promote wellness and prevent illness.

Psychiatric Technicians: Are members of the nursing staff. Psychiatric Technicians assist patients with personal care needs, and report any concerns to the Nurses.

Patient Administrative Assistants/Unit Secretary: Greet guests arriving on the nursing unit. Provides administrative support for staff, communicates with other units.

Pharmacist: Provides pharmaceutical (medication) services in collaboration with your doctor and medical team.

Chaplain: Provides emotional and spiritual support.

Registered Dietitian: Assists with your nutritional care; may include special or restricted diet, tube feeding or parenteral nutrition.

Patient Relations Representative: Helps patients and family members with any questions, concerns, compliments or problems during a hospital stay.

Professional Students/Residents: The Institute of Living is a teaching facility that sponsors many professional student programs. During the course of your stay you may encounter students in various supervised roles. These students are partnered with a professional in their field of study at all times while they are here.

Occupational Therapist: Customizes strategies for each individual to resolve problems, improve function, and support everyday living activities. Occupational Therapists utilize a variety of strategies, such as sensory modulation and focused, meaningful activities to promote progress toward patient goals.

Recreational Therapists: Promote recovery and well-being by teaching the skills needed to function in an independent and healthy manner during leisure.

Physical Therapist: Available as appropriate to your treatment.

ESA (Environmental Service Associate/Housekeeper): Performs routine housekeeping, supply services and equipment care. Ensures cleanliness of environment.
Rules & Guidelines

We all have to work together in order to create a safe, supportive, therapeutic environment.

Aggressive, assaultive, destructive behaviors to self, others or property will not be tolerated. Individuals participating in these behaviors are subject to being asked to leave the hospital and/or having charges filed against them with the local authorities.

1) Staff are trained in crisis intervention techniques and are skilled in managing out-of-control behaviors that place patients, staff and other members of the community at risk for safety.

2) Staff members will use a variety of verbal de-escalation techniques to assist in regaining control of unsafe behaviors.

3) Dangerous behaviors toward self or others may result in utilizing a time-out, seclusion or restraint (in accordance with the hospital’s policies).

The above-mentioned rules and guidelines are designed to help in this process. The staff has the responsibility to enforce restrictions and withhold privileges at any time depending on a patient’s behavior and risk to safety.

If there are any questions or concerns, patients, guardians and family are encouraged to discuss these with their therapist, the Nursing Director and/or Nurse Manager. It is stressful being in a hospital, but it is more stressful being in a hospital and not resolving one’s difficulties. It is our hope and our goal that every individual who enters this service will benefit from it so that their lives can be fuller and richer in the future.

Safety Status and Privileges

Observation checks are done on all patients with frequency determined by your individual treatment plan. These are done to maintain patient safety on the unit. In addition, random checks are done periodically throughout the three shifts to further ensure patient safety. At times a staff member may be assigned to stay with you to ensure your safety.

Language

Some language is offensive to others. Changing language is a part of a lifestyle change. Vulgar language is frowned upon and may become part of an individualized behavioral treatment plan that may result in a time out away from the community.

Abusive and Threatening Behavior

This type of behavior is prohibited and will result in removal (time out) from the community.

Sexual behavior between patients is also prohibited. There is to be no physical contact between patients either on or off the unit. Psychiatric hospitalization represents a period of particular vulnerability for many. Furthermore, intimacy with other patients while hospitalized is distracting to treatment goals and may present further problems for patients who have relationship issues. For this reason, patients with a known relationship outside the hospital, or where staff has reason to suspect such a relationship exists, will not be allowed on the same unit.

Substance Use/Abuse

Alcohol and drugs may not be brought to the unit. Failure to comply with this regulation may result in discharge from the unit. Patient’s belongings will be searched at the time of admission by a staff member in the patient’s presence. After admission, the unit director, unit manager or unit psychiatrist may request that a random drug screen, room or clothing search be done whenever a concern arises about the use of alcohol or other drugs. A clothing search is done upon return to the unit from school or any pass or appointment off the unit.

Food & Beverage Policy

During your in-patient stay at the Institute of Living you will be served healthy and nutritious meals and snacks. Please do not ask family or friends to bring food or beverages onto the unit.
Hospital Accommodations

Your room
Your room assignment at the Institute of Living is based on your admitting diagnosis and the bed availability at time of admission. You may be placed in a room with up to three other patients. Private rooms at the Institute of Living are based on the clinical needs of the patient.

Stealing
Stealing is considered a serious issue and continued treatment in the program will be evaluated by the treatment team if such incidents occur. Patients are not allowed in any room other than their own even with permission from other patients. When there is a concern that stealing has occurred, staff will do a Search of Patient belongings in the patient’s presence (see personal property).

Laundry
There is a washer/dryer on each unit. You are encouraged to do your own laundry, but if you need assistance, just ask – the staff will help you.

Sharps
All sharps are to be left with the staff, signed out at the nurses’ station, and returned promptly after use (in accordance with the patient’s status). Sharps must not be left on the desk at the nurses’ station. They must be handed in to a nursing staff member to ensure everyone’s safety. Sharps restrictions are enacted for failure to comply with the policy.

Groups
Each patient will receive group schedule upon admission. Patients are asked to be on time and attend all scheduled activities per individual treatment plan. Everyone is encouraged to attend scheduled groups, unless excused by the treatment team.

Privacy
Rarely, there may be times when your individual, family or group session will be briefly interrupted. We want to assure you that, if an interruption is necessary, we will do this with the utmost respect for your privacy - knocking, waiting for a response, and then opening and closing the door as quickly as possible. During this brief interruption, the conversation will cease so your privacy is respected.

Personal Property
The hospital cannot be responsible for money or valuables. All valuables should be sent home with a family member at the time of admission. Any personal items not sent home are the responsibility of the patient. Any cosmetics with alcohol will be placed in a locked cabinet, and use will be supervised. The hospital does not take any responsibility for items which are lost, stolen or damaged. Nintendo DS players are not allowed as well as any other electronics that have text messaging and/or internet. Staff will determine the appropriateness of other electronics. It is advised that patients not bring any expensive electronics to the unit or send them home with families.

Patient Meals
Caring Cuisine is our dining service for patients. Food and nutrition is very important to your health and healing. You will be visited each day by a food service coordinator who will help you make menu selections based on your personal preferences and the nutrition plan prescribed by your physician. You may speak to Food and Nutrition Services at 2.3663 between 6 a.m. and 7 p.m.
Non-discrimination

In accordance with federal regulations, Hartford Hospital does not exclude, deny benefits or otherwise discriminate against any person on the grounds of age, gender, race, ethnicity, religion, culture, language, socioeconomic status, sexual orientation, gender identity or expression, physical or mental disability, in the admission to, participation in, or receipt of the services and benefits of its programs and activities. You may contact Hartford HealthCare Office of Compliance, Audit & Privacy at 1.855.HHC.OCAP for further information about these regulations and our procedure for the resolution of discrimination complaints.

Handicap Accessibility

Upon admission, patients are notified of availability of rooms designated to accommodate the special needs of physically handicapped person(s). If such a need becomes evident later in your stay, you will be transferred to a unit/room with an accessible bathroom as soon as one is available and the transfer is approved by your physician. For further information, contact Patient Relations at 860.972.1400.

Lost & Found

If your belongings are missing, please contact the Lost & Found at 860.972.5678 (LOST).

If something of value is missing, please contact the Security Department at 860.545.2147.

Hartford Hospital is not responsible for replacing electronic devices such as cell phones, iPads or laptops.

Ethics Committee and Ethics Consultation Service

The ethics consultation service is as a resource for families, patients, hospital staff and physicians in addressing the often difficult medical-ethical issues in health care. The ethics consultation service attempts to clarify and resolve ethical dilemmas arising in the course of patient care. The values and preferences of patients and their surrogate decision makers are respected and balanced with the best medical judgments determined by physicians to resolve ethical dilemmas.

Any employee, patient, family member or representative of Hartford Hospital may contact the ethics consultation service.

If you would like to request a formal or informal consultation, call the medical staff office at 860.545.3200 during business hours or contact the hospital page operator after business hours who will contact the team leader. You may also contact the chairperson of the ethics committee at 860.545.7280.

Pastoral Services

Our department of pastoral services has a staff of chaplains in the hospital at all times. A chaplain can contact your pastor, priest, rabbi, imam or your faith community to help support you while you are in the hospital.

Hartford Hospital has an interfaith chapel on the first floor of the main hospital (in the corridor to the left of the gift shop) and provides a comforting welcome to all our patients, visitors and staff.

Arrangements for Roman Catholic masses, interfaith worship services, Jummah prayers, Jewish services, and audio and video services available in your room can be made through your nurse. On-demand spiritual videos are also available.

Multi-faith service: Monday, Tuesday, Thursday, Friday, 12 p.m.

Roman Catholic Mass: Wednesday, Sunday and holy days, 3:45 p.m.

Islamic Prayer: Jummah prayer every Friday at 1:15 p.m.

Jewish patients: Call Pastoral Services for assistance.

Bereavement program

Counseling and support groups are available to support those who have experienced the death of a loved one.

If you wish to contact a chaplain for any reason, call 860.972.2290 or ask any nurse to do so for you.
Going Home from the Hospital

We will keep you informed as to your discharge day and time. We will make every effort to facilitate your discharge before 11 a.m., and ask that you work with us to coordinate your transportation. Valet and public garage parking (85 Seymour Street) is free on the day of your discharge. If using the public parking garage please remember to have your ticket brought in for validation at the front lobby desk.

Ask questions about all of your medications
Be sure you know what medications are being prescribed, the proper dosage and how and when to take the medication (during waking hours or around-the-clock, with or without food, etc.). Ask about any possible side-effects.

Understand your discharge instructions
It is important that you completely understand your discharge plan to ensure your continued healing, safety and comfort. You should receive all of your instructions in writing – medications, diet, activity, etc.

Your instructions should also include when you should schedule follow-up appointments with your primary care physician and/or other specialists.

Retrieve all of your personal belongings
Please collect all personal belongings. If you have a pink voucher that shows you have valuables stored in our hospital safe, please let your nurse or PCA know so that they may be retrieved. You may call the Cashier’s Office at 860.545.2119 to check if you have anything of value in the safe.

Patient Financial Services

About your bill
We make every effort to obtain insurance and financial verification. You or a family member may wish to contact your insurance company for guidance (your insurance card will tell you how to contact member services).

Our patient financial services office can be reached at 860.696.6010 or toll-free at 1.888.515.5544 from 8 a.m. to 5 p.m., Monday through Friday. Credit card payments are accepted over the telephone or at our cashier window, Monday through Friday, 8 a.m. to 4 p.m. Payment of non-covered charges, deductibles and co-insurance may be paid by cash, check or credit cards including MasterCard®, VISA®, Discover®, and/or American Express®.

Prior to, or while a patient at Hartford Hospital, you may be contacted by a financial counselor to obtain additional information, complete paperwork, or discuss payment arrangements or assistance.

If you have any concerns regarding payment, we urge you to contact one of our financial counselors:
• Prior to admission: 860.545.2730
• During your admission: 860.545.2820, 860.545.4056, 860.545.5032 or 860.545.4617

Financial assistance
Consistent with our mission, Hartford Hospital provides medical care regardless of a patient’s ability to pay. We make financial assistance available to qualified uninsured or underinsured patients. If you are not able to pay for all or part of your care, please inform the registrar, financial counselor, social services department or patient accounts office, and ask about the availability of financial assistance.

Donated funds
Additionally, Hartford Hospital has donated funds available for medical care. Funds are awarded to individuals with limited means who meet the eligibility requirements. Each fund has criteria for selecting eligible participants.

Please request an application from anyone in the registration office or call one of the following departments:
• Social services: 860.545.2966
• Patient accounts: 860.696.6010
• Toll free: 1.888.515.5544

Once the hospital reviews your application, you will be notified in writing of the result. If your application is rejected, you may reapply as additional funds may become available on a yearly basis or your financial circumstances may change.
Dining Services for Visitors

Institute of Living dining hours
Monday - Friday: 11 A.M. to 2 P.M., Commons Building
Daily entrees and specials, deli, salad bar, grill, desserts and drinks
While the dining facilities at the Institute of Living are limited, families are welcome to visit the Hartford Hospital cafeteria. Security provides a shuttle service.

Hartford Hospital’s cafeteria is on the ground floor of the hospital

Weekday hours:
- Breakfast: 6:25 A.M. to 9:30 A.M.
- Morning Snack: 9:30 A.M. to 10:30 A.M.
- Lunch: 11:00 A.M. to 2:00 P.M.
- Afternoon Snack: 2:30 P.M. to 4:00 P.M.
- Dinner: 4:30 P.M. to 8:00 P.M.

Weekend and holiday hours:
- Breakfast: 6:25 A.M. to 9:30 A.M.
- Morning Snack: 9:30 A.M. to 10:15 A.M.
- Lunch: 11:00 A.M. to 2:00 P.M.
- Afternoon Snack: 2:30 P.M. to 4:00 P.M.
- Dinner: 4:30 P.M. to 8:00 P.M.

Main Lobby (Au Bon Pain)
- Weekdays: 24 hours
- Weekends: 24 hours

ERC (Education Resource Center) is located on Hudson Street
- Vending/Snack Area open 24 hours

The Gift Shop
Hartford Hospital’s Auxiliary Store, located on the first floor, adjacent to the main lobby, offers a wide variety of items for patients, families and staff. All proceeds benefit the programs and services of Hartford Hospital. Call 860.972.2155 or extension 2.2155 from any hospital phone for additional information.

Items available include:
- Magazines, newspapers, paperback books, crossword puzzle books and calling cards
- Greeting cards, postcards, boxed stationery, address books, pads, pens and envelopes
- Flowers, balloons, gifts and jewelry
- Beverages and snacks

Institute of Living Gift Shop
860.545.7297 or ext. 5.7297 (from any IOL phone) Open Monday - Friday: 9 A.M. to 3 P.M.
- Gifts, jewelry, cards, stamps, reading glasses, and toiletries.
- Coffee, assorted beverages, snacks and candy are available daily in addition to soups, salads and sandwiches, brownies and cookies made by our IOL Dining and Catering division.

Green House
Monday - Friday: 12 P.M. to 2 P.M.
For floral orders by special request please call Carlos M. Gonzalez on any hospital phone 5.7397 or external phone 860.545.7397. Leave a voice mail during after hours and we will return the call as soon as possible.

On the Horizon
Monday – Friday: 9 A.M. to 3 P.M.
Clothing store located in the rear of the IOL Gift Shop provides free clothing to individuals attending IOL programming who are in need of clothing for employment related purposes or have other general clothing needs. Clothing is donated by Institute of Living/Hartford Hospital employees.

ATM Machine
There is an ATM located in the Donnelly Building on the ground floor.
Patient CareGrams!
A Patient CareGram is a free service that allows you to send a greeting to a friend or loved one who is currently a patient at Hartford Hospital. You can customize your CareGram and it will be printed and delivered the next business day. If the patient has been discharged it will be mailed. (Please note that patients who have opted out of the hospital directory will not receive CareGrams during their stay, but messages will be mailed to their home address.)

You can also send an electronic message to a patient using your own e-mail program that will be printed and delivered. Please include the patient’s full name, and if possible, the patient’s location. We reserve the right to refuse delivery of any messages and/or images deemed inappropriate. Contact Patient Relations at 860.972.1400 or extension 2.1400 from any hospital phone for more information.

Lodging (Hudson Suites)

On-campus accommodations
Hudson Suites at Hartford Hospital, 560 Hudson Street (3rd floor), Hartford, CT 06102. Call 860.545.1111 or 1.877.979.9997 for reservations.

Hudson Suites are perfect for patients undergoing an early morning procedure or for family members wanting to be nearby a patient. Twelve suites are available to the hospital’s patients and their families for overnight and short-term stays at a modest cost. All suites have a sleeping area with a double bed, a sitting area and a pull-out sofa.

- There is a $55 charge per room, per night.
- We do not require a deposit, but we do require that a credit card be on file. There is no cancellation fee.
- All major credit cards, cash and personal checks are accepted.
- Secured parking is available at a small additional cost. The security guard at the desk will direct you to the hospital garage.
- Check-in time is 2 p.m. to 11 p.m.; other times by special arrangement.
- Check-out time is 11 a.m., or later by special arrangement.

We are not able to make baby-sitting arrangements and children may not be left alone in the rooms. We regret we cannot accommodate pets; service dogs (for a person’s handicap) are allowed in the Suites.

For more information or directions to the Hudson Suites, call 860.545.1111 or toll free 1.877.979.9997.

Hotel Accommodations

Marriott Downtown
200 Columbus Boulevard, Hartford, CT 860.249.8000
Located .9 miles from Hartford Hospital

Homewood Suites by Hilton Hartford Downtown
338 Asylum Street, Hartford, CT 860.524.0223
Located .9 miles from Hartford Hospital

Holiday Inn Express HARTFORD - DOWNTOWN
440 Asylum Street, Hartford, CT 860.246.9900
Located .9 miles from Hartford Hospital

Residence Inn Hartford Downtown
942 Main Street, Hartford, CT 860.524.5550
Located 1 miles from Hartford Hospital

Hilton Hartford
315 Trumbull Street, Hartford, CT 860.728.5151
Located 1.1 miles from Hartford Hospital

Crowne Plaza Hartford Hotel
50 Morgan Street, Hartford, CT 860.549.2400
Located 1.2 miles from Hartford Hospital
Connecticut Statutes

The Connecticut General Statutes contain provisions regarding the rights of psychiatric patients. The Institute of Living supports and protects the fundamental human, civil, and constitutional rights of each patient. Patients may express concerns or seek assistance either individually or collectively to exercise their rights through communication with the Patient Representative or any member of the hospital’s Clinical Administration (Unit Manager, Medical Director).

In providing care the hospital reserves the right to expect that patients, their relatives, and friends will meet their responsibilities in maintaining a safe and therapeutic environment for all patients, their family, friends, and all staff.

Voluntary Admissions
Section 17A-506 of the Connecticut General Statutes provides that “Any hospital for psychiatric disability may receive for observation and treatment any person who in writing requests to be received; but no such person shall be confined in any such hospital for psychiatric disability for more than three days, excluding Saturdays, Sundays and holidays, after he or she has given notice in writing of his or her desire to leave, unless an application for commitment has been filed in a court of competent jurisdiction.

Such person shall be informed at the time of such admission concerning such patient’s ability to leave after three days notice pursuant to this subsection and shall also be informed that an application may be filed (for his in-voluntary hospitalization) in which case such patient’s ability to leave may be delayed.

Whenever a person is confined to a hospital for psychiatric disability under the provision of this section and gives notice of the desire to leave, any person, including the person in charge of such hospital, may institute proceedings for his or her commitment in the court of probate having jurisdiction in the town where such hospital is located. In such event, such confinement shall be continued for an additional period of time in order for the respondent to prepare for the hearing to be held upon such application, provided no such confinement shall be continued for more that fifteen days from the date of the filing of the notice in writing of the desire to leave.”

Signing Out
If a voluntary patient 16 years old or older wishes to leave the hospital prior to his physician recommending his discharge, he must write a letter to the Psychiatrist-in-Chief stating his wish to “sign out of the hospital”. The letter must be dated and signed. The three days begin to be counted when the letter is given to staff, if the letter is declared valid by the Psychiatrist-in-Chief. For letters submitted on weekdays outside of business hours (9:00 a.m. – 4:00 p.m.), weekends or Holidays the three days begin to be counted the next business day. Patients interested in signing out should also read the section of this booklet entitled “Voluntary Admissions”.

15 Day Physician Emergency Certificate
Section 17a-502 of the Connecticut General Statutes provides that “Any person who a physician concludes is psychiatrically disabled or dangerous to himself or others or gravely disabled and is in need of immediate care and treatment in a hospital for psychiatric disabilities, may be confined in such a hospital, either public or private, under an emergency certificate as hereinafter provided for not more than fifteen days without order of any Court, unless a written application for commitment of such person has been filed in a Probate Court prior to the expiration of the fifteen days, in which event such commitment is continued under the emergency certificate for an additional fifteen days or until the completion of Probate proceedings, whichever occurs first”. Any person detained under these provisions may request a hearing in writing. Such hearing is to be held within seventy-two hours of receipt of the request, excluding Saturdays, Sundays and Holidays.

Section 17A - 502 (c) provides, “Any person admitted and detained under this section shall be promptly informed by the admitting facility that such person has the right to consult an attorney, the right to a hearing under subsection (d) of this section, and that if such a hearing is requested or a Probate application is filed, such person has the right to be represented by counsel and that counsel will be provided at the state’s expense if the person is unable to pay for such counsel”.

Rights of Minors
Age of majority in Connecticut changed to 18 by legislation effective October 1, 1972 Section 17A-540: A voluntary patient is a patient 16 years or older who applies for and is admitted to a hospital or a patient under 16 years of age whose parent or legal guardian applies in writing. Section 19A-382: Minor may seek treatment or rehabilitation for drug dependence without disclosure to parent or guardian without his consent, and may give legal consent to treatment or rehabilitation. Section 19A-216: Minor may seek treatment for venereal disease and any facility qualified to provide such treatment may do so without requiring consent of parent or guardian. Section 19A-385: Minor may be held personally liable for all costs and expenses for services given to him at his request.
Federal law and regulations do not protect any information about a crime committed by a patient either at The Institute of Living or against any person who works for The Institute of Living or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.


Parent or guardian of a minor student is entitled to knowledge of and access to all educational, medical or similar records that are part of the student’s cumulative record upon written request to the school board and within a reasonable length of time.

Review or parental application
Section 17A-80 of the Connecticut General Statutes provides “If any child fourteen years of age or over hospitalized upon the written request of his or her parent under Section 17A-79f, or his or her representative, requests a hearing in writing, to review his or her status as a voluntary patient, such hearing shall be held within three business days. Any child fourteen years of age or over shall be informed of his or her right to have a hearing under this section upon admission to the hospital and any child reaching fourteen years of age who is already hospitalized as a voluntary patient shall be informed within five days of his or her reaching such age. In no event shall a request for a hearing under this section be granted more than once in each ninety day period.”

Section 17A-80 of the Connecticut General Statutes provides that the hospital shall furnish the Court of Probate the names of all children hospitalized voluntarily for a period of one year. The court shall appoint a physician to examine the child. If in the opinion of the appointed physician, the child does not need continued hospitalization, the child shall be discharged unless an application for his commitment is filed.

Commitment of psychiatric disabled children
Section 17A-76 of the Connecticut General Statutes provides “application for commitment of a psychiatric disabled child to a hospital for psychiatric disabilities be made to the court of probate in the district in which... the hospital where such child is a patient is located.” The application shall be transferred to the superior court upon motion of any legal party except the petitioner. The court of probate shall appoint an attorney for the child and the child shall be examined by two court appointed physicians. The child shall be present at the hearing. The court may exclude him from portions of the hearing at which testimony is given which the court determines would be seriously detrimental. If after such hearing, the court finds by clear and convincing evidence that the child suffers from a psychiatric disorder, is in need of hospitalization, and such treatment is available, and such hospitalization is the least restrictive available alternative, it shall make an order for his or her commitment for a definite period not to exceed six months. No later than ten days prior to the expiration of the period of commitment, or prior to the expiration of any period of recommitment under the provisions of sections 17a-75 to 17a-83, inclusive, an application for recommitment may be brought by any person to the court which heard the original application.
Patient Rights

At the Institute of Living, you have the right to:

• Make informed decisions.
• Considerate and respectful care in a safe, comfortable environment.
• Personal privacy and confidentiality.
• Be treated with dignity.
• Have your physician and a family member or other person of your choice notified of your admission to the hospital.
• Create an advanced directive.
• Know the names of health care providers and their role in your care.
• Treatment by compassionate, skilled, qualified health professionals.
• Be informed about and participate in your care and treatment plans.
• Be free from seclusion and chemical or physical restraints of any kind that are not medically necessary, using the least-restrictive effective approach.
• Be free from all forms of abuse or harassment.
• Request medically appropriate and necessary treatment.
• Refuse treatment as allowed by laws.
• Know what safety measures may be used during your care.
• Ask for a second opinion about your care.
• Proper assessment and management of your pain or discomfort.
• Request an interpreter.
• Review and obtain copies of your medical records.
• Receive treatment in an environment that is sensitive to your beliefs, values and culture.
• Be informed about the care you will need after discharge.
• Receive information about, and an explanation of, your hospital bill.
• Request that an autopsy be performed here or arrange for another institution of your choice to perform it.
• Express a complaint or grievance by contacting the Patient Relations Department at 860.972.1400 or extension 2.1400.

If you are not satisfied with the outcome of your grievance, contact the following agencies:

**Connecticut Department of Public Health**
410 Capital Avenue
Hartford, CT 06134-0308
Phone: 860.509.7400
1.800.842.0038
TTY: 860.509.7191

**Joint Commission on Accreditation of Healthcare Organizations**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 1.800.994.6610
www.jcaho.org

Patient Responsibilities

At the Institute of Living, these are your responsibilities:

• Give us complete information about your medical history, including any medications you may be taking.
• Tell us what you need. If you do not understand your care plan, ask questions.
• Be part of your care. It is important for you to tell us how you want to partner in your care.
• If you are not satisfied with your care, please tell us how we can improve.
• Follow our guidance in helping you get well.
• Be considerate of the rights of other patients, families and hospital personnel.

For questions or more information about your Rights and Responsibilities, contact Patient Relations at 860.972.1400 or at extension 2.1400 (from any hospital phone).
Interpreter Services
Hartford Hospital provides interpretation services for deaf, hearing-impaired and non-English speaking patients and their families to help them understand and be understood during hospitalization.

We use outside agencies, trained employee interpreters and the Language Line, which provides access to phone translation 24 hours a day, seven days a week. Contact your nurse to arrange for an interpreter.

If you have any questions or concerns, please contact Patient Relations at 860.972.1400 or extension 2.1400 from any hospital phone.

Deaf & Hearing-Impaired Services
To ensure effective communication with patients and their companions who are deaf or hard of hearing, we provide appropriate auxiliary aids and services free of charge, including:

• Sign language
• Oral interpreters
• Video interpreting
• TTYs
• Note takers
• Written materials
• Telephone handset amplifiers
• Assisted-listening devices and systems
• Closed captioning of most hospital programs

Please ask your nurse or other hospital personnel for assistance, or contact the Patient Relations Department at 860.972.1400 (voice) or 860.545.2260 (TTY).

Patient Privacy
Notice of Privacy Practices

Privacy of patient information
We comply with the Health Insurance Portability and Accountability Act (HIPAA) and keep information about you confidential.

Hartford Hospital’s responsibilities
The hospital receives and generates information about you which is deemed protected health information (PHI). We must inform you of the ways in which your PHI will be used and/or disclosed in the Notice of Privacy Practices.

The following summarizes your rights contained in the notice. You have the right to:

• Receive the notice of Hartford Hospital’s privacy practices.
• Request a restriction of the use and/or disclosure of your PHI.
• Opt out of our facility directory, thereby requiring us to not acknowledge that you are here at Hartford Hospital to anyone in the public who may ask for you.
• Access your PHI.
• Request an amendment to your PHI.
• To request an amendment to your PHI.
• Complain if you feel your privacy rights have been violated.

The hospital is required to notify you if we cannot abide by a requested restriction on how your information is used or disclosed.

If you have further questions or concerns about your PHI contact a patient advocate through the Patient Relations Department at 860.972.1400 or 2.1400 from any hospital phone.

Your rights as a hospital patient
You have the right to receive necessary hospital services covered by Medicare or your Medicare Health Plan if you are a plan enrollee.

• You have the right to know about any decisions that the hospital, your doctor, your plan, or anyone else makes about your hospital stay and payment.
• Your doctor, your plan or the hospital should arrange for services you will need after you leave the hospital. Medicare or your plan may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your plan. You have a right to know about these services, how payment will be made and where you can get services. Talk to your doctor, a representative of your plan, your case coordinator or other hospital personnel.
Medicare appeal rights

Date of discharge: When your doctor determines that you can be discharged from the hospital you will be advised of the date. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your plan.

Your right to an immediate appeal without financial risk: If you think you are being asked to leave the hospital too soon when advised of your planned date of discharge, you have the right to appeal to your Quality Improvement Organization (also known as a QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free, 24 hours a day, at 1.800.MEDICARE (1.800.633.4227), or TTY/TTD: 1.877.486.2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a non-coverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other appeal rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your plan) before you leave the hospital. However, you will have to pay for the cost of your additional days in the hospital if the QIO (or your plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your plan).

Patients’ Rights from the Centers for Medicare and Medicaid (CMS) Services - §482.13 Condition of participation

Hartford Hospital is committed to providing all patients with the opportunity to express dissatisfaction in accordance with §482.13(a)(2), as stated in the Conditions of Participation under Patients’ Rights from the Centers for Medicare and Medicaid Services. The law and regulations may be examined at the Patient Relations Department, 80 Seymour Street, Hartford, CT 06102, 860.972.1400, which has been designated to coordinate the efforts of Hartford Hospital to comply with the regulations.

- A complaint is an issue that is easily solved by staff present or anyone who can quickly be at the patient’s location while the patient is still in the hospital. For example, the staff may request a nursing supervisor, patient advocate or another administrative member of the staff to assist in resolving the issue.

- A grievance is a written complaint by a patient or the patient’s representative regarding the patient’s care, abuse or neglect, issues related to the hospital’s compliance with CMS’ Hospital Condition of Participation, or a Medicare beneficiary billing complaint related to rights and limitation.

A written acknowledgement of all grievances will be made to the person filing it within seven business days. If the grievance is still under investigation after seven business days, an estimated time for final response will also be communicated to the complainant with the written acknowledgement of receiving the grievance. Periodic communication will continue if the resolution takes longer than 30 days.

The patient, or the patient’s representative, has the right to file a complaint with the State of Connecticut, Department of Public Health, 410 Capitol Ave., Hartford, CT 06134. Telephone number: 860.509.7400, 1.800.842.0038 or TTY: 860.509.7191 at any time.

The patient, or the patient’s representative, has the right to file a complaint with the Joint Commission on their website: www.jointcommission.org; through e-mail: complaint@jointcommission.org; by writing to the Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181; or by calling 1.800.994.6610.
Advance Directives
You have the right to make health care decisions about the medical care you receive. If you do not want certain treatments, you have the right to tell your physician you do not want them and to have your wishes followed.

You also have the right to receive information from your physician to help you reach a decision about what medical care is to be provided to you.

There may come a time when you are unable to actively participate in determining your treatment due to serious illness, injury or other disability. An advance directive is a legal document through which you provide your directions or express your preferences concerning your medical care and/or appoint someone to act on your behalf. Physicians and others will use these directives when you are unable to make or communicate your decisions about your medical treatment.

A summary of Connecticut law has been prepared by the Office of the Attorney General for the Department of Social Services and Department of Public Health, ©2009. For printed copies, please visit the Patient Relations Department or call 860.972.1400.

Medical Records
(Health Information Management)

As a patient, you have the right to a copy of your medical record. In order to receive a copy of your record or to have a copy of your record sent to a third party, you are required to put your request in writing on a valid authorization form (you can not simply tell someone). In some instances, there is a per-page fee for copies of medical records.

The Medical Records Department is located on the first floor of Hartford Hospital in room 139. You may also contact them by phone at 860.545.4764 to complete an authorization to disclose form. Receiving a copy of your medical record may take up to 30 days.
Our Commitment …

The Institute of Living is committed to providing the best and safest patient experience. We believe that actively involving patients and families in their own care improves the patient’s experience of the hospital and overall patient safety.

When patients are engaged as active participants in their own care, they are more informed of treatment choices and possible complications. Patients and their families can be an important source of feedback because, with their unique perspective, they often observe things that are important to support care and patient safety.

We hope this “Patient Health Care Journal” is a tool that we have developed to improve communication among staff, patients and families. This journal provides a vehicle to enable the hospital to share important information with patients and families. In addition, it provides a place for patients, families and staff to write down questions, important care points and share information among family members. This journal will encourage you to become more involved in your care and partner with the hospital staff to identify priorities in daily care.

On behalf of the entire team, we thank you for choosing the Institute of Living.

from left to right

Ellen Blair, APRN
Director of Nursing

Theodore Mucha, MD
Medical Director

Annetta Caplinger
Director of Clinical Operations & Network Development

Harold Schwartz, MD
Psychiatrist-In-Chief, Vice President Behavioral Health
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Thank you for choosing Hartford Hospital’s Institute of Living. We strive to provide an exceptional experience for each patient and family every day. If you would like to recognize someone who made a difference for you, you may call, send a letter or make a gift donation.

Please notify the Fund Development Department at 860.545.1265 or contact them through their website at giving.harthosp.org/tribute.

Guide
for patients, family and health care providers

Please contact the Unit Manager (information at right) if you have any questions or concerns.

Living Our Values

Integrity
We Do the Right Thing

Caring
We Do the Kind Thing

Excellence
We Do the Best Thing

Safety
We Do the Safe Thing
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Patient Health Care
Guide Journal
for patients, family and health care providers

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