You’ve come to the right place. Our highly skilled staff is honored to take care of you and your family. Your care is the focus of everything we do.

When you come to Hartford Hospital, you aren’t just visiting one hospital — you are tapping into Connecticut’s most comprehensive health network, Hartford HealthCare.

We want you to know how exceptional our team is. Their contributions make a difference in the lives of those who come to us in times of need. They don’t just apply their knowledge and experience to their jobs. They pour their hearts into their work and create special moments for patients and their loved ones each and every day.

We encourage you to get to know them and tell them if there’s anything you need while you are here.

Thank you for trusting us with your care. Although you may have chosen Hartford Hospital for our clinical expertise, we hope you remember us for our dedication, kindness and compassion.
Interpreters, Deaf and Hard of Hearing

We provide interpretation services for deaf, hearing-impaired and limited English speaking patients and their families to help them understand and be understood.

We also provide appropriate auxiliary aids and services free of charge, including:

- 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. You can also call 860.972.1400 or 21400 from any hospital phone and select option 4.
Parking

The public parking garage is attached to Hartford Hospital’s Medical Office Building at 85 Seymour Street and is accessible 24 hours per day.

Valet parking is available at the main entrance 24 hours per day. Valet services are also available at the Jefferson Building Monday through Friday between 5 a.m. and 7 p.m.

Weekly and monthly parking passes available $25/week and $75/month.

Purchase using cash, check or credit card at the hospital cashier, located on the first floor of the High Building in room 136. The cashier’s hours are Monday through Friday, 8 a.m. to 4 p.m.

Rates for valet and the public parking garage:
- First 20 minutes: no charge
- 21 minutes to 1 hour: $2.00
- 1 hour to 90 minutes: $3.00
- 90 minutes to 2 hours: $4.00
- 2 hours to 3 hours: $5.00
- 3 hours to 4 hours: $6.00
- 4 hours to 5 hours: $7.00
- 5 hours to 6 hours: $8.00
- 6 hours to 24 hours: $9.00
- Fee for a lost ticket: $9.00
Visitors

Thank you for visiting our healthcare center. We are attempting to limit the spread of the new COVID-19 virus.

At this time, those individuals accessing campuses for non-healthcare related services such as restaurants, cafeteria, ATM and gift shop services will not be granted access. We are sorry for the inconvenience and appreciate your understanding of our efforts in supporting the work to slow the spread of the virus.

Hartford Hospital Visitor Plan
June 17, 2020

All visitors must:
• Screen negative upon arrival
• Wear a mask at all times
• Maintain social distancing while on campus

For visitors of non-COVID patients:
• One visitor at a time
• Visiting hours are noon to 8 p.m.
• Patients in semi-private rooms will have one visitor per room. Visitors are recommended to keep their visits brief in an effort to allow visitors for other patients
• Patients with disabilities who are in need of a support person will have caregiver access 24/7 for designated caregivers
• No visitors under the age of 16. Exceptions may be made for end of life/CMO
• Behavioral Health Network/IOL policies will vary based on location

Maternity patients:
• One support person allowed; no other visitors

COVID-positive and those patients waiting for COVID test results:
• No visitors at this time

Screening for symptoms and travel restrictions
All persons entering the facility (visitors, patients arriving for procedures, support persons, vendors, and contractors) will be screened. If any visitor/vendor/ contractor fails the screening process, they will be denied access.

If you have been approved to visit your family or friend, we want to be sure you are at low risk of unknowingly carrying the virus. We will ask you some questions and take your temperature. We will not be recording or documenting the results of the screening. As expectations around visitation continue to evolve please visit www.cdc.gov for updates regarding limitations around travel.
Your Care Team

**Hartford Hospital uses color-coded uniforms for certain roles so you can identify your caregivers.**

- **Registered Nurses** provide nursing care and help to plan, organize and direct all aspects of your daily care.
- **Technicians** perform a variety of services including bathing, toileting, feeding, walking and taking vital signs like blood pressure, pulse and temperature. Staff wearing green may include patient care assistants, medical and dental assistants and radiology technicians.
- **Rehabilitation professionals like physical therapists, occupational therapists** and speech language pathologists focus on your ability to move and perform functional activities.
- **Respiratory Therapists** evaluate, treat and prevent acute or chronic problems with breathing.
- **Physicians** provide medical management and consultation. They include:
  - **Attending physicians**, who are responsible for overseeing your care and supervising some members of the care team
  - **Hospitalists**, who will see you on a daily basis, manage care during your stay, interact with your primary care physician and work on your transition from the hospital.
  - **Residents**, who are medical school graduates training in their specialty under the supervision of practicing physician teachers.
- **Nurse Practitioners (NPs)** and **Physician Assistants (PAs)** work with the physician team to oversee your medical care.
- **Unit Aides** support the routine daily needs of patient care units.
- **Technologists** operate sophisticated medical equipment to support proper diagnostics and treatment.
- **Pharmacy Technicians and Equipment Technicians** perform a wide range of tasks, including processing medications and managing equipment and supplies.
- **Laboratory** draws blood for clinical or medical testing, transfusions and research.
- **Clinical Dietitians** assist with your nutritional care and help with special or restricted diets, tube feeding and parenteral nutrition.
- **Catering Associate** is the server responsible for ensuring your nutritional needs are met throughout your stay. They will take your menu selections, deliver your meals and provide you with any additional dietary needs.
- **Patient Administrative Associates** answer patient calls for assistance and provide administrative support for the department.
- **Patient Advocates** help patients and family members with any questions, concerns, compliments or problems. To reach an Advocate, call 860.972.1100 or extension 21100 Monday through Friday between 7 a.m. and 3:30 p.m.
- **Case Coordinators** are registered nurses who follow your medical progress to ensure that you transition to the correct level of care when the time is right.
- **Environmental Service Associates** ensure a clean environment by performing routine housekeeping, replenishing supplies and caring for important equipment.
- **Clinical Social Workers** support you and your family dealing with the challenges or stress of injury, a new diagnosis, unexpected changes in health or serious illness.
Fall Prevention

There are things YOU CAN DO to avoid falling while in our care:

• Wear the double-sided grip slippers or non-skid shoes when out of bed

• Notify our staff immediately if any fluid is spilled on the floor

• Move 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. Work with our staff to assist you, especially if you feel weak, dizzy, tired, or uncertain of your ability

• Notify our staff immediately even if you almost fall or just lose your balance a bit. We can assist you in confidently moving about

Things that WE WILL DO to be sure your stay is safe:

• We will work with your doctors and caregivers to determine if you are at a higher risk of falling. Your nurse assesses your risk of falling when you are admitted to the hospital and then throughout each day.

• If you are at risk, we will provide special care and support including:

  • Signage to advise caregivers and loved ones to inform them that we are paying special attention to your mobility

  • You will be given a yellow bracelet to let our caregivers know to support you wherever you are in our hospital or facilities. Even your slippers will be yellow and have a special grip pattern to keep you from slipping!

  • Your bed or chair may be equipped with an audible signal to let us know you have moved away and need our assistance. Do not turn off your bed or chair notification device. And please do not sit on the edge of the bed as you may slide off or fall.

  • Our caregivers will assist you with the appropriate equipment, and remain with you while you use the bathroom. Most falls happen in this situation.

And in all cases remember: CALL... so you DON’T FALL!
**Preventing Blood Clots While Hospitalized**

Deep Venous Thrombosis (DVT) is a blood clot in a vein. The biggest danger is a clot that breaks off and travels to the lungs. This is called a Pulmonary Embolism (PE) and it can be life threatening.

While in the hospital, you may be at risk for developing a blood clot. Immobility from extended sitting and/or bed rest while in the hospital, in addition to major surgery and trauma, such as broken bones or catheters in a big vein, could increase your risk. These are in addition to certain medical conditions such as cancer, heart attack, and obesity, as well as other risk factors such as smoking, taking birth control pills and a personal or family history of previous blood clots.

**Here are some things you can do to prevent a blood clot while in the hospital:**

- Know the signs of a DVT and PE and report any of these to your care team immediately. DVTs can occur in the arms or legs; pain, swelling, redness, warmth, numbness and/or tingling may occur. PEs, a blood clot in the lungs, may cause you to have difficulty breathing, chest pain, and/or a fast heart rate.

- Avoid sitting or lying in one position for long periods of time. Change your position at least every two hours or the team will assist you if you are unable to do so on your own.

- Aim to walk 100 feet three times a day, but always ask for assistance before you move about

- If you do smoke, discuss with your care team a plan to avoid using tobacco products once you are discharged.

**Things that we will do to assist you in avoiding a blood clot:**

Your doctors and caregivers will assess your risk of developing a blood clot when you are admitted to the hospital or at other critical times during your admission. If you are at risk, we will provide special care and treatment including:

- Medications, commonly known as “blood thinners,” may be prescribed for you during your hospitalization and may need to be continued after you are discharged. These include heparin, enoxaparin (Lovenox), or aspirin.

- You may need to wear special devices called Sequential Compression Devices (SCDs) on your legs or arms that will increase blood flow. SCDs applied to your legs may be knee high or thigh high. Wearing these on your legs may place you at increased risk of falling, so we ask that you always call your caregivers before trying to get out of bed.
Skin Care

During Your Stay

You may find yourself needing to spend most of your stay in a bed or in a chair. We want to be sure that you do not develop any skin irritation or injury as a result of having limited mobility.

Here are some things YOU CAN DO to avoid irritation and injury:

- While in bed, change your position at least every two hours. The team will assist you if you are unable to turn on your own.
- While sitting in a chair, shift your weight at least every hour. If you can’t move yourself, ask one of us to help you.
- Eat a balanced diet to maintain healthy skin and help heal any wounds.
- Exercise your body to stay as strong and flexible as possible. Ask for assistance before you attempt to move about.
- Discuss your toileting habits with your team so that we can keep your skin clean and dry.
- Sometimes, turning in bed, sitting in a chair or taking a walk can seem difficult because of discomfort or fatigue. Talk to your care team to discuss options to improve your comfort while keeping your mobility.

In addition to the assistance listed above, here are some things WE CAN DO to assist you with avoiding injury:

- We may use special polyurethane preventive dressings that can be applied to high risk bony areas.
- A barrier cream or spray and special under pads may be used to protect your skin from wetness. Diapers are discouraged as they don’t support keeping your skin healthy.
- We may provide special products, such as mattresses and chair cushions that can help reduce pressure on your skin.

We are committed to keeping you and your skin healthy during your stay. Please ask us any questions you may have regarding care.
Your Rights Concerning Medicare

As a hospital inpatient you have the right to:
• Receive Medicare covered services. This includes medically necessary hospital services and services you may need after you are discharged, if ordered by your doctor. You have a right to know about these services, who will pay for them, and where you can get them.
• Be involved in any decisions about your stay and know who will pay for it.
• Report any concerns you have about the quality of care you receive to the Quality Improvement Organization (QIO):
  - Name of QIO: Kepro
  - Telephone Number of QIO: 1.844.455.8708

Planning for your transition from the hospital:
During your hospital stay, your care team will be working with you to prepare for your safe transition and arrange for services you may need after you leave the hospital. When you no longer need inpatient care, your doctor or the hospital staff will inform you of your planned discharge. If you have concerns, talk to your doctor, a representative of your plan, your case coordinator, or any member of your care team.

Medicare appeal rights
You have the right to ask for a review of the discharge decision by the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) before you leave. A BFCC-QIO is a type of quality improvement organization (a group of doctors and other healthcare experts under contract with Medicare) that reviews complaints and quality of care for people with Medicare. Information regarding your Discharge Appeal Rights has been provided to you (Important Message From Medicare) which contains information on your BFCC-QIO. If you don’t get this notice, please ask for it. For more information you may call Medicare toll free/24 hours a day at 1.800.MEDICARE (1.800.633.4227). TTY users should call 1.877.486.2048.

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. The QIO is authorized by Medicare to provide a second opinion about your readiness to leave.
Preparing to Leave the Hospital

Your care team will already be planning for the day you are ready to go home, or to another facility, within the first one or two days of admission. We will keep you informed about your transition date and time as your care progresses.

It is important that you fully understand your discharge plan to ensure your continued healing, safety, and comfort. You will receive these instructions in writing. Before you leave the hospital, ask questions about all of your medications, and be sure you know what medications are being prescribed, the proper dosage, how and when to take the medication, and possible side effects. Ask the care team if you do not understand any information shared with you and find out what you can do to help yourself get better.

Your case coordinator can assist you with choosing a home health agency, a skilled nursing facility, or rehabilitation hospital as determined to be necessary for your successful transition from Hartford Hospital.

Please collect all personal belongings when you leave. If you have a pink voucher that shows you have valuables stored in our hospital safe, please let a member of your care team know so that they may be retrieved. You may call the Cashier’s Office at 860.972.2119, or 22119 from any hospital phone, to check if you have anything of value in the safe.

- If your belongings are missing, please contact Lost & Found at 860.972.LOST (5678) or 25678 from any hospital phone.
- If something of value is missing, please contact Public Safety at 860.972.2147 or 22147 from any hospital phone.
- If you have any questions, please contact Guest Services at 860.972.1400 or 21400 from any hospital phone.

We are not responsible for belongings, valuables or personal items kept in your possession during admission and we are not responsible for replacing electronic devices such as cell phones, iPads or laptops.

Patient-Designated Caregivers

You are able to designate a caregiver to help you with post-discharge tasks like basic activities of daily living and support tasks like wound care, administering medications and using medical equipment.

If you choose to name a caregiver, we will place this caregiver’s name and contact information, and their relationship to you, in your medical record. We will make reasonable attempts to notify your designated caregiver of your pending discharge. Naming a caregiver does not replace your access to formal home care services, when you and your care team have identified this as being necessary for a successful transition to home. Should you need homecare services following your transition from the hospital our Hartford HealthCare at Home team can provide that for you. They can be reached at 1.800.HOME CARE.
Discrimination is Against the Law

Hartford HealthCare complies with applicable State and Federal civil rights laws and does not tolerate discrimination against any person, including patients and health care team members, on the basis of race, color, national origin, ethnicity, culture, language, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, or any other characteristic protected by law.

Hartford HealthCare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Elizabeth Begley at 860.972.3197.

If you believe that Hartford HealthCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Elizabeth Starr
Civil Rights Coordinator
80 Seymour Street
Hartford, CT 06102
860.972.2625
TTY 860.545.2247
Fax 860.545.4771, or e-mail
Elizabeth.Starr@hhchealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Elizabeth Starr, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file/index.html
Patients with disabilities who receive care at the Hospital may have a designated support person(s) present with them to support their disability needs as set forth in this policy.

Procedure:
1. Patients with disabilities* may have one designated support person** with them at any time they are in the Hospital for care and treatment to physically or emotionally assist them or to ensure effective communication during their stay at the Hospital, provided proper precautions are taken to contain the spread of infection.

2. When the period of time any such patient with disabilities will remain in the Hospital will be longer than one day, such patient or his or her family or caregiver may designate up to two support people, provided only one support person may be present at a time. This restriction must be explained to the patient and support person in plain terms, upon arrival or, ideally, prior to arriving at the Hospital. Hospital staff should ensure that the patient or his or her family or caregiver fully understands this restriction, allowing the patient to decide who he or she wishes to identify as his or her support person.

3. Any such support person must be asymptomatic for, or not have previously been confirmed positive for, COVID-19 or any communicable disease. Hospital staff must screen any support person for symptoms of COVID-19 (e.g., fever, cough, shortness of breath, or potential exposure to individuals testing positive for COVID-19) and conduct a temperature check prior to entering the clinical area and every twelve hours thereafter. For other communicable diseases support staff will be screened based on HHC’s infectious disease guidelines. Any support person suspected of having been exposed to COVID-19 or any other communicable disease, may be denied access where attendant risks of such access cannot be reasonably mitigated. The determination of potential exposure shall be based upon CDC Guidance, as updated, on Community Related Exposure.

4. The Hospital shall provide appropriate Personal Protective Equipment (PPE) to be worn by the designated support person as instructed by the Hospital for the duration of the visit. If the Hospital does not have PPE for the support person, PPE supplied by the support person that the Hospital finds adequate may be used.

5. The Hospital shall determine and inform the patient and the designated support person of any policy governing the designated support person attendance including the entrance and exit policy of the Hospital. Any such support person who leaves the Hospital shall be screened as provided in subsection (d) above upon his or her re-entry.

6. The support person shall comply with all reasonable requirements imposed by the Hospital to minimize the potential spread of infection.

7. Notwithstanding the foregoing, every effort shall be made to support the patient with disabilities employing virtual communication options whenever possible. Nothing in this order should be interpreted as altering the Hospital’s obligations to provide patients with effective communication supports or other required services, regardless of the presence of a designated support person or other reasonable accommodation, consistent with applicable federal or state law and regulations.

8. Notice of the Hospital’s support person policy including the requirements contained herein shall be posted at patient entry points in the Hospital, on the Hospital’s website and be provided to the patient at the time services are scheduled or initiated.

Definitions: * “Patients with disabilities” may include, but is not limited to, altered mental status, physical, intellectual or cognitive disability, communication barriers or behavioral concerns, who need assistance due to the specifics of their disability.

** “Designated Support Person” means a family member, personal care assistant, similar disability service provider, or other individual knowledgeable about the management of their care.
At Hartford HealthCare, our patients and team members are expected to maintain a safe environment and be treated with courtesy, dignity and respect. This place of caregiving will be free of threats, violence, disrespectful communication, abuse or harassment of other patients or members of the Hartford HealthCare community. Hartford HealthCare does not tolerate discrimination against any person, including patients and team members, on the basis of race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, or any other characteristic protected by law.

Hartford HealthCare is committed to providing our patients and families with their rights and responsibilities.

As a patient you have the right to:
1. Be informed about and participate in your care and treatment plans.
2. Make informed decisions.
3. Have your physician and/or a person of your choice notified of your admission to the hospital.
4. Know the names of the healthcare providers and their role in your care.
5. Have consideration for personal privacy and confidentiality.
6. Have a reasonable response to requests.
7. Request medically appropriate and necessary treatment.
8. Refuse treatment as allowed by law.
9. Receive treatment and accommodations in an environment that is sensitive to your beliefs, values, cultures and spiritual needs.
10. Request a second opinion about your care.
11. Receive assessment and be informed of treatment methods and management of your pain or discomfort.
12. Be provided with free interpreter services as needed.
13. Create an advance directive.
14. Be free from abuse or harassment.
15. Be free from restraint of any kind that is not medically necessary or required to maintain the safety of patients or staff.
16. Be informed about the care you will need after discharge.
17. Receive and obtain copies of your medical records.
18. Receive information about an explanation of costs related to care provided.
19. Request that an autopsy be performed either here or arrange for any other institution of choice to perform.
20. The right to receive designated visitors during scheduled visiting hours and ability to withdraw consent for visitation for any or all visitors at any time.
21. Express a complaint or grievance by contacting the Office of Patient and Family Affairs.

In order to provide the best possible service to our patients, a Patient Advocate is available to assist you. Should you or family have questions about the hospital, comments about your care, suggestions on improving our services or a need for someone to listen, please contact a Patient Advocate by dialing 860.972.1100.

Office of Patient & Family Affairs
Hartford Hospital
80 Seymour Street Hartford, CT 06106
Phone: 860.972.1100 TTY: 860.545.2247
hhadvocacy@hhchealth.org

Connecticut Department of Public Health
410 Capitol Avenue Hartford, CT 06134
Phone: 860.509.7400 or 1.800.842.0038
TTY: 860.509.7191
www.ct.gov.dph

The Joint Commission
The Office of Quality and Patient Safety (OQPS)
Oakbrook Terrace, IL 60181
Phone: 1.800.994.6610 Fax: 630.792.5636
www.jointcommission.org

This Statement of Patient Responsibilities was designated to demonstrate that mutual respect and cooperation are basic to the delivery of quality healthcare.

You are responsible to:
1. Inform the medical team for any health problems or changes.
2. Provide accurate and complete information about your health.
3. Observe all hospital rules and regulations and do everything possible to ensure that your visitors do the same.
4. Be considerate of other patients and hospital staff and employees.
6. Take reasonable measures to protect your personal belongings.
En Hartford HealthCare, esperamos que los pacientes y los integrantes del equipo mantengan un ambiente seguro y sean tratados con cortesía, dignidad y respeto. Esta sede de atención médica estará exenta de amenazas, violencia, comunicación irrespetuosa, abuso y/o acoso de parte de otros pacientes o miembros de la comunidad de Hartford HealthCare. Hartford HealthCare no tolera la discriminación contra ninguna persona, incluidos los pacientes y los integrantes del equipo, por cuestiones de raza, color, nacionalidad, origen étnico, cultura, discapacidad, edad, sexo, religión, condición socioeconómica, orientación sexual, identidad o expresión de género, ni por ninguna otra característica que esté protegida por la ley.

Hartford HealthCare se compromete a otorgarles a nuestros pacientes y a sus familias derechos e imponerles obligaciones.

Como paciente usted tiene el derecho de:

1. Recibir información y participar en los planes para su atención médica y tratamiento.
2. Tomar decisiones informadas.
3. Que en caso de que a usted se lo admita al hospital, se notifique a su médico y/o a otra persona que usted elija.
4. Conocer los nombres de los prestadores de atención médica y la función que cumplen en su cuidado.
5. Que se tenga consideración con su privacidad y confidencialidad personal.
6. Recibir respuestas razonables a sus solicitudes.
7. Solicitar tratamiento médicamente adecuado y necesario.
8. Rechazar tratamiento según permita la ley.
9. Recibir tratamiento y adaptaciones en un entorno coherente con sus creencias, valores, cultura y necesidades espirituales.
10. Solicitar una segunda opinión sobre su atención.
11. Recibir evaluaciones e información sobre métodos de tratamiento y control del dolor o malestar.
12. Que le ofrezcan los servicios de un intérprete sin costo para usted según sea necesario.
13. Elaborar una directiva médica anticipada.
14. No ser sometido a abuso o acoso.
15. No ser sometido a restricciones de ningún tipo que no sean médicamente necesarias ni se requieran para mantener la seguridad de los pacientes o del personal.
16. Recibir información sobre la atención que necesitará después de que le den el alta.
17. Recibir y obtener copias de sus expedientes médicos.
18. Recibir información sobre el detalle de los costos relacionados con la atención prestada.
19. Solicitar que se realice una autopsia ya sea en este centro o programar que la realice cualquier otra institución de su elección.
20. Recibir a las visitas designadas durante el horario de visitas y tener la capacidad de retirar el consentimiento para que lo visiten alguna o todas sus visitas en cualquier momento.
21. Comunicarse con la Oficina de Asuntos del Paciente y la Familia para expresar una queja o presentar un reclamo.

Para brindarles nuestros pacientes el mejor ejercicio posible, un Abogado de Pacientes está disponible para ayudarle. Si usted o su familia tiene preguntas acerca del hospital, comentarios acerca de su atención, sugerencias sobre cómo mejorar nuestros servicios o necesita a alguien que lo escuche, llame al 860.972.1100 para comunicarse con un Abogado de Pacientes.

Office of Patient & Family Affairs
Hartford Hospital
80 Seymour Street Hartford, CT 06106
Phone: 860.972.1100 TTY: 860.545.2247
hhadvocacy@hhchealth.org

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Phone: 1.800.994.6610 Fax: 630.792.5636
www.jointcommission.org

La presente Declaración de Responsabilidades del Paciente fue designada para demostrar que el respeto y la cooperación mutuos son básicas para la prestación de una atención médica de gran calidad.

Usted tiene la responsabilidad de:

1. Informar al equipo médico acerca de cualquier problema o cambio en su salud.
2. Brindar información exacta y completa sobre su salud.
3. Respetar todas las normas y reglamentos del hospital y hacer todo lo posible por asegurar que también lo hagan quienes lo visitan.
4. Ser considerado con los otros pacientes y con el personal y los empleados del hospital.
5. Cumplir sus compromisos financieros para con Hartford HealthCare. Contamos con planes de pago y ayuda financiera para quienes califiquen.
6. Tomar medidas razonables para proteger sus objetos personales.
# Important Phone Numbers & Television Channels

<table>
<thead>
<tr>
<th>Phone number</th>
<th>Extension from any hospital phone</th>
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<tbody>
<tr>
<td>Contact a Patient</td>
<td>860.972.2711</td>
</tr>
<tr>
<td>Food and Nutrition Services</td>
<td>860.972.3663</td>
</tr>
<tr>
<td>Public Safety</td>
<td>860.972.2147</td>
</tr>
<tr>
<td>Patient Advocates</td>
<td>860.972.1400</td>
</tr>
<tr>
<td>Integrative Medicine</td>
<td>860.972.4444</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>860.972.5678</td>
</tr>
<tr>
<td>Social Work</td>
<td>860.972.2966</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>860.972.2251</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>860.972.2855</td>
</tr>
<tr>
<td>To contact any department not listed here, call 860.972.5000 or 25000 from any hospital phone.</td>
<td></td>
</tr>
</tbody>
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## Television

For television related questions or issues, call 860.972.1999 or 21999 from any hospital phone.

<table>
<thead>
<tr>
<th>Channel</th>
<th>Number</th>
<th>Channel</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapel</td>
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