Welcome to Hartford Hospital

You have come to the region’s leading tertiary medical center with a world class medical staff, supported by over 7,000 extraordinary nurses and staff members. While you are here we will each do everything we can to ensure that your stay is as comfortable as possible.

Hartford Hospital is the major teaching hospital affiliated with the University of Connecticut Medical School, serving the New England region. Our reputation for providing complex and innovative care to those in need is built on a foundation of excellence in patient care, teaching and research. Our high-quality programs have continually been recognized for excellence by the Federal Government, U.S. News and World Report, Solucient, Blue Cross/Blue Shield and the National Cancer Institute, to name a few.

Hartford Hospital performed the first successful heart transplant in the state, and pioneered the use of robotics in surgery. We maintain the only Level I Trauma Center in the region, and operate the state’s only air ambulance system, LIFE STAR.

Our medical staff is the finest in the state. Many of our physicians enjoy national reputations as being among the most experienced practitioners in their fields. Our nursing staff is also superbly trained and attentive. Our entire team of professionals takes great pride in the quality of the care we provide and in the integrity of our institution. We are here first and foremost to meet your needs and expectations. We welcome your suggestions so that we can continually improve our services.

If you have questions, please speak with your nurse or call your Patient Advocate at 860.545.1400.

I wish you the best on your journey to physical and emotional healing.

Jeffrey A. Flaks
President & CEO, Hartford Hospital
Contact Information
To ask about a patient who may be staying at the hospital, contact
Patient Information: 860.545.5000

Visiting Hours Noon to 8PM
Hartford Hospital respects, protects, and promotes patient rights. Visitation rights include the right for patients to receive visitors that they have designated unless their presence infringes on others rights, safety or is medically or therapeutically contraindicated. Patients also have the right to withdraw permission for a person to visit. Designated visitors can be a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. A support person may make this designation on your behalf, if appropriate.

An adult, other than the patient, is responsible for supervising children under the age of 16 who are visiting and must not leave them alone anywhere.

If you or your support person believes that your visitation rights have been violated, please contact Patient Relations at 860.545.1400.

Individuals with respiratory infections or a contagious condition should not visit patients in the hospital.

Hartford Hospital asks visitors not to send or bring latex toy balloons to the hospital because some people are allergic to latex.

Tobacco-Free Environment
Smoking is a major preventable cause of disease and death. Your health care providers care about you and the health of those around you. A tobacco-free environment helps us ensure that we are doing all we can to promote the health of everyone on our 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. Please ask your doctor or nurse to help you find the help you need.

- Do not smoke: Smoking is hazardous to your health and those around you. For assistance:
- Speak with your physician about medications that might be available to help you quit.
- Call the QUITLINE at 1.866.END.HABIT or
- Hartford Hospital Stop Smoking for Life at 860.545.3127

Mobile Phones in a Hospital Environment
The use of wireless communication devices is prohibited in critical areas where patients are dependent on monitoring for life support, as well as in locations where patients are receiving therapy.

In an emergency, wireless communication devices should be kept at least 10 feet away from any piece of medical equipment.

Wireless communication devices may be used in non-patient areas such as stairways, lobbies, the cafeteria, conference rooms, offices or outside on campus grounds.
Patient Safety

Hartford Hospital Patients Safety Guide
Every member of your health care team at Hartford Hospital is committed to making your stay with us as safe as possible. We ask patients and families to partner with us so we can provide the best possible care.

If you have questions or concerns about patient safety at Hartford Hospital, please let us know. Your caregiver is your advocate, so he or she should be the first person involved. We encourage you to ask questions about what your caregivers are doing and why. If you feel your caregiver does not address your safety concerns, please contact the nursing unit manager. You may also contact the Patient Safety Office at 860.545.2625.

Family and friends
Alerting your family and friends to your condition can help them advocate for you if you are unable to provide your own information or speak up for yourself. They may also be able to alert medical staff to changes in your condition. Ask for help when you need it.

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 and 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.

Know about medication safety
Tell caregivers about all of the medications you are taking, including vitamins, over-the-counter drugs (aspirin, antacids, pain relievers, etc.) and even herbal supplements or “natural” products. These can all have unwanted effects when combined with medications or anesthesia.

Familiarize yourself with the name, color and size of the medications you are taking in the hospital. Ask questions about the medications so you know 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 given to you in the hospital, question the nurse to be certain it is the correct medication for you and that you understand what it is for. Make sure staff checks your identification bracelet prior to giving you medications.

Ask questions about your discharge medications
When you receive a prescription from your doctor, make sure you can read it — if you can’t read it, your pharmacist may not be able to either. Be sure you know the proper dosage and how and when to take the medication. For example, some medications should not be taken with food, while others should be taken with food.

Make sure you understand when and how often to take your medications. If the instructions state to take the medication three times a day, find out if that means every eight hours, or three times during waking hours. Ask about any possible side-effects the medication may have.

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. Speak up.

Make sure you understand your discharge instructions
When it is time to leave the hospital, it is important that you understand your discharge plan to ensure your continued safety and comfort. Ask your doctor — or the physician assistant, APRN, or resident working with your physician — to clearly explain the plan of treatment you are to follow after your hospital stay.

You should receive your instructions in writing from your nurse, but if you don’t, ask for them to be written out for you. Make sure your instructions tell you what medications you need to take and when you may resume normal activities. It is also important to make sure you are aware of any dietary restrictions you should follow. Ask if you will need a follow-up visit with your hospital physician or your primary care physician, and when you should schedule an appointment.
Infection Control

Protect our patients
Do you know the best way to prevent hospital-acquired infections? Washing your hands.

Hand hygiene

All caregivers at Hartford Hospital are EXPECTED to perform hand hygiene before and after EVERY patient encounter.

Follow these steps for infection control:

• Wash thoroughly with soap and water or use one of the many Purell dispensers (waterless hand sanitizers) located throughout our institution.

• Hand sanitizers kill bacteria and viruses, limiting the transfer of these germs to yourself or your loved ones.

• We strongly encourage patients and visitors to ask your caregivers if they have performed hand hygiene prior to examining the patient.

• To further protect our patients we may implement Transmission-Based Precautions, activated when the health care team identifies an organism easily transmitted on our hands or in the air. A sign identifying necessary precautions will be posted at the doorway to alert the health care team to don appropriate protective equipment, such as gowns, gloves or a mask. All staff entering the room must take appropriate precautions.

• If caregivers have neglected to dress appropriately or to perform hand hygiene, we strongly encourage all patients and visitors to remind them to do so.

Infection control is everyone’s responsibility. Always wash your hands.

Please do not hesitate to contact us should any questions or concerns arise during your stay at Hartford Hospital.

For more information, call the Hartford Hospital Infection Control Staff, Department of Infectious Diseases at 860.545.2878.

Fall Prevention:

A fall can be dangerous, possibly leading to an injury and an extension of your hospital stay.

To prevent a fall:

• Wear the double-sided grip slippers or nonskid 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

The nurse assesses your risk of falling when you are admitted to the hospital and then at least twice daily. If you are determined to be at high risk of falling, you will be placed on the hospital’s Fall Prevention Protocol.

• A green triangle will be placed outside of your room and on your stretcher when in transit
• A bracelet will be placed on your wrist

While on fall precautions:

• Never get up from the bed or chair without staff assistance. “Call before you fall”
• Allow the staff to remain with you while you are in the bathroom as this is where many of our most 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.
Contact Precautions
What patients should know about infection prevention and control

Why am I on isolation?
Preventing the spread of infection is a primary goal of health care staff at Hartford Hospital.
Certain bacteria or germs are spread easily from person to person. These germs can even spread to the equipment used to care for the infected person.
A test called a culture has been obtained from you and sent to the lab. This test identified one of these easy-to-spread bacteria.
Based on these lab results, the hospital staff will use special precautions called CONTACT PRECAUTIONS when caring for you. This is a necessary measure to prevent the spread of these bacteria to others.

What can I expect?
• You will be moved into a private room or you may have a roommate with the same infection.
• A CONTACT PRECAUTIONS sign will be posted outside of your room on the door.
• All hospital staff who enter your room are required to wear a gown and gloves. (Exception: those who pass food trays do not need to wear a gown).
• When staff leaves your room they must remove the gown and gloves and perform hand hygiene by washing their hands with soap and water or using the Purell waterless hand sanitizer located outside of your room.
• By wearing gowns and gloves when caring for you, the staff will protect you, other patients and themselves.

What can I do?
• Hand hygiene is the most important thing you can do to minimize your risk of infection.
• Wash your hands before eating and after using the bathroom.
• Visitors should perform hand hygiene by washing their hands or using Purell each time they enter or exit your room. This will help prevent bacteria from spreading and causing infections.
• Tell relatives and friends not to visit you if they have a cold or feel sick.
• Remind your visitors that the hospital is not an ideal place for children. If children visit, they should be carefully watched and hand hygiene should be done at the end of the visit.
Hourly Intentional Rounding

At Hartford Hospital, we’re committed to hourly intentional rounding. By intentionally rounding on you regularly, our goal is to provide you with the best possible experience while you’re in the hospital.

Our goals
To provide extraordinary care for every patient, in every interaction, every day.

Every hour of every day, you should expect the nursing team to talk with you about:

• Your comfort and pain level
• Helping you move and change position as needed
• Assisting you to the bathroom or to walk in the hallway
• Making sure you have everything you need in a place where you can reach it
• Asking if there is anything else we can do for you

What does this mean for you, your family, and your visitors?

It means we are anticipating your needs and monitoring your well being hourly so that you, your family and your visitors can focus on your recovery.

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

Attending Physician
Provides medical management and consultation, ensuring quality, safety and appropriateness of care. Provides education and supervision of resident physician staff. Provides supervision of physician assistants and nurse practitioners.

APRN and PA
An advanced practiced registered nurse (APRN) is a registered nurse with advanced academic and clinical experience. A physician assistant (PA) is a medical practitioner with an advanced degree who works under the supervision of a licensed doctor.

At Hartford Hospital, these advanced practitioners are part of your health care team and work in partnership with the physician team. Working in collaboration with a physician, an APRN and PA provide high-quality, cost-effective and individualized care for our patients, meeting both the acute care and chronic care needs of our patients and families.

Hospitalist
If you need to be admitted to Hartford Hospital for a medical or cardiac problem, your care may be provided by a hospitalist. Many primary care physicians (PCPs) are office-based, and no longer come to the hospital regularly to see patients. Instead, they request that a hospitalist provide care during your hospitalization.

A hospitalist is a board-certified internal medicine physician who specializes in providing care to people who require hospitalization. The hospitalist will see you on a daily basis, manage your inpatient care, interact with your PCP and consulting physicians, keep you and your family informed and direct your discharge plan.

Your hospitalist will make certain your PCP receives records of your hospitalization. Please make certain you tell your hospitalist who provides your primary care, as well as the names of the physicians who provide your specialist care. This will help your hospitalist keep your health care team involved and informed. Please do not hesitate to ask if you have any questions.
Your hospitalist will not see you again after your discharge from Hartford Hospital. While your primary care physician will be notified of your hospitalization and discharge, please make certain you call your PCP to set a follow-up appointment. Any prescriptions needed following discharge must come from your PCP.

RN (Registered Nurse)
Provides nursing care for patients, families and significant others throughout your hospitalization and in preparation for your discharge. Helps to plan, organize and direct all aspects of your daily care. RNs have special training and experience in caring for your individual needs.

PCA (Patient Care Associate/Nurse’s Aide):
Performs a variety of services, including bathing, toileting, feeding, walking, taking blood samples, performing vital signs (blood pressure, pulse, temperature) and electrocardiogram (EKG) under the direct supervision of the RN.

PAA (Patient Administrative Associate/Unit Secretary)
Greets guests arriving on the nursing unit. Assists with meeting patient needs by answering patient call bell. Provides secretarial support for staff and communicates with all departments.

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

Your Case Coordinator
Our staff welcomes the opportunity to partner with you and your family during your hospital stay. A case coordinator will be assigned to you and will assist with any discharge planning needs you may have. A case coordinator will begin to review your case within 24 to 48 hours of your admission.

You may require skilled health care when you are discharged from the hospital. That care may be provided at a rehabilitation facility or at home with skilled nursing or therapy services from a home care agency. Your physician and members of the health care team can help you determine if you will likely require any of these services. You are encouraged to be an active participant in your discharge planning. You may reach your case coordinator at anytime during your stay by calling 860.545.1475. You may also simply inform your nurse that you wish to speak to your assigned case coordinator.

Rehabilitation Services
The rehabilitation team consists of licensed health care professionals who evaluate, diagnose and treat patients who have conditions that limit their ability to move around or to perform functional activities in their daily lives.

- Physical Therapist: develop treatment plans to promote the ability to move, reduce pain, restore function and prevent disability
- Occupational Therapist: customize strategies for each individual to resolve problems, improve function and support everyday living activities
- Speech-Language Pathologist: work with the full range of human communication and its disorders, including speech, language, cognitive-communication and swallowing disorders
**Respiratory Therapist**
Uses scientific principles to evaluate, treat and prevent acute or chronic dysfunction of the cardiopulmonary system in pediatric and adult populations. Respiratory therapists specialize in the promotion of optimum cardiopulmonary function by educating patients and family members regarding disease specific treatment modalities and medications to improve their quality of life.

**Clinical Social Worker**
Available to all patients, social workers can assist with personal, family, emotional or other issues that can result from the stress of illness, injury, a new diagnosis or other conditions in the home, such as violence or addiction. Recognizing that all family members and friends can be affected by the hospitalization of a loved one, social workers are also available to families. If you wish to see a social worker, ask to speak to your unit social worker or call 860.545.2966.

**Registered Dietitian**
Specially trained in the field of nutrition and diet therapy. Each patient care unit is assigned a registered dietitian to assist with the nutritional care of those patients. Referrals are received for a variety of reasons, including education about special or restricted diets, poor food intake, and alternate means of nutrition such as tube-feeding or parenteral nutrition. Consults are received from health care team members, patients and family members. Patients may request a nutritional consult.

**Chaplain**
Provides emotional and spiritual support to meet the individualized needs of patients and family. If you wish to contact a chaplain in any religion for any reason, call 860.972.2251 or ask any nurse to do so for you.

**Pharmacist**
Provides pharmaceutical services in collaboration with your doctor and other caregivers. These services include dispensing medications, checking prescriptions for allergies, drug interactions and appropriate doses, as well as providing other information and recommendations regarding your drug therapy.

**Anesthesiologist or Nurse Anesthetist**
Provides anesthetics (medications to keep you comfortable) and makes sure you’re safe during surgery. The anesthesiologist also directs your care right after surgery. In some cases, certain tasks may be done or assisted by a nurse anesthetist, a specially trained nurse.

**Patient Relations**
Patient Advocates are available to help patients and their family members with any questions, concerns, compliments or problems that they may have during their hospital stay. A patient advocate can be reached by phone at 860.545.1400 or by fax at 860.545.1488. You can e-mail Patient Relations at patient-relations@hartshosp.org. We sincerely hope your stay at Hartford Hospital will be as pleasant and comfortable as possible.

**Professional Students/Residents**
Hartford Hospital is a teaching facility that sponsors many professional student programs. During the course of your stay you may encounter a student in various supervised roles such as nursing, respiratory care, nutrition support, etc. These students are partnered with a professional in their field of study at all times while they are here.

**Volunteers**
Hartford Hospital’s excellence depends in large measure upon the quality of those who serve its patients. Important in these ranks are more than 1,000 volunteers who augment and complement the professional staff and extend hospital resources.
Hospital Accommodations

Your room
Your room assignment at Hartford Hospital is based upon your admitting diagnosis and the bed availability on the day of your admission. Private rooms at Hartford Hospital are based on the clinical needs of patients.

Calling for assistance
A button to call for assistance is located at your bedside. When you press the button, the patient care unit is alerted that you need assistance, and a light will flash next to your door. A member of the health care team will respond.

Patient Meals

Food & Nutrition Services

Important information concerning our menus
Our food delivery system requires our patients to fill out menus one day in advance. Our “Chef’s Special” will replace menus not received in advance of the next day’s meal service. Please ask your caregiver for assistance.

If you desire additional food, you may select one hot entree and one cold entree from the menu selections. If you desire smaller portions, please write “1/2” within the circled items. Between-meal refreshments or snacks are available from the pantry. Ask your caregiver for details.

Prepared Kosher, vegetarian or other special meals are available upon request.

Please inform your health caregiver of any food allergies in your medical history. We can accommodate your special dietary needs accordingly.

If you have problems with your food tray, wish to make changes, or have questions about your diet, you may dial 5-FOOD (5-3663) from 5:00 a.m. until 7:00 p.m.

Non-discrimination

In accordance with federal regulations, Hartford Hospital does not discriminate on the basis of gender, race, color, national origin, disability, or age in the admission or access to, or treatment or employment in, its programs or 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 will be notified of availability of rooms designated to accommodate the special needs of physically handicapped person(s). If such needs are not identified or vocalized upon admission and present themselves at a later point in the patient’s stay, the patient will be transferred to a unit/room with an accessible bathroom as soon as one is available and the transfer is approved by the patient’s physician.

For further information, contact Patient Relations at 860.545.1400 or the hospital’s Liaison for Regulations and Accreditation at 860.545.2900.

Lost & Found

Please ask your nurse to secure any valuables in the safe and send your non-essential belongings home with friends or family.

On discharge, remember to gather all of your belongings and ask your nurse if anything of value was secured in our safe for your retrieval. If your belongings are missing, please contact Patient Relations at 860.545.1400.

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

You may call the Cashiers Department at 860.545.2119 to check if you have anything of value in the safe.

Hartford Hospital is not responsible for replacing electronic devices such as cell phones, iPods, etc.
Pain Management

Hartford Hospital and your caregivers are committed to addressing and managing any pain issues you may have during your stay. Your caregivers will use a Pain Scale (0 – 10), ranging from zero for no pain to ten for excruciating pain, to help us assess your pain and your response to pain medications. If you are in pain, please call your nurse for assistance.

Pain Scale (1–10)

The Integrative Medicine Service provides pain management without the use of medications. Interventions such as reiki, massage, guided imagery and acupuncture may be beneficial to patients. Please refer to the Integrative Medicine section for more information.

Integrative Medicine

Offering compassionate care to heal body, mind and spirit

Integrative Medicine is a philosophy that integrates alternative-complementary therapies into Western medical practice to improve care and healing. Outcomes have shown that integrative medicine techniques help to decrease anxiety, strengthen the immune system, diminish pain and accelerate healing.

Benefits of our services include:
• Relaxation and reduced anxiety
• Relief of pain, spasms and soreness
• Improved range of motion and flexibility
• Improved digestion and sleep
• A general sense of well-being

Guide Imagery    Therapeutic Massage
Art for Healing    Integrative Medicine Library
Acupuncture      Reiki

The Integrative Medicine Program is a division of the Cancer Center, but is available hospital-wide.

For more information about Integrative Medicine at Hartford Hospital, please call 860.545.4444 or visit us online at www.harthosp.org/integrativemed
Our e-mail is: ITherapy@harthosp.org

Ethics Consultation Service and Hartford Hospital’s Ethics Committee

Hartford Hospital established its Ethics Committee in 1982, one of the first hospitals in the state to do so. The Ethics Consultation Service serves 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 or patient (or their family member or representative) of Hartford Hospital may contact the Ethics Consultation Service or the Ethics Committee for a formal or informal consultation. Both may be reached in a variety of ways: (1) During business hours (8:30 a.m. to 4:30 p.m.), call the Medical Staff Office at 860.545.3200; (2) You may also contact the Director of the Ethics Consultation Service, Barbara Bennett Jacobs, RN, MPH, PhD, by pager at 860.825.9685; (3) After business hours, contact the hospital page operator who will contact the Team Leader on call; or (4) You may contact the Chairperson of the Ethics Committee, Harold Schwartz, MD, at 860.545.7280.
Pastoral Services
Our Department of Pastoral Services has a staff of chaplains present in the hospital at all times to fulfill you and your family’s religious and spiritual needs — of any tradition. The chaplain can help you access the faith resources you want, provide spiritual guidance or help you to sort out your own thoughts and feelings about what is happening. For Catholic and Protestant patients, we can provide pastoral care, rituals and sacraments. For persons of the Jewish faith, we can provide what is necessary for a Shabbat service. A chaplain can contact your pastor, priest, rabbi, imam or your faith community to help support you while you are in the hospital. If you wish to contact a chaplain for any reason, call 860.972.2251 or ask any nurse to do so for you. Chaplains are available 24 hours a day.

The Hartford Hospital Interfaith Chapel
The Chapel is located 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.

Worship services
Roman Catholic Mass is celebrated each Wednesday, Sunday and holy days at 3:45 p.m. Arrangements to attend can be made through your nurse. All services are in the Hartford Hospital Interfaith Chapel.

Interfaith Worship Services:
A 20-minute service every Monday, Tuesday, Thursday and Friday at 12 noon.

Jewish patients: Call Pastoral Services for assistance.

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

Chapel Vision
Pastoral Services broadcasts audio and video religious services from the chapel, which can be seen or heard by patients in their room. Pastoral Services also offers on-demand spiritual wellness videos.

Bereavement Program
The death of a loved one changes the lives of those left behind.

The grief process can be difficult and unsettling. Hartford Hospital has a Bereavement Program that provides bereavement counseling, resources and bereavement support groups to help those in grief.

For further information, call 860.972.2290.

Palliative Medicine Consult Service

What is Palliative Medicine?
Palliative Medicine is compassionate comfort care of the whole patient along with care of those who love and care for the patient. It emphasizes dignity and quality of life for those living with serious illness. Palliative Medicine is not the same as Hospice. The Palliative Medicine Consult Service (PCMS) addresses your physical, emotional and spiritual needs and those of your family. Palliative Medicine can be provided along with aggressive, curative medical care and offers the possibility of healing when cure may not be possible. We accept and support the choices you and your family make about your medical care and help communicate your choices to the medical team.

Can I benefit from Palliative Medicine? You can:
- If you've been diagnosed with a serious illness.
- If you have uncontrolled pain or other physical or emotional symptoms.
- If you or your family needs help with decisions about medical care.
- If you or your family needs support to cope with your illness.

What does the Palliative Medicine Consult Service offer to me and my family?
- Expert management of pain and other physical and emotional symptoms.
- Emotional and spiritual support for you and your loved ones.
- Education about illnesses and treatment options.
- Help with clarifying goals of care and making choices about medical care.
- Communication of your needs to the medical team.
- Assistance with advance care planning (living wills).
- We’ll follow you and your family through the course of the hospitalization or over multiple hospitalizations.
How does the Palliative Medicine Consult Service work with my physicians?
The Palliative Medicine Consult Service (PMCS) communicates regularly with your primary care physician (PCP) and other members of the medical team so that everyone understands the plan of care. We let the team know about your needs and preferences. We will follow you throughout the hospital stay and will see you automatically if you are readmitted.

Who pays for a Palliative Medicine consult?
Most insurance plans will cover our services. The PMCS also relies on philanthropic support to cover those services that are not reimbursed by insurance.

How do I get Palliative Medicine to see my loved one or me?
All consults require an order from the attending physician. Ask your doctor to request a Palliative Medicine consult.

Going Home from the Hospital
Your discharge day
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 retrieve them for you. We will work with you to keep you informed as to your discharge day and discharge time. We will make every effort to facilitate your discharge before 10 a.m., but also know that your discharge time is dependent on your individual needs and discharge readiness. We appreciate your working with us to arrange transportation at the coordinated time on the day of discharge.

Please note that valet and public garage parking (85 Seymour Street) is free on the day of your discharge. If you use the public parking garage please remember to bring your ticket in with you for validation at the front lobby desk.

Your Opinion Counts
Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS®) is a national, standardized survey of hospital patients. HCAHPS (pronounced H-caps) was created to publicly report the patient’s perspective of hospital care.

The purpose of the HCAHPS survey is to allow consumers to make fair and objective comparisons between hospitals and of individual hospitals to state and national benchmarks, on ten important measures of patients’ perspectives of care.

About the survey
The HCAHPS survey contains patient perspectives on care that covers key topics: communication with doctors & nurses, responsiveness of staff, pain & medication management, discharge information, as well as, how clean and quiet the hospital environment was. The survey also includes questions about demographic items, which helps to standardize the differences in hospitals around the country.

You may be contacted at home one to four weeks after leaving Hartford Hospital.

If you’re called you are not required to participate, but your feedback helps us prove we’re doing a great job and also tells us where you think we can improve.
Organ and Tissue Donation

To learn more about organ and tissue donation and how you can become a registered donor, please call LifeChoice Donor Services at 1.800.874.5215 or visit: www.lifechoiceopo.org or www.donatelifenewengland.org

Patient Financial Services

About your bill

To assure fast, accurate and convenient service for our patients, we make every effort to obtain insurance and financial verification. You or a family member may wish to follow up with your insurance carrier about notifications and other requirements.

Our Patient Financial Services office can be reached at 860.696.6010 or toll-free at 1.888.515.5544 from 8:00 a.m. to 5:00 p.m., Monday through Friday. Credit card payments are accepted over the telephone or at our cashier window, Monday through Friday, 8:00 a.m. to 4:00 p.m.

Prior to, or during your admittance* to Hartford Hospital, you may be contacted by a financial counselor to obtain additional information, complete paperwork, or discuss payment arrangements or assistance.

If you expect any difficulty or have a concern regarding payment, we urge you to contact one of our financial counselors:

- Prior to admission: 860.545.2730
- During your admittance: 860.545.2820, 545.4056, 545.5032 or 545.4617

For your convenience, 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®.

Financial assistance

Consistent with our mission, Hartford Hospital provides medical care regardless of a patient’s ability to pay. We can make financial assistance available to qualified uninsured or underinsured patients who may need help paying their hospital bills. If you are not able to pay for all or part of the care you need, please inform the Registrar, Financial Counselor, Social Services Department or Patient Accounting Office, and ask about the availability of financial assistance.

In addition, Hartford Hospital has funds that have been donated that are available for medical care. These hospital donated funds are awarded to individuals with limited means who meet the eligibility requirements, which vary from fund to fund.

Who is eligible for hospital donated funds?

In addition to the requirement that applicants must demonstrate financial need, each of these funds has particular criteria for selecting eligible participants. In some, the patient must come from a certain town; in others, the patient must be a particular gender or age, or be associated with a certain company.

How does one apply for such funds?

If you would like to seek assistance through the use of these donated funds, please request an application from anyone in the Registration Offices, or call one of the following departments:

- Social Services 860.545.2966
- Patient Accounts 860.696.6010
- Toll free at 1.888.515.5544

Once the hospital reviews your application, you will be notified in writing of any award or rejection, and the reasons for such rejection. If your application is rejected, you may reapply as additional funds may become available on a yearly basis or your financial circumstances change.

*Hartford Hospital Admitting is located in Room 128 (Main Lobby of the Hospital — directly behind the Information Desk). Please stop by Monday through Friday 7:00 a.m. to 7:00 p.m. for assistance.
Dining Services for Visitors

Hartford Hospital cafeteria schedule

**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.

**Education Resource Center**
Vending/Snack Area open 24 hours.

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

**The Gift Shop** *(Hartford Hospital’s Auxiliary Store)*
- 860.545-2155 or extension 5.2155
  (from any hospital phone)
- 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, snacks, cookies, candy, gum, chips, popcorn and Russell Stover® boxed chocolates

ATM Machines

There are ATMs located near the Bliss Wing elevators, ground floor, and in the first floor of the Medical Office Building at 85 Seymour Street.

Patient CareGrams!

Patient CareGram is a free service of Hartford Hospital that allows you to send a greeting to a friend or loved one who is currently a patient at Hartford Hospital.

Using our service, you can customize the look of your CareGram by selecting a picture and border to appear on the greeting, along with your own personal message. Your CareGram will then be sent electronically to Patient Relations. A staff member or Hospitality Volunteer will print and deliver your message to the patient within the next business day. If the patient has been discharged, the CareGram will be mailed to their home.

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 at the hospital using your own e-mail program. Your message will be printed and delivered to the patient as described above. Please be sure to include the patient’s full name, and if possible, the unit they are staying on. (Note that we reserve the right to refuse delivery of any messages and/or images included in your e-mail that are deemed inappropriate.) Contact Patient Relations at 860.545.1400 or extension 5.1400 (from any hospital phone) for more information.
Lodging (Hudson Suites)

On-campus accommodations
Hudson Suites at Hartford Hospital
560 Hudson St., Hartford, CT 06102
860.545.1111 or 1.877.979.9997

Twelve suites are available to the hospital’s patients and their families for overnight and short-term stays at a modest cost. Perfect for patients undergoing early morning surgery or family members who need to be nearby, the Hudson Suites offer an alternative to more-costly or less-convenient living arrangements. Hartford Hospital is pleased to be able to provide this service to its patients and families. The guest suites are located on the third floor of the west wing of the Education and Resource Center at 560 Hudson Street, across the street from the 85 Jefferson Street entrance to the hospital.

The spacious Hudson Suites at Hartford Hospital all have a sleeping area with a double bed that sleeps two, and a sitting area. Some have pull-out sofas to accommodate additional family members.

- There is a $55 charge for each room.
- Rates are per room, per night.
- Your deposit will be refunded if we receive notice of cancellation by 4 p.m. on the day of your stay.
- All major credit cards, as well as cash and personal checks, are accepted.
- Secured parking is available at a small additional cost. When you arrive at the Education and Resource Center at 560 Hudson Street, the security guard at the desk inside 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.

- Unfortunately, we cannot make baby-sitting arrangements for children. Children may not be left alone in the rooms.
- We regret we cannot accommodate pets.

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
Patient Rights

At Hartford Hospital, 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 860.545.1400 or extension 5.1400.

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 Hartford Hospital, 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 860.545.1400 or at extension 5.1400 (from any hospital phone).
Interpreter Services

Hartford Hospital is committed to providing interpretation services for deaf, hearing-impaired and non-English speaking patients and their families. This policy gives health care providers access to interpretation services to help patients and their families to understand and be understood during their hospitalization.

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

*If you have any questions or concerns, please contact Patient Relations at 860.545.1400 or extension 5.1400 (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 860.545.1400 (voice) or 860.545.2260 (TTY).*

Patient Privacy

Notice of Privacy Practices

Our Commitment to Patient Privacy

Privacy of patient information

We believe you have a right to expect that we keep information about you confidential. Furthermore, we are committed to complying with State and Federal law (HIPAA) concerning the privacy of your information.

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:

- To receive the Notice of Hartford Hospital’s Privacy Practices.
- To request a restriction of the use and/or disclosure of your PHI.
- The hospital is required to notify you if we cannot abide by a requested restriction on how your information is used or disclosed.
- To 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.
- To access your PHI.
- To request an amendment to your PHI.
- To complain if you feel your privacy rights have been violated.

*(See full details in our Notice of Privacy Practices.)*

Q: What is the facility directory?

A: The facility directory is the hospital’s mechanism for keeping track of your location while you are in the hospital.

Q: Who uses the facility directory and why?

A: 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), if a member of the clergy is trying to locate you, or by health care professionals who may be assigned to your care.
Q: What happens if I choose not to be included in the facility directory?

A: 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.

Q: How do I choose to restrict release/disclosure of my PHI?

A: 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.

Q: Who do I contact if I have further questions or concerns about my PHI?

A: You should contact a Patient Advocate through the Patient Relations office at 860.545.1400 or extension 51400 (from any hospital phone).

Your rights as a hospital patient

- You have the right to receive necessary hospital services covered by Medicare or covered by your Medicare Health Plan (Your 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 who will pay for it.
- 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, who will pay for them, and where you can get them. If you have any questions, talk to your doctor or plan, or talk to other hospital personnel.

Your hospital discharge and Medicare appeal rights

Date of discharge: When your doctor determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. 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: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, 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 noncoverage 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, if you are a plan enrollee) before you leave the hospital. However, you will have to pay for the costs 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).

§482.13 Condition of participation

Patients’ Rights Centers for Medicare and Medicaid Services

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, 860.545.1400, which has been designated to coordinate the efforts of Hartford Hospital to comply with the regulations.

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

2. 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.

3. 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.

4. 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 Avenue, 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 by going to their website: www.jointcommission.org; through e-mail: complaint@jointcommission.org; by writing to: Office of Quality Monitoring, 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 may provide your directions or express your preferences concerning your medical care and/or to appoint someone to act on your behalf. Physicians and others use these directives when you are unable to make or communicate your decisions about your medical treatment.

Please contact the Patient Relations Department at 860.545.1400.

*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 860.545.1400.*

**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 cannot simply tell someone). In some instances, there is a per-page fee for copies of medical records.

Medical Records is located on the 1st floor of Hartford Hospital in room 139. You may also contact them by phone at 860.972.7046 to complete an authorization to disclose form. Receiving a copy of your medical record may take up to 30 days.
Our Commitment …

Hartford Hospital 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.

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 Hartford Hospital.

Sincerely,

Jamie Roche, MD
Vice President, Quality and Safety

Cheryl Ficara, RN, MS, NEA-BC
Vice President, Patient Care Services
<table>
<thead>
<tr>
<th>Date:</th>
<th>Notes, Questions and/or Instructions:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td>Notes, Questions and/or Instructions:</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td>Notes, Questions and/or Instructions:</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>