

# PATIENT AND FAMILY GUIDEBOOK



**OUR MISSION:** To improve the health and well-being of our patients and community by providing a full continuum of healthcare services with excellence and compassion.



Beth Israel Deaconess Hospital  
*Plymouth*

# Welcome

## A Message from the President



### DEAR PATIENTS AND FRIENDS:

Welcome to Beth Israel Deaconess Hospital-Plymouth. Our goal is to provide the highest quality healthcare services available anywhere and make your stay as pleasant as possible.

Our physicians and staff are deeply committed to providing you with the right care, in the right place, and at the right time. We are here to heal, to care, to comfort and serve you.

Our cultural foundation of how we interact and work is based on the following Beth Israel Deaconess Hospital-Plymouth Core Values: Integrity, Respect, Trust, Teamwork, and Excellence.

During your stay if there is anything we can do to improve our service or better meet your needs, simply ask.

Your healthcare needs are the only reason we are here, and we work tirelessly on your behalf. I hope it shows, and thank you for allowing us to care for you and yours

A handwritten signature in black ink that reads "Kevin Coughlin". The signature is written in a cursive, flowing style.

Kevin Coughlin  
*President and CEO*  
*Beth Israel Deaconess Hospital-Plymouth*

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# The Hospital Team

## Physicians

You may find that you are admitted by a hospitalist physician or provider (see explanation below), but that your personal primary care physician will take care of you for the remainder of your stay. Or you may find that your primary care physician, does not see patients in the hospital setting; therefore, you will be taken care of each day by a physician or provider from our hospitalist team. It is not uncommon for primary care physicians who practice here to transfer the care of their hospitalized patients to a "hospitalist."

We have emergency medicine physicians and hospital intensivists who are expertly trained in their field of medicine who may also be involved in your care. And we have access to many expert consultants and specialists who are available to assist your attending physician in taking care of you. All these physicians and providers are very important to the patient care team.

Your attending physician, whether it is your primary care physician, a Hospitalist physician/provider, or Intensivist, will prescribe treatment; order medications, examinations, tests, and diets; and give you instructions for your medical care. All our physicians work together and communicate both verbally and through the use of our computerized medical record system. If you do not know who the physician is who is taking care of you, please ask.

## Hospitalists (Hospital-Based Physicians)

Many of the patients at Beth Israel Deaconess Hospital-Plymouth are cared for by hospitalists, who are highly qualified and experienced physicians and providers who specialize in caring only for hospitalized patients. They do not see patients in an office setting; rather, they are in the hospital throughout the day and can quickly follow up on your progress and test results, and communicate with you and your family on a routine basis.

Hospitalists work very closely with your primary care physician in many ways. At the time of admission, the hospitalist and emergency room physician will inform your primary care provider of your admission and get additional information about your history and medications.

At the time of discharge, the hospitalist will again contact your primary care physician and will provide an update on your hospital treatment and make recommendations for follow-up care. A written discharge summary of your hospital stay will be forwarded to your primary care provider. Contact information for reaching your hospitalist will be provided while you are in the hospital and at discharge.

## Nursing Staff

Experienced registered nurses (RNs) and licensed practical nurses (LPNs) manage your day-to-day care. They are responsible for assessing and reassessing your needs and implementing the plan of care. They carry out specific therapeutic procedures and coordinate the many specially trained therapists, technicians, dietitians, and service personnel who may treat or assist you. Nurses are assisted by certified nursing aides (CNAs), unit coordinators, and, at times, nursing students.

## Case Management/Discharge Planning

Case managers are registered nurses or licensed social workers who may help you plan for discharge from the hospital. They help with arrangements, whether you need to be transferred to an inpatient rehabilitation facility, home care, or hospice service. Your case manager will advise you of the choices and options, and will help in setting up these services with the agency of your choice.

## Social Workers

We treat the whole person, not just a patient's physical ailments but also his or her emotional needs as well. Social workers are available to counsel patients and their families. We encourage you to talk to them about any fears or concerns you may be experiencing because of your illness or hospitalization, or any other life concerns you may have. To contact a social worker, dial ext. 2357.

## Palliative Care and Hospice

Palliative care is a comprehensive approach to treating serious or advancing illness that focuses on the physical, psychosocial and spiritual needs of the patient and family. The goal of palliative care is to enhance patient comfort and to help achieve the highest possible quality of life. Palliative care can be provided to patients of any age, with any disease and can be provided along with other medical care. Hospice is specialized palliative care for patients who may be in the last months of life and for whom curative care is no longer an option.

To see a palliative care clinician while you are in the hospital, please request that your attending physician arrange a palliative care consultation. For more information on palliative care or hospice, please call Cranberry Hospice & Palliative Care at extension 5273 or (508) 746-0215

## Allied Health Professionals

Nutrition, rehabilitation services, pharmacy, spiritual care, physical/occupational/speech therapies, respiratory services, radiology, and other health professionals provide assistance with certain important aspects of your care.

## Accountable Care Organization (ACO)

Beth Israel Deaconess Hospital-Plymouth and many of the primary care and specialty physician's who practice here, participate in the Beth Israel Deaconess Care Organization ("BIDCO") Pioneer ACO.

An ACO is a group of doctors, hospitals and other health care providers, who are incentivized to come together voluntarily to provide coordinated, high quality care to their Medicare patients at the lowest cost and with the least amount of administrative burden. This coordinated care helps patients, especially chronically ill patients, receive the right care, at the right time, and in the most effective setting for the patient. This is referred to as treating the patient throughout the entire care continuum. Medicare patients should not feel their care is fragmented, or that their clinical information is lost because of the many different physicians they must see, or that they are having unnecessary or duplicate testing.

Medicare patients do not "join" an ACO rather the physicians and hospitals "participate" in the ACO. The beneficiary/patient receives all the benefits of better coordinated care without having to "enroll" in anything. Your Medicare benefits remain the same regardless of whether your hospital or physician is part of an ACO.

If you would like additional information about ACO's, please visit the Medicare website at [www.medicare.gov](http://www.medicare.gov). Beneficiaries can also call Medicare directly at 1-800 MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. If you have any questions, concerns, or comments about the BIDCO ACO, please call (508)

## Rapid Response Team

The Rapid Response Team, also known as "RRT," is a team of specially trained health care staff who bring critical care expertise to the patient bedside whenever it is needed. RRT may be called any time there is a sudden worsening in a patient's condition. The RRT nurse, physician, respiratory therapist and patient's nurse work together in assessing the situation, initiating treatment, and determining the ongoing plan of care, which may include transfer to another unit or critical care unit. The RRT is available 24 hours a day. Any member of the health care team, a family member, visitor, or you, the patient, may activate a rapid response for a serious change in the patient's condition, or you have notified a health care provider and still remain concerned 830-2859.

## Security

Our uniformed security staff is on-site 24 hours a day, seven days a week. Should you need assistance from hospital security, please tell your nurse or dial 0 on any in-house telephone.

## Spiritual/Religious Care

At the time of admission, you will be asked your religion/religious affiliation. Unless you specify otherwise, this information is made available to the local clergy through the facility directory so that they may visit members of their congregations who are hospitalized. The Chaplaincy Program at Beth Israel Deaconess Hospital-Plymouth includes an Interfaith Chaplain who can be reached at (508) 830-2260 and a Catholic Chaplain who can be reached at (508) 830-2626. Both are available weekdays to visit patients at their request.

Eucharistic ministers offer Holy Communion and prayer to Catholic patients. Chaplains and Pastoral Visitors bring a spiritual presence and provide comfort and strength to patients, families, and staff. Local Parish Priests visit Catholic patients to anoint them with the "Sacrament of the Sick"; Monday - Friday afternoons. The switchboard calls Priests for emergencies only on weekends and evenings.

## Volunteers

Our team of Beth Israel Deaconess Hospital-Plymouth volunteers includes more than 350 exceptional individuals who support and complement the goals of the hospital by providing compassionate, well-trained, and resourceful individuals who provide quality care and customer satisfaction.

## To activate the RRT: Dial (0) for the Operator.

Tell the operator to call an RRT and state the room number. This is an emergency call and should be made only for a serious change in your loved one's condition.

# General Information

## Hospital Directory/Patient Information

You will be asked at the time of your admission if you want to be included in our hospital directory. The directory includes information regarding your name, room number, religious affiliation, and a general statement of condition in this manner: undetermined, treated and released, good, fair, serious, critical, or treated and transferred. Unless you request otherwise, any person who inquires about you by name will be given the information that you are a patient and, if asked, your condition. If you do not want any information released about you, please advise us upon admission.

If you decide not to be included in the directory, no information regarding your presence at Beth Israel Deaconess Hospital-Plymouth or your medical condition will be released to anyone outside the facility staff who has a need to know. This includes the delivery of mail, or flowers, and telephone calls. If you would like to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment, or health care operations, please inquire upon your admission. By law, we are not required to agree to restriction requests, but we will certainly make every effort to accommodate requests whenever possible. Please refer to our Notice of Privacy Practices for additional information on how we use and/or disclose health information.

## What to Bring

You are welcome to bring your own comfortable bed clothes (gown, robe, and slippers) and essential personal items if you wish. However, if you have forgotten something or were unable to bring your own personal items, the hospital does provide gowns and, upon request, basic toiletry items to make your stay more comfortable.

If you have dentures, eyeglasses, contact lenses, hearing aids, or a cane, please understand that the hospital cannot take responsibility for their protection or breakage. We ask that you keep your hearing aids (in a clearly marked cup) or eyeglasses in your bedside drawer when not in use and that you not wrap these items or leave them on your food tray. All items should be clearly marked with your first and last name.

Please leave jewelry, money, and any other valuables at home, as Beth Israel Deaconess Hospital-Plymouth cannot be responsible for their safekeeping. If for some reason you are unable to send valuables home, please notify your nurse, as Beth Israel Deaconess Hospital-Plymouth has a process for inventory and placement of these items in the hospital safe.

Do not bring any medications to the hospital unless specifically instructed to do so by your physician. While you are in the hospital, your doctors and nurses will work with the hospital pharmacists to handle all your medication needs.

## WE DO ASK THAT YOU PROVIDE US WITH:

- A complete list of all the medications you are taking, including any herbal remedies or over-the-counter medications. This information should include the name of the medication, the dosage information and the reason for taking the medication.
- A list of contact numbers for family and/or close friends who you would want notified in the event of an emergency.
- A copy of your Advanced Directive, Health Care Proxy, or Durable Power of Attorney for health care, if you have one.

## Balloons

No balloons of any kind are allowed due to the risk of allergic reactions and possible fire danger posed by latex and metallic balloons.

## Fire and Disaster Drills

For your protection, the hospital conducts regular fire and disaster drills. If a drill occurs while you are here, please remain in your room and do not be alarmed. The hospital is constructed with fire-resistant materials and complies with all local and state code requirements. Our staff is well trained to respond in the event of a real emergency.

## Flowers

Small floral arrangements are allowed in all areas of the hospital. However, on occasion, our medical and/or nursing staff may ask for their removal if their presence could be detrimental to your medical condition.

## Fragrance Aware

We are a fragrance-aware facility and ask that patients and visitors refrain from wearing fragrances, perfumes, colognes, etc.

## Immunization History

We are required to report patient immunization/s to the Massachusetts Immunization Information System ("MIIS"). Residents of Mass. have the right to limit who may see their or their child's information in MIIS. If you prefer that you or your child's immunization history not be seen by other healthcare providers who use MIIS, you must complete an MIIS Objection (or Withdrawal of Objection) Form. If you would like a copy of the form, please ask your nurse.

## Information Desks

The information desk located in the Urann Lobby is staffed by volunteers Monday through Friday from 8:00 am to 6:30 pm and limited hours on weekends. Volunteers can answer questions and provide directions to patient rooms and other areas of the hospital. The information desk can be reached at **ext. 3200 or 4500**. The information desk in the PIDC Pavilion Lobby is staffed by volunteers Monday through Friday from 8:00 am to 4:00 pm. That desk can be reached at **ext. 4701**.

## Lost and Found

All lost or found items should be reported to hospital security through the switchboard by dialing 0. Articles are held for at least 30 days.

## Main Dining Room/Cafeteria

The Beth Israel Deaconess Hospital-Plymouth Dining Room/Cafeteria is located on the first floor in the West Building and is open every day for hot meals, sandwiches and the salad bar. The hours are:

	MONDAY– FRIDAY	WEEKENDS AND HOLIDAYS
Continental breakfast	7:30 am– 10:30 am	9:00 am– 10:00 am
Full luncheon service	11:30 am– 2:00 pm	11:30 am– 1:00 pm
Soup, sandwich, salad bar, and beverage service	2:00 pm– 4:30 pm	1:00 pm– 5:00 pm
Full dinner service	4:30 pm– 7:00 pm	5:00 pm– 7:00 pm

Dunkin' Donuts is located on the first floor of the PIDC Pavilion next to the gift shop. Hours of operation are 5:00 am to midnight, seven days a week.

## Parking

There is designated patient and visitor parking at the PIDC Pavilion Main Entrance, via A.C. Caranci Way from Obery Street. Maps are available throughout the hospital or on the website at [www.bidplymouth.org](http://www.bidplymouth.org). A security officer is available upon request to escort patients to and from the parking lot. If you wish to take advantage of this service, dial "0" on any hospital phone and ask the switchboard operator to locate a security officer. If you are in your vehicle, call, (508) 746-2000, and give your hospital parking lot location.

## Telephone, Cell Phone Use and Television

Television and local telephone service is provided at no charge to our patients.

Cell phone use is permitted throughout the organization however, in order to maintain a healing environment, we ask that you be aware of those around you and be respectful and considerate.

Cell Phone camera use is restricted due to patient and employee privacy. Taking pictures and/or video of patients or staff is allowed only after obtaining prior approval from the individual/s and the hospital Marketing and Communications Department. We respectfully ask you not to post any photographic image or video on any social media site without receiving the express permission from a member of the hospitals Marketing and Communications Department.

## Tobacco-free and Smoke-free Environment

As the leading provider of health care in the region, Beth Israel Deaconess Hospital-Plymouth is a tobacco-free and smoke-free environment for the health and wellness of our patients, visitors, and employees. The use of all tobacco products **is not permitted anywhere on the campus** (inside buildings, outside buildings, parking lots) or on adjacent hospital property on Sandwich Street and Coles Lane.

Individuals found smoking on Beth Israel Deaconess Hospital-Plymouth property will kindly be asked to extinguish their cigarettes or tobacco product for the health and safety of all individuals. If you currently smoke or have within the last 12 months, Beth Israel Deaconess Hospital-Plymouth encourages you to please stop for your health and that of your community. For additional information on smoking cessation, Beth Israel Deaconess Hospital-Plymouth offers a Quitters Tobacco Treatment Program; call (508) 830-2174. You may also contact the Massachusetts Smoker's Quitline at 1-800-TRY-TO-STOP (1-800-879-8678) for English or 1-800-8-DEJALO (1-800-833-5256) for Spanish/Portuguese, or [www.quitworks.org](http://www.quitworks.org), or the American Lung Association at 1-800-586-4872 or [www.lungusa.org](http://www.lungusa.org). STOP (1-800-879-8678) for English or 1-800-8-DEJALO (1-800-833-5256) for Spanish/Portuguese, or [www.quitworks.org](http://www.quitworks.org), or the American Lung Association at 1-800-586-4872 or [www.lungusa.org](http://www.lungusa.org).

## Visitation Guidelines

As an inpatient, you have the right to have visitors of your choice who can be present with you to provide emotional support, and comfort, and help alleviate any fears you

may have during the course of your hospital stay. Children under 12 must be accompanied by an adult at all times. Animals and pets are not permitted with the exception of service animals. Pet therapy is allowed in limited circumstances and only with prior approval.

Visitors are allowed unless that individual's presence infringes on others' rights, or safety, or is medically or therapeutically contraindicated. You also have the right to withdraw or deny your consent for visitation at any time. All visitors must be free of communicable conditions such as colds, sore throat, flu, etc, and must not use patient equipment or bathrooms. For the comfort and care of all our patients, we ask that the number of visitors at one time be kept to a minimum and that your visitors respect all our patients needs for quiet and rest.

## Visiting Hours

Visitors are usually allowed 24 hours a day, however, please ask your nurse for specific information for the unit or area where you are a patient. Visitation during off-hours (9:00 p.m. through 5:00 a.m.) requires special arrangements that need to be discussed with your nurse.

## Wi-Fi Internet Use

Beth Israel Deaconess Hospital-Plymouth offers secure, complimentary, wireless internet access in all areas of the hospital campus for patients, visitors and vendors. From your handheld or laptop device simply open your internet browser (Safari, Chrome, Explorer, Firefox) and in the available networks list, choose BID Guest.

Once you choose BID Guest you will be directed the Beth Israel Deaconess Hospital-Plymouth Free Public Wi-Fi terms and conditions acceptance page. Scroll to the bottom of the page and click the "accept" button and you will then be re-directed the hospitals public website and from there you can choose to go to other websites.

If you experience difficulty connecting to the wireless network, please call the Information Services Support Desk at 508-830-2038.



# Services

## ATM

An ATM is located just outside the main dining room/cafeteria on the first floor of the hospital.

## Gift Shop

The Beth Israel Deaconess Hospital-Plymouth Club Gift Shop is located on the first floor of the PIDC Pavilion. Visitors may purchase flowers, candy, and an array of gifts including magazines and greeting cards. Proceeds from the gift shop benefit Beth Israel Deaconess Hospital-Plymouth. Gift shop hours are 9:00 am to 4:30 pm. Please dial the gift shop at ext. 2208 for evening and weekend hours.

## Interpreter Services

If you need interpreter services at any time during your hospital stay, please notify a member of your patient care team. The Interpreter Services Department is able to provide patients with trained and competent medical interpreters, who are fluent in more than 140 different languages, including:

- **AMERICAN SIGN LANGUAGE:** English Interpreter Services, contact number is (508) 830-2400.
- **PORTUGUESE:** Serviços de Interpretação, telefone para (508) 830-2400, ou pergunta seu/sea enfermeiro/a.
- **SPANISH:** Servicios de Interpretación, llamar al (508) 830-2400, o pregunta el/la enfermero/a.

## Deaf and Hard of Hearing Services

If you are calling from a Text Telephone and need to communicate with someone urgently, call our dedicated TTY at (508) 746-9161. The Mass. Commission for Deaf and Hard of Hearing (MCDHH) also offers After-Hours Emergency Interpreter Service, which provides on-call interpreters for emergencies during non-business hours. They define emergency as an urgent medical, mental health or legal situation currently in progress or imminent. This service is available Monday through Friday from 5:00 p.m. to 8:45 a.m. and on weekends and holidays from 9:00 a.m. to 9:00 p.m. Please call (800) 249-9949 TTY/V.

## Mail and Flower Delivery

Beth Israel Deaconess Hospital-Plymouth's volunteers deliver mail and flowers to patients every day. Mail and/or flower deliveries will not be made to any patient who has opted out of the facility directory. Small floral arrangements are allowed in all areas of the hospital. However, on occasion, our medical and/or nursing staff may ask for their removal if their presence could be

detrimental to your medical condition. Any questions or concerns about mail or flower delivery can be directed to patient information, **ext. 3200**.

## Medical Library

Beth Israel Deaconess Hospital-Plymouth's medical library provides medical and health-related literature and references for hospital personnel as well as for the general public. The librarian is available Monday through Friday from 8:00 am until 12:00 pm. The library is open to the public Monday through Friday from 8:00 am until 4:00 pm. The medical library is located on the lower level of the Bailey Building. The library has a reciprocal agreement with the Plymouth Public Library and belongs to the Southeastern Massachusetts Library System. The librarian can assist community members in their subject search and has the availability to access information on any topic of interest (e.g., medication, procedures, diseases, etc.).

## Newspapers

A newspaper is delivered to all nursing and outpatient units, Monday through Friday free of charge. It is available to patients upon request. Newspapers are also available in vending machines near the hospital's Urann entrance..

## Spiritual Care Services

There are two quiet, interfaith private chapel/meditation rooms for families and patients located on the third floor of the East Building and South Building. If you have individual joys, concerns, or prayers, you may write them in the book located in either chapel to be prayed for by members of the spiritual care staff. If you wish to see a chaplain or to have your own clergy person contacted, please call the Interfaith Chaplain at ext. 2260 or the Catholic Chaplain at ext. 2626, or speak with a member of your patient care team.

# During Your Stay

## Your Plan of Care

The tests and treatments you receive are determined by your clinical needs as assessed by your doctor. Many tests and treatments are done in your room. However, for those tests that require special equipment, such

as X-rays, nuclear medicine, cardiopulmonary testing, or rehabilitative services, you will be transported via wheelchair or stretcher to those areas. All tests and treatment results are reported to your physician, who will discuss them with you. All medications you receive as a patient have been prescribed by your doctor and will be administered by a nurse. The hospital pharmacy supplies all medications during your stay.

## Identifying Your Care Team

The hospital's policy is that all employees wear photo identification badges indicating their name and position. Do not hesitate to inquire about the kind of work performed by the various personnel you will meet.

## Communicating with Your Patient Care Team

If you have questions about any aspect of your care, please discuss them with your physician or a member of your patient care team. If you need urgent help or assistance at any time, use the nurse intercom call system attached to your bed and a member of the team will respond. There are emergency call buttons in all bathrooms.

## Pain Management

Patients have the right to the appropriate assessment and management of pain. Upon admission and throughout your stay, your caregiver will ask you to evaluate your pain intensity on a scale of 0 to 10. Your pain management plan will be adjusted according to your response and other vital signs. If your discomfort changes during your stay, it is important that you communicate this to your caregiver.

## Rooms

Beth Israel Deaconess Hospital-Plymouth offers private and semi-private rooms, most of which have private bathrooms. Our environmental-services staff takes great pride in providing a clean and attractive environment. If you have comments or requests regarding your room, please contact our housekeeping staff directly. The contact information will be on the housekeeping card left on your table.

Beth Israel Deaconess Hospital-Plymouth takes great pride in its excellent patient care and also recognizes the responsibility of the hospital to the environment. To that end, the hospital has a linen policy that includes changing linens on an every-other day basis unless soiled or otherwise requested. If you have a special linen request, please speak to your nurse. Your comfort is our highest priority, and we appreciate your assistance in our efforts to help the environment.

## Beds

Patient beds are electronically operated. A member of the patient care team will explain the proper and safe operation of your bed. Hospital beds are higher and narrower than your bed at home. Bed rails are in place on every bed to assist patients to move while in bed. It is important to check with a caregiver before you change the position of a bed rail to avoid injury.

## Bedside Medication Verification

Beth Israel Deaconess Hospital-Plymouth has implemented Bedside Medication Verification ("BMV") as a tool to enhance patient safety and quality. BMV is a bar code scanning process used for medication administration to insure that our patients are receiving the right medication and dosage, at the right time, and in accordance with their physician's order. Patients wear a wristband for identification purposes. A professional will use a handheld bar scanner to scan both the wristband and the medication to make sure they both match before medication is administered.

If you have any questions about BMV or how we use it here at Beth Israel Deaconess Hospital-Plymouth, please ask your physician or nurse.

## Food/Meal Services

The Food Services management team, which includes the department director, executive chef, and the chief clinical dietitian, plans menus and oversees all food preparation. Registered dietitians work closely with your physicians and nurses in planning an appropriate menu for you. The staff strives to provide you with quality service and excellent food.

Each day between the hours of 12:00 pm and 2:00 pm, a member of the food services staff will come to your room to take your meal order. Please take a few moments to place your order. If you are not in your room at that time, you can place your order by calling food services at ext. 2163 and speaking with a supervisor. If the Food Services Department is unable to reach you, they will place an order for you. Patients on The BirthPlace and in Pediatrics order from printed menus.

Food services personnel are located on patient floors to provide faster service to you. Beverages and snacks, if allowed by your physician and your special diet, are also available on each floor. If there is anything you need, please ask.

Meals are scheduled to be delivered at the following times:

**BREAKFAST:** 7:30 am to 9:00 am

**LUNCH:** 11:30 am to 1:00 pm

**DINNER:** 4:30 pm to 6:00 pm

If you are not on a special diet, visitors can bring in food for you. If it will be stored in the unit's cabinet or refrigerator, and it must be labeled with the patient's name and dated. Anything not labeled must be discarded. If you have any questions or concerns, please contact a food services supervisor at **ext. 2163** or the director at **ext. 2160**.

### GUEST MEALS

Guest trays are provided for family members and friends at a cost of \$6 per tray. Please inform the staff member taking your order that you would like to order an additional meal or dial food services at **ext. 2163**.

### SPECIAL DIETS

Please remember that your physician determines the type of diet you need. If you are on a special diet and have any questions, please ask your nurse or the food services host or hostess to contact a dietitian. Certain medications and/or the type of therapeutic diet may alter how food normally tastes to you. If you are on a special diet, check

with your nurse or doctor before eating foods brought to you by guests and visitors. The Food Services Department can accommodate most special requests, if allowed within your therapeutic diet. Whether you want a kosher meal or a light evening snack, our staff is happy to serve you.

Pediatric patients have a special menu that is designed to give children choices in addition to the adult menu. Please ask for menu options by calling extension 2163.

### CELEBRATION MENU FOR NEW PARENTS

For parents celebrating the birth of their baby, a special celebration menu is provided in The BirthPlace. Please ask your nurse or call food services at ext. 2163 for the menu.

### REFRESHMENTS

Please note that hospitalized patients who are on special diets must have physician approval to eat any food other than what is served by the hospital. Water, soft drink, and snack vending machines are located outside the dining room/cafeteria, near the waiting area on 3 South, and in the Emergency Department waiting area. A microwave also is located outside the dining room/cafeteria.

## Hourly Rounding-Our Promise To You

We want to assure that you always receive excellent care and that your needs are being met throughout your stay. For this reason, our nurses and clinical staff strive to visit all patients at one-hour intervals between 6:00 a.m. and 10:00 p.m., and every two hours between 10:00 p.m. and 6:00 a.m. On every rounding visit, the nursing or clinical staff member may perform the following:

- Checking the patient's pain level.
- Offering assistance to use the toilet.
- Helping the patient move into a comfortable position.
- Checking the IV pump.
- Checking on the effect of medication given and providing medicine if needed (nurse visits only).
- Making sure that the patient's essential needs (call light, phone, assistive devices) are within easy reach.
- Finding out if the patient has any questions.

If you are not being visited in keeping with this schedule, or if you are dissatisfied with the care you are receiving, please ask to speak with the Nursing Unit Manager.

# Patient Safety and Education

## Patient Safety

Research shows that patients who are more involved in their care tend to get better results—in other words, a well-informed patient is a more satisfied and healthier patient. We encourage you to be an active participant in your care.

### FIVE STEPS TO SAFER CARE:

1. Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have a right to know and receive answers you can understand.
2. Keep a list of all medications you take. Tell your health care providers about medications, vitamins, and herbals. Make sure you know what your doctor has ordered for you, including why and how you are to take particular medications. It will be most helpful to keep an updated list of all the medications you take (including over-the-counter and herbal medications) with you at all times.
3. Make sure you receive results of any lab test or procedure and understand what they mean for your care.
4. Talk with your doctor and health care team about your options. If you would like, you have the right to a second opinion.
5. Communication is very important in ensuring that you receive the best possible care. It is the physician's responsibility to inform you of risks, benefits, and possible results so that you can make an informed decision about your health care. You have the responsibility to share information with your health care providers, comply with the treatment plan, and take an active role in your health care. We encourage you to ask questions and to make your preferences known so we can work with you to better prepare you for discharge and follow-up care.

## Preventing Infections in the Hospital

Prevention plays an important role in staying healthy. Preventing the spread of infection is the primary goal of our Infection Prevention and Control Department. This department is managed by a physician who is a board certified infectious disease specialist. We also have registered nurses who are certified as infection preventionists who have specialized training and education in the prevention of infection.

Infection prevention is the responsibility of everyone, including patients and visitors. Here are a few suggestions on how you can help:

- Wash your hands or use the alcohol hand rub often. Be sure your hands are clean before eating, after using the bathroom, walking in the hallway, or when you come in contact with visitors.
- **Remind your caregivers to clean their hands before touching you!**
- Ask visitors to clean their hands when they come into your room, and ask people not to visit you if they are sick.
- Turn your head before coughing or sneezing, or use the inside part of your elbow to block a cough or sneeze to prevent contamination of your hands.
- If you have any catheters (tubes) in your body, let your nurse know if they become loose or dislodged, or the tubing comes in contact with the floor.
- Let your nurse know if any dressings become loose or if there is drainage from dressings or wounds.

Beth Israel Deaconess Hospital-Plymouth uses standard precautions along with specific types of precautions according to the Centers for Disease Control and Prevention (CDC). Health care providers may use gloves and gowns to prevent soiling their hands and clothing while caring for patients.

Other types of precautions may require that employees wear a mask when caring for you. To let caregivers know what they will need before caring for patients, signs may be posted outside your door or near your bed. If you have a sign outside your door or you do not understand why your caregivers are wearing gowns, gloves, or masks, please feel free to ask them. It is important that you understand how you are being cared for.

There is educational information available regarding the prevention of infection as it relates to patient care. We also have additional resources available upon request—please feel free to ask your nurse.

## Stroke Information

### IS IT A STROKE? CHECK THESE SIGNS FAST!

<b>FACE</b>	Does the face look uneven? (Ask them to smile.)
<b>ARM</b>	Does one arm drift down? (Ask them to raise both arms.)
<b>SPEECH</b>	Does their speech sound strange? (Ask them to repeat a phrase.)
<b>TIME</b>	Every second brain cells die. (Call 9-1-1 at any sign of stroke.)

### RISK FACTORS FOR STROKE:

**Mini-strokes**—transient ischemic attacks or TIA's— when stroke symptoms such as confusion, slurred speech, or loss of balance appear and disappear, call 9-1-1. You may be able to prevent a major stroke.

**High blood pressure**—The #1 cause of stroke— Monitor blood pressure and always take prescribed medication.

**Diabetes**—Control the symptoms of diabetes with proper diet, exercise, and medication.

**Obesity**—Being just 20 pounds overweight significantly increases your risk of stroke, and heart disease.

**Smoking**—Smoking increases risk of stroke by two to three times.

### FACTS ABOUT STROKE

Stroke is the third leading cause of death in the United States and the leading cause of adult disability. A stroke occurs when something happens to interrupt the steady flow of blood to the brain, like a clot or a burst in a blood vessel. Brain cells quickly begin to die.

### YOU CAN BEAT A STROKE

Disabilities can be prevented or limited, but a patient must go to the emergency room immediately.

**Act FAST.** Notify your nurse immediately if you experience any of the symptoms in the box at the left. If you are discharged from the hospital and experience any of the symptoms, call 9-1-1 and **PLEASE GO IN AN AMBULANCE** to the hospital to save time and to be seen faster.

## Teach Back/Ask Me 3 Communication

It is Beth Israel Deaconess Hospital-Plymouth's responsibility to communicate your plan of care in a clear and understandable manner. Multiple times throughout your stay a care provider may ask you or your caregiver to repeat in your own words a new concept that we have just taught or explained to you. This technique is called "teach back" and is a helpful way to ensure that our patients understand what they have learned prior to discharge.

We encourage you to ask the following three basic questions during **every** medical encounter:

- What is my main problem?
- What do I need to do about the problem?
- Why is it important for me to do that?

If you use these "Ask Me 3" questions consistently, you will have a proper understanding of your plan of care.

# Discharge Planning

Planning for your discharge, transition from the hospital will begin on admission by identifying the patient's (your) individual needs. When your doctor decides you are ready to leave the hospital, a discharge order will be written. You may want to make arrangements with a family member or friend to help you when it is time to go home. Some important things to remember concerning leaving the hospital:

## PERSONAL BELONGINGS

Patients and Visitors are responsible for all personal belongings and valuables. Beth Israel Deaconess Hospital-Plymouth is not responsible for replacing lost, misplaced, stolen, or damaged belongings and valuables. The following tips are provided to assist you with securing your personal belongings and valuables if not sent home.

**Clothing**—There is limited storage space in each patient room. We suggest that clothing worn to the hospital be sent home with family/friends and the appropriate clothing be brought to the hospital shortly before patient discharge. The hospital provides robes, gowns and slippers for all patients.

**Denture Care**—All patients must inform their nurses that they are wearing bridges or dentures. Staff members will provide a denture cup to store them in when not in use. The cup will be labeled with the patient's name. **Please avoid placing dentures on a meal tray, under a pillow, in the pocket of a hospital robe or gown, in the bed sheets or in any concealed place where they may be lost or accidentally thrown out.**

**Hearing Aids**—Hearing aids should be kept in the original case provided upon purchase. If the original case is not available, nursing staff will provide a container labeled with patients name to store the aids in when not in use.

**Do not leave hearing aids unprotected on the bedside table, on the bed, on the meal tray or in the pocket of a hospital gown or robe.**

**Eyeglasses and contacts**—To prevent loss or damage to eye wear during hospitalization, patients are asked not to leave eyeglasses or contacts unprotected on the bedside table, bed or in the pocket of a hospital robe or gown. Eye wear is best secured in the case provided on purchase labeled with the patient's name.

**Wheelchairs, Walkers, Canes or Crutches, Home Monitors or Respiratory Machines**—Please put our name and date of birth on all necessary items that are brought to the hospital. Your nurse can provide a sticker label for you to write this information on and affix to your belongings.

**Medications**—Always bring a list of all the medications that you are taking to the hospital. This list should also include herbals, over-the-counter medications and prescription medications. If you bring in your own medications, your nurse will send your medications to pharmacy for review, verification and labeling. Your medications will be stored at the nurse's station medication room or area on the unit of your room, and the unused portions of the medications returned to the patient on discharge from the hospital. **Personal medications are not to be stored at the bedside and are not to be taken without physician and pharmacy approval.**

**Lost Items**—While Beth Israel Deaconess Hospital-Plymouth is not responsible for the personal belongings and valuables of patients or visitors; we will make every reasonable attempt to return lost or misplaced items to their owners. In the event that belongings or valuables are lost or cannot be located please notify your nurse. Nursing staff will contact the Nursing Director to assist in the search. For lost patient belongings or valuables found after patient discharge, contact will be made via telephone, or if no response via letter, requesting pick up of belongings or valuables within 30 days. Unclaimed valuables remaining 30 days after attempts to notify or notification will be disposed of.

**DISCHARGE INSTRUCTIONS** The doctors, nurses, and other members of your health care team will give you or your health care provider instructions about your post-hospital care. If you have any additional health care-related questions or concerns, please be sure to ask your nurse before you leave.

## DISCHARGE TIME

We will make every effort to coordinate your discharge by 11:00 a.m. on the day of your scheduled discharge. Only your physician can discharge you. Please make arrangements for someone to pick you up at the time of your discharge. If you are unable to make transportation arrangements or are going to another facility, a discharge planner will assist you with arrangements.

### **PATIENT SATISFACTION EXPERIENCE**

Our goal is to ensure that you are very satisfied with your care. You may receive a written survey in the mail after you return home. We would appreciate you taking the time to share your concerns, as all patient and family feedback helps us in our ongoing efforts to ensure we deliver the best quality of care for our patients. We ask that you take a few minutes to fill it out and return it in the postage- paid envelope that accompanies the survey. An outside company tabulates the results for us.

If you have opinions, comments, or concerns during your stay, please share them with your nurse, nurse director, nursing administrator, or the hospital president.

### **PATIENT COMPLAINTS/ CONCERNS/COMPLIMENTS**

Beth Israel Deaconess Hospital-Plymouth is dedicated to our mission to provide health and wellness services with excellence. Our approach to excellence extends to handling patient complaints, concerns, and compliments.

Patients will be treated with respect, dignity, and courtesy at all times, especially when voicing a complaint, as this is viewed as an opportunity for improvement. Every patient has the right to file a complaint with any hospital employee. Patients are free to voice complaints, concerns, and/or recommendations without coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services.

### **WHILE YOU ARE IN THE HOSPITAL**

If you are voicing a complaint or a concern while you are still in the hospital, we expect our employees to work with their departmental manager to address your complaint

or concern and in a timely and reasonable manner. Depending on the nature of your complaint or concern, you can also discuss it directly with:

- Your physician
- Your nurse or other health care providers
- An appropriate manager (such as nursing, food services, environmental services, etc.)

If you feel your complaints have not been satisfactorily resolved, you can contact our Patient Relations Department at (508) 830-2521, Monday through Friday, during normal business hours.

### **AFTER YOU HAVE LEFT THE HOSPITAL:**

If you feel your complaint or concern was not resolved while you were in the hospital or you have an issue to bring forward after you have been discharged, you can contact our Patient Relations Department at (508) 830-2521 or write to: Patient Advocate, Beth Israel Deaconess Hospital-Plymouth, 275 Sandwich Street, Plymouth, MA 02360.

Patients may also file a complaint with the Massachusetts Department of Public Health and/or the Joint Commission directly, regardless of whether he or she has first used the internal complaint process, as noted above. These agencies may be contacted in writing or by telephone at:

#### **MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH DIVISION OF HEALTH CARE QUALITY**

99 Chauncy Street, 2nd Floor  
Boston, MA 02111  
Telephone: (800) 462-5540  
Fax: (617) 753-8165  
Email: [www.mass.gov/dph/dhcq](http://www.mass.gov/dph/dhcq)

#### **THE JOINT COMMISSION OFFICE OF QUALITY MONITORING**

One Renaissance Boulevard Oakbrook Terrace, IL 60181  
Telephone: (800) 994-6610  
Fax: (630) 792-5636  
Email: [www.jointcommission.org](http://www.jointcommission.org)

#### **MASSACHUSETTS BOARD OF REGISTRATION IN MEDICINE QUALITY AND SAFETY DIVISION**

200 Harvard Mill Square  
Suite 330  
Wakefield, MA 01880  
Telephone: (781) 876-8296  
Fax: (781) 876-8384  
Email: [www.massmedboard.org](http://www.massmedboard.org)

#### **OR, IF YOU HAVE MEDICARE, CONTACT:**

##### **BFCC-QIO PROGRAM AREA 1**

9090 Junction Drive  
Suite 10  
Annapolis Junction, MD 20701  
Telephone: (866) 815-5440  
Fax: (855) 236-2423  
TTY: (866) 868-2289  
Email: [BFCCQIOAREA1.com](mailto:BFCCQIOAREA1.com)

# Your Right To Be Heard

## Advance Directives/Health Care Proxy

Advance Directives, such as health care proxies and living wills, allow people to retain control over medical decisions. Massachusetts law allows people to make their own health care proxies but does not officially recognize Living Wills. A health care proxy is a simple legal document that allows you to name someone you know and trust to make health care decisions for you if, for any reason and at any time, you become unable to make or communicate those decisions. It is an important document because it concerns not only the choices you make about your health care but also the relationships you have with your physician, family, and others who may be involved with your care. Under the Health Care Proxy Law (Massachusetts General Laws, Chapter 201D), any competent adult 18 years of age or older may use the Massachusetts Health Care Proxy form to appoint a health care agent. You can appoint any adult EXCEPT the administrator, operator or employee of a health care facility such as a hospital or nursing home where you are a patient or resident UNLESS that person is also related to you by blood, marriage, or adoption. Whether or not you live in Massachusetts, you can use this form if you receive your health care in Massachusetts. We want to ensure that your requests are honored in providing care or treatment with Beth Israel Deaconess Hospital-Plymouth.

## WHAT CAN MY AGENT DO?

Your agent will make decisions about your health care only if, for some reason you are unable to do so yourself.

This means that your agent can act for you if you are temporarily unconscious, in a coma, or have some other condition in which you cannot make or communicate health care decisions. Your agent cannot act for you until your doctor determines, in writing, that you lack the ability to make health care decisions. Your doctor will tell you of this if there is any sign that you would understand it.

Acting with your authority, your agent can make any health care decision that you could, if you were able.

If you give your agent full authority to act for you, he or she can consent to or refuse any medical treatment, including treatment that could keep you alive. Your agent will make decisions for you only after talking with your doctor or health care provider and after fully considering all the options regarding the diagnosis, prognosis, and treatment of your illness or condition. Your agent has the legal right to get any information necessary, including confidential medical information, to make informed decisions for you.

Your agent will make health care decisions for you according to your wishes or according to his or her assessment of your wishes, including your religious or moral beliefs. You may wish to talk first with your doctor, religious advisor or other people before giving instructions to your agent. It is very important that you talk with your agent so that he or she knows what is important to you. If your agent does not know what your wishes would be in a particular situation, your agent will decide based on what he or she thinks would be in your best interests. After your doctor has determined that you lack the ability to make health care decisions, if you still object to any decision made by your agent, your own decisions will be honored unless a court determines that you lack capacity to make health care decisions.

Your agent's decisions will have the same authority as your decisions would, if you were able, and will be honored over those of any other person, except for any limitation you made or a court order specifically overriding the proxy.



### **WHO SHOULD HAVE THE ORIGINAL AND COPIES?**

After you have filled in the form, make at least four photocopies. Keep the original yourself where it can be found easily (not in your safe deposit box). Give copies to your doctor, hospital, and/or health plan to put into your medical record. Give copies to your agent and any alternate agent. You can give additional copies to family members, your clergy, and/or lawyer, and other people who may be involved in your health care decision making.

### **WHERE DO I GET AN ADVANCE DIRECTIVE FORM?**

A copy of the form is enclosed with this booklet.

### **HOW CAN I REVOKE OR CANCEL AN ADVANCE DIRECTIVES/HEALTH CARE PROXY?**

Your health care proxy is revoked when any of the following four things happens:

1. You sign another health care proxy at a later time.
2. You legally separate from or divorce your spouse who is named in the proxy as your agent.
3. You notify your agent, your doctor, or other health care provider orally or in writing that you want to revoke your health care proxy.
4. You do anything else that clearly shows you want to revoke the proxy, for example, tearing up or destroying the proxy, crossing it out, telling other people, etc.

If you already have a health care proxy, please tell your physician and your nurse. A copy of the documents must be included in your medical record to ensure that your wishes are honored. If you do not have an existing proxy and wish to create one, ask your nurse to contact social services. It is a policy of this hospital to honor a patient's health care decision to the full extent required or allowed by law. You are not required to have an advance directive to receive care at Beth Israel Deaconess Hospital-Plymouth.

## **Organ and Tissue Donations**

All acute-care hospitals are required by state and federal regulations to offer patients and their families the opportunity for organ and tissue donation. Donating organs or tissues is an opportunity to give life and health to someone else. Please discuss this very personal decision with your family and your physician. For more information, please contact the New England Donor Services (formerly known as New England Organ Bank) directly at (800) 446-6362.

## **Ethics Support and Consultative Services**

Patients, families and health care providers frequently face difficult decisions in the course of treatment. These decisions often involve different values and preferences. There may be uncertainty about the right thing to do. The Ethics Support Committee offers a free consultation service to any staff member, patient and/or family member. We are here to help guide all members of the BID - Plymouth community through these difficult health-related concerns.

The Ethics Support Committee consultation service provides an outside perspective on the issue at hand, similar to a second opinion in medicine. When an ethics consult is provided, the consultative team, led by a trained physician-ethicist, will typically meet with the patient and/or family and the medical care team separately. If necessary, we will suggest sitting in on a family meeting led by the patient's health care provider as well. While we cannot take over the care of any patient, we can offer guidance and make recommendations regarding difficult medical decisions.

Some examples of why an ethics consult may be requested include:

1. Clarifying/understanding patient or family preferences or values.
2. Assistance with resolving disagreements between family members and staff.
3. Help with evaluating a patient's competence.
4. Help with decisions to forego life-sustaining treatment.
5. Assistance with identification of morally acceptable treatment options.

The Ethics Support Committee is here to help. If you think you would like an ethics consultation, we encourage you to speak to your health care professional about your request so that he/she may contact our team. If you are uncomfortable doing so, patients and/or family members can also contact the Ethics Support Committee directly at (508) 210-5912 or via email at [ethicssupportcommittee@bidplymouth.org](mailto:ethicssupportcommittee@bidplymouth.org).

# Patient Rights & Responsibilities

## Statement of Patient Rights and Responsibilities

At Beth Israel Deaconess Hospital – Plymouth, we support your right to know about your health and illness, and your right to participate in decisions that affect your well-being. Our own statement of patients' rights, incorporating state and federal law, describes the hospital's commitment to protecting your rights.

### YOUR RIGHTS AS A BETH ISRAEL DEACONESS HOSPITAL – PLYMOUTH (“BID-PLYMOUTH”) PATIENT:

- 1. You have the right to receive medical care that meets the highest standards of BID-Plymouth, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, gender identity or expression, age, military service, or the source of payment for your care.**
- 2. You have a right to receive visitors of your choosing that you (or your support person, where appropriate) designate, including a spouse, domestic partner (including same-sex domestic partner), or another family member or a friend.** You also have a right to withdraw or deny consent to receive such visitors. You have a right to visitation privileges regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Depending on clinical situations, personal safety risk or security issues the hospital reserves the right to place restrictions on visitation as necessary.
- 3. You have the right to prompt, life-saving treatment in an emergency without discrimination based on economic status or source of payment, and to treatment that is not delayed by discussion regarding the source of payment.** Except in an emergency, you may choose the facility, the physician, and the type of health service for your care, providing those you choose are able to care for you. You have the right to prompt and safe transfer to another facility if you cannot be treated at BID-Plymouth.
- 4. You have the right to be treated respectfully by others, and to be addressed by your proper name without undue familiarity.** Your individuality – including your cultural and personal values, beliefs and preferences, and your educational background – will be respected. When you have a question, you may expect to be listened to and receive an appropriate and helpful response. Although removal of your clothing may be necessary to properly perform many medical examinations and procedures, you may refuse to remove your clothing. When there are clinical and safety concerns about risks to you or to others, removal of clothing may be required. You have the right to receive care in a safe setting and to be free from restraint except in a situation when restraint is necessary to ensure your safety and the safety of staff involved and others. You have a right to feel safe in personal relationships, as this can affect your health and well-being. If you feel unsafe or if you are being hurt in any of your relationships, staff members at the hospital are available to help you plan for and maintain your safety.
- 5. You have the right to privacy within the capacity of the hospital.** If you are being cared for in a setting where there are others present, you can expect a sincere and reasonable attempt to keep all conversations confidential within the capacity of the hospital. When you are examined,

you are entitled to privacy – to have the curtains drawn, to know what role any observer may have in your care, and to have any observer unrelated to your care leave if you so request.

- 6. You have the right to seek and receive all the information necessary for you to understand your medical situation.** You have the right to know the name and specialty of the doctors and other health care providers who are responsible for your care and to talk with these providers. You are entitled to know fully about the planned course of diagnosis and treatment (including an explanation of each day's procedures and tests), and your likely future medical course and prognosis. This is true regardless of your diagnosis. In addition, the law requires that you receive specific information in certain circumstances. For example, if you are receiving mammography services, you will receive specific information about this procedure. If you are suffering from breast cancer, you have the right to receive information on alternative treatments. If you are having breast implant surgery, your surgeon will inform you of the risks associated with this procedure no later than ten days in advance of surgery. You will be given a written summary of this information. Prior to admission as a maternity patient, you will receive information regarding labor and delivery care specific to BID-Plymouth, including the rate of cesarean section and the types of anesthesia administered at the hospital. If you are a victim of rape and are of childbearing age, you have the right to receive written information about emergency contraception, and to be offered and provided emergency contraception if you so request.

You are entitled to seek and receive adequate instruction in self-care, prevention of disability, and maintenance of health. You have the right to ask your doctor or nurse any question about your health that concerns you. You have the right to have all reasonable requests responded to promptly and adequately within the capacity of the hospital.

You have the right to know who will perform an operation or a test and to receive a full explanation of the details in advance, in order for you to exercise your right to give informed consent or elect to refuse. If you agree to the diagnostic and therapeutic procedures recommended by your doctor, you may be asked to sign a consent form. If you refuse, you may expect to receive the best help that the hospital can still offer under the circumstances.

You have the right to request and to receive additional medical consultation on your medical condition if you desire. You have the right to be fully informed of the nature and extent of the plan of treatment developed for you by your doctor and nurse, and the right to define any limits on that treatment when fully informed, should you desire to do so. You have the right to be informed about the outcome of care you receive.

- 7. You have a right to know the identity and the role of individuals involved in your care.** There are many members of the health care team participating in your care and treatment. You may request that an individual not be assigned to your care and may expect that this request will be honored whenever this is possible without jeopardizing access to medical or psychiatric attention.
- 8. You have a right to a full explanation of any research study in which you may be asked to participate.** You also have the right to refuse to participate in research. Your refusal will not affect your access to care at the hospital. BID-Plymouth respects the rights of all individuals who choose to participate (or not participate) in research. For more

information about BID-Plymouth's human subjects' research program and your rights as a research participant, you may contact the Human Subjects Protection Office at the Beth Israel Deaconess Medical Center at (617) 667-4524.

9. **You have the right to leave the hospital even if your doctors advise against it, unless you have certain infectious diseases that may influence the health of others, or if you are incapable of maintaining your own safety or the safety of others, as defined by law.** If you decide to leave before the doctors advise, the hospital will not be responsible for any harm that this may cause you, and you will be asked to sign a "Discharge Against Medical Advice" form.
10. **You have the right to access your medical record.** As a general rule, we do not recommend that you review your medical record in the midst of a hospital stay because, while you are an inpatient, your medical record is incomplete; it serves as documentation by your physicians and nurses of your current treatment. During your hospitalization, we urge you to direct questions to your physicians and nurses, but if you still wish to see your record, you have the right to do so. Patients who are no longer in the hospital and outpatients In accordance with Massachusetts law, you have the right to formally designate a substitute decision-maker who, in a situation in which you cannot make your own health care decisions, will be legally authorized to make these decisions for you. (For more information please read our pamphlet from Massachusetts Health Decisions and talk with your physician, nurse, social worker, or pastoral services representative.)
11. **You have the right to inquire and receive information about the possibility of financial assistance.** As there are many different options for assistance, the BID-Plymouth Financial Assistance office will work with you to obtain the most suitable assistance available to you. You may request an itemized bill for the services you have received. You may also ask for an explanation of that bill. For inquires related to financial assistance, please Should you have concerns, problems, or complaints about the quality of care or service that you are receiving, you are encouraged to speak to the providers directly involved in your care. If the issue is not resolved to your satisfaction, or if you would like the help of someone not immediately involved, patient advocacy staff are available to help resolve the problem. Staff from this area can be reached using the contact information in the box above. If you find the above avenues unsatisfactory, you may choose to file a formal grievance with the hospital (via the patient advocacy office) or you may contact any of the following agencies: contact the financial assistance office at (508) 830-2046 or (508) 830-2775. Financial information provided to the hospital will remain confidential.
12. **You are entitled to know about any financial or business relationship the hospital has with other institutions, to the extent such financial or business relationship relates to your care or treatment.**
13. **You have the right not to be exposed to the smoking of others.** Because smoking is a health and safety hazard to smokers and to others, BID-Plymouth is a smoke-free hospital. Smoking is not permitted anywhere in the hospital, including public areas, private and open offices, rest rooms, patient rooms, and outside areas in the immediate vicinity of the hospital entrances and exits. Smoking materials are not for sale anywhere on the hospital property.

14. **You have the right to take part in decisions relating to your health care.** This includes participation in the development and implementation of your plan of care. You have the right to make informed decisions regarding your care, to receive information about your health status, and to request or refuse treatment. Upon admission to the hospital, you have the right to have a family member or personal representative and your own physician notified promptly.
15. **You have the right to appropriate assessment and management of pain.** Your doctor and nurse will assess your pain and involve you in decisions about managing pain effectively.
16. **You have the right as a patient who may have limited English proficiency to have access, free of charge, to meaningful communication via a qualified interpreter either in person or by phone, as deemed appropriate. If you are a Deaf or hard of hearing patient, BID-Plymouth will provide a certified interpreter either from the BID-Plymouth staff interpreter service or the Massachusetts Commission for the Deaf and Hard of Hearing.**

17. **You have the right to receive information about how you can get assistance with concerns, problems, or complaints, about the quality of care or service you receive, and to initiate a formal grievance process with the hospital or with state regulatory agencies.**

**Patient Advocacy Office**  
 Beth Israel Deaconess Hospital-  
 Plymouth  
 275 Sandwich Street  
 Plymouth, MA 02360  
 (508) 830-2521

Should you have concerns, problems, or complaints about the quality of care or service that you are receiving, you are encouraged to speak to the providers directly involved in your care. If the issue is not resolved to your satisfaction, or if you would like the help of someone not immediately involved, patient advocacy staff are available to help resolve the problem. Staff from this area can be reached using the contact information in the box above. If you find the above avenues unsatisfactory, you may choose to file a formal grievance with the hospital (via the patient advocacy office) or you may contact any of the following agencies:

Massachusetts Board of Registration in Medicine 200 Harvard Mill Square Suite 330 Wakefield, MA 01880  781-876-8200  Fax number: 781-876-8381  On-line: <a href="http://www.massmedboard.org">www.massmedboard.org</a>	Massachusetts Department Of Public Health Division of Health Care Quality Complaint Unit 99 Chauncy Street 11th Flr Boston, MA 02111  800-462-5540 617-753-8150  Fax number: 617-753-8165  On-line: <a href="http://www.mass.gov/dph/dhcc">www.mass.gov/dph/dhcc</a>	[Or, if you have Medicare] Livanta BFCC-QIO Program Area 1 9090 Junction Dr. Suite 10 Annapolis Junction, MD 20701  866-815-5440  Fax number: 855-236-2423 TTY: 866-868-2289  On-line: <a href="http://www.BFCCQIOAREAL.com">www.BFCCQIOAREAL.com</a>	The Joint Commission Office of Quality Monitoring One Renaissance Blvd. Oakbrook Terrace, IL 60181  800-994-6610  Fax number: 630-792-5636  On-line: <a href="http://www.jointcommission.org">www.jointcommission.org</a>
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18. **You have the right to obtain a copy of the rules and regulations of the hospital that apply to your role as a patient.**
19. **You have a right to have your spiritual and cultural needs addressed within the capacity of the hospital.**
20. **You have the right to have your family and physician promptly notified of your admission to the hospital.**

## Patient & Family Responsibilities

### **YOUR RIGHTS AS A BETH ISRAEL DEACONESS HOSPITAL—PLYMOUTH (“BID-PLYMOUTH”) PATIENT:**

To ensure the hospital's ability to provide you with the best care possible, we ask that you accept the responsibility to:

- 1.** Provide accurate and complete information regarding your identity, medical history, hospitalizations, medications, dietary supplements (herbal and other nutritional supplements), and current health concerns. Report any changes in health to care providers.
- 2.** Follow treatment plans recommended by physicians and other health care providers working under the attending physician's direction. Let care providers know immediately if you need clarification or do not understand your plan of care or the health instructions you are given.
- 3.** Participate and collaborate in your treatment and in planning for post-hospital care.
- 4.** Be part of the pain management team. If you are receiving pain medications, ask your medical team about pain management options. Use pain medication as prescribed and provide feedback if certain methods are not working well for you.
- 5.** Be considerate and respectful of other patients and hospital personnel. Do what you can to help control noise, and ensure that your visitors are considerate as well. Be respectful of hospital property.
- 6.** Follow hospital rules and regulations, including those that prohibit offensive, threatening, and/or abusive language or behavior, and the use of tobacco, alcohol, or illicit drugs or substances. Help ensure that your visitors are aware of and follow these rules.
- 7.** Provide the hospital with a copy of any advance directive or health care proxy designation you have prepared.
- 8.** Provide accurate and complete financial information and work with the hospital to ensure that financial obligations related to your care are met. Notify the hospital promptly if there is a hardship so that we may assist you as needed.

## Patient Privacy

Protecting your privacy is very important to us. Privacy during medical treatment within the capacity of the facility is a patient right under Massachusetts General Law. The privacy of your medical information is protected under a federal law called The Health Insurance Portability and Accountability Act (HIPAA) and under various Massachusetts state confidentiality and data security laws.

Our Notice of Privacy Practices (NPP) is an important document posted throughout the hospital that discloses our privacy practices and responsibilities and informs you about the use and disclosure of your medical information. Copies are available from our registration staff, your nurse, the patient representative privacy officer, or via our website [www.bidplymouth.org](http://www.bidplymouth.org) under the forms icon.

### **WHAT DOES HIPAA MEAN TO YOU?**

HIPAA gives you more control over and knowledge about who is using and/or disclosing your medical information and for what purpose. HIPAA requires we provide every patient with the opportunity to agree or to object before we speak to family and/or friends about him or her. Being a family member does not automatically entitle a person to information about any patient other than the information contained in the patient directory. In certain medical and emergent situations where you are not able to give consent and have no Health Care Proxy, our physicians and nurses may exercise professional judgment to determine whether or not they feel a disclosure is in your best interest.

### **HOW YOU CAN HELP**

If you anticipate our staff will be asked questions by your family or friends, either via the telephone or in person, it is important to give your nurse, your permission to share information about your medical condition and the names of one or two key contacts as soon as possible.

### **REPORTING A PRIVACY CONCERN**

If you believe your privacy rights or medical information may have been compromised, you have several options. Contact the Privacy Officer at (508) 210-5942 or call our Privacy Helpline at (888) 753-6533 or <https://bidmccompliance.alertline.com>, 24 hours a day, 365 days a year and can be made anonymously. You may complete a Privacy and Security Complaint form, which is on our website or you can send an e-mail to [privacy@bidplymouth.org](mailto:privacy@bidplymouth.org). Or you may file a written complaint with the Director, Office for Civil Rights of the U.S. Department of Health and Human Services in Washington, D.C. There is no retaliation if a complaint is filed against the hospital. All complaints must be filed within 180 days of your knowledge of the situation.

# Financial Services and Information

Beth Israel Deaconess Hospital-Plymouth's financial counselors provide assistance to patients regarding insurance benefits, education regarding out-of-pocket expenses not covered by insurance, screening and enrollment to available state financial assistance and insurance programs, and prompt pay discounts for uninsured patients.

## CHARGES

Charges fall into two categories: your daily room rate and ancillary services. The room rate includes the cost of general nursing care, meals, routine supplies, and all necessary support services such as housekeeping, laundry, maintenance, office functions, etc. In addition, part of the room rate covers the cost of having available the special medical equipment and technology required of a modern hospital. Ancillary services include such items as operating room services, X-rays, lab tests, drugs, and supplies.

Certain charges are not billed by the hospital and will not appear on your hospital statement. These include but are not limited to the professional fees of your attending physician, consulting physicians, surgeons, Emergency Department physicians, anesthesiologists, radiologists, pathologists or private-duty nurses. These fees will be billed to you or your insurance directly by the individual private practitioner.

## WHEN AM I EXPECTED TO PAY?

Many insurance plans require a patient deductible and/or copayment amount for each hospital admission. This information is available to you by calling your health insurance plan and requesting your payment responsibilities based on the terms of your insurance plan. To contact your insurance plan, please refer to the telephone number that is usually listed on your health insurance identification card. You may also contact one of our financial counselors at the telephone number listed below for assistance in determining your amount due.

It is expected that you pay your deductible and/or coinsurance prior to or at the time of discharge. If you are not able to pay at the time of discharge, full payment is expected upon receipt of your first billing notice unless you have completed financial arrangements with one of our financial counselors.

If you are unable to make full payment, we can assist you with available financial assistance options, including screening and enrollment for coverage under available programs and monthly payment-plan options.

We offer a prompt payment discount to uninsured patients. If you would like to speak to a financial counselor, please call (508) 830-2046. Or from within the hospital, dial **ext. 2775, ext. 2057 or ext. 2485.**

## COMPLIANCE CONCERNS

If you have information or concerns regarding violations of the law (e.g., fraud, waste, or abuse) or you believe you have witnessed unethical business practice or behavior at our hospital, please contact a member of our Compliance Department immediately at (508) 210-5942 or (508) 210-5943 or our Compliance Helpline at (888) 753-6533 or <https://bidmccompliance.alertline.com>. Helpline calls are accepted 24 hours a day, 365 days a year and can be made anonymously. You can also send an e-mail to [compliance@bidplymouth.org](mailto:compliance@bidplymouth.org). No one will face retaliation for reporting an issue or concern. Beth Israel Deaconess Hospital-Plymouth is committed to comply with all federal and state laws and regulations, insurance company rules and regulations, and organizational policies and procedures. If you know, hear, or see something that does not feel right, please help us by reporting it.

# Important Numbers

<b>MAIN NUMBER</b>	(508) 746-2000
<b>CENTRAL SCHEDULING</b>	(508) 830-2778
<b>CRANBERRY HOSPICE</b>	(508) 746-0215
<b>ONCOLOGY CLINIC</b>	(508) 746-1088
<b>OUTPATIENT REHABILITATION SERVICES</b>	
Cordage	
Commerce Center	(508) 830-2182
The Pinehills	(508) 224-2254
<b>COMPLIANCE &amp; PRIVACY HELPLINE</b>	(888) 753-6533

Accepts Anonymous Calls 24/7 365 days per year.  
Electronically: <https://bidmcompliance.alertline.com>

<b>PHILANTHROPY</b>	(508) 830-2420
<b>PHYSICIAN REFERRALS, COMMUNITY AND FAMILY EDUCATION CLASSES, SCREENINGS, AND SUPPORT SERVICES</b>	(855) 4-BIDPLY (800) 256-7326 (V/TTY)
<b>SLEEP CENTER</b>	(508) 746-1072
<b>WOUND CENTER</b>	(508) 732-8350

## Directions



**FROM MASS PIKE:** Follow Mass Pike East to 95/128 South, toward the Cape. Stay on 128 when 95 splits off, past Stoughton and Canton. In Braintree, the highway splits toward Boston; stay in the right lanes onto Rte. 3 South, and follow directions from Boston below.

**FROM BOSTON:** Take the Southeast Expressway (Rte. 93) south to Rte. 3 southbound toward Cape Cod. Take Exit 5 (Long Pond Rd.) off of Rte. 3, and, at the bottom of the ramp, turn left and go under Rte. 3 to another set of lights. Go straight through the lights and take the first right onto Obery Street. See \* in next column.

**FROM CAPE COD:** Take Exit 5 off of Rte. 3 and turn right at the bottom of the ramp. Take the first right onto Obery Street. See \* below.

**FROM RTE. 495:** Take Exit 6 (Rte. 44) from 495 South (toward Cape and Islands). Take right off of ramp onto Rte. 44 East to rotary, take third exit from rotary (staying on Rte. 44E), and stay on Rte. 44 until you get to Plymouth. Follow Rte. 44 directions below.

**FROM RTE. 44:** Follow Rte. 44 East into Plymouth. Take the Rte. 3 South Exit and go to Exit 5 (two exits); turn left at the light at the end of the ramp. Go under the Rte. 3 overpass to another set of lights, go straight through the lights and take your first right onto Obery Street. See \* below.

\* After passing the Registry of Deeds on the right, A.C. Caranci Way (the Jordan Hospital access road) is the next right, directly across from the entrance to Plymouth North High School.

**DETAILED MAPS ARE AVAILABLE AT ALL ENTRANCES.**



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*Plymouth*



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