



UMASS MEMORIAL HEALTH - HARRINGTON
SOUTHBRIDGE CAMPUS

PATIENT GUIDE

IMPORTANT INFORMATION
FOR OUR PATIENTS AND FAMILIES

 **UMass Memorial** Health
HARRINGTON HOSPITAL



WELCOME

To our Valued Patient –

On behalf of UMass Memorial Health – Harrington (UMMH Harrington) and our Board of Trustees, we thank you for choosing us as your local healthcare provider. We are committed to high quality, compassionate care for you and your loved ones.

UMMH Harrington has been cited as a Top Performer in numerous quality studies and by several regulatory agencies. We are accredited by The Joint Commission and meet the highest standards of patient safety.

Your stay with us will feature a hospitalist care team including physicians, nurse practitioners and physician assistants whose specialty is caring for patients while they are hospitalized. These outstanding caregivers manage patient care in the hospital setting, coordinating care with other specialists when needed and ultimately ensuring a smooth transition to patient care outside of the hospital with a patient’s primary care provider and other specialists.

While you are our patient, we strive to make your experience as pleasant as possible. Our caregivers are prepared to meet all your needs, from bedside comfort to discharge. You have access to a variety of patient services, including access to providing real-time feedback using the QR code in your room during your stay, and ongoing contact with our nurse case manager for post-care support or instructions.

If at any time you feel your needs are not being met, please provide feedback electronically through Cipher Health - accessed by scanning the QR code in your room, notify any caregiver personally or ask to speak with the on-shift supervisor. We welcome any suggestions to improve patient care at UMMH Harrington.

Sincerely,

The UMMH Harrington Caregiver Family



NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES



English	<p>If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-774-441-6793 (TTY-711) or speak to your provider.</p>	American Sign Language 
Spanish	<p>Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se ofrecen gratuitamente ayudas y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-774-441-6793 (TTY-711) o hable con su proveedor.</p>	
Portuguese	<p>Se você fala português, oferecemos serviços gratuitos de assistência linguística. Temos também disponíveis gratuitamente recursos auxiliares e serviços adequados para fornecer informações em formatos acessíveis. Ligue para 1-774-441-6793 (TTY-711) ou fale com seu médico.</p>	
Chinese	<p>如果您讲中文，您可以免费获得语言协助服务。我们还提供适当的辅助工具和服务，以便以无障碍格式提供信息，且不收取任何费用。请拨打 1-774-441-6793 (TTY-711) 或与您的医务人员联系。</p>	
Haitian Creole	<p>Si ou pale Kreyol, nou gen sèvis asistans lang gratis. Nou ofri tou asistans oksilyè ak lòt sèvis pou bay enfòmasyon nan fòm aksesib san okenn frè. Rele 1-774-441-6793 (TTY-711) oswa pale ak founisè ou.</p>	
Vietnamese	<p>Nếu quý vị nói tiếng Việt, chúng tôi có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí. Chúng tôi cũng có các dịch vụ và thiết bị hỗ trợ thích hợp cung cấp thông tin với các hình thức định dạng dễ tiếp cận hoàn toàn miễn phí cho quý vị. Quý vị hãy gọi số điện thoại 1-774-441-6793 (TTY-711) hoặc là nói với y bác sĩ của quý vị</p>	
Arabic	<p>إذا كنت تتحدث العربية، تتوفر لك خدمات مجانية للمساعدة اللغوية. كما تتوفر أدوات مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات ميسرة مجاناً. اتصل على الرقم 1-774-441-6793 (TTY-711)، أو تحدث مع مقدم الخدمة الخاص بك.</p>	
French	<p>Si vous parlez français, des services gratuits d'assistance linguistique sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir les informations dans des formats accessibles sont également disponibles gratuitement. Appelez le nombre 1-774-441-6793 (TTY-711) ou parlez à votre fournisseur de soins de santé.</p>	
Italian	<p>Se parlate italiano, sono disponibili servizi gratuiti di assistenza linguistica. Ausili e servizi supplementari appropriati per fornire le informazioni in formati accessibili sono inoltre disponibili gratuitamente. Chiamate il numero 1-774-441-6793 (TTY-711) o parlate con il suo fornitore di assistenza sanitaria.</p>	
Albanian	<p>Nëse flisni Shqip, ofrohen shërbime ndihmëse gjuhësore në dispozicion për ju pa pagesë. Pajisje dhe shërbime ndihmëse suplementare të përshtatshme për të ofruar informacion në formate të aksesueshme janë gjithashtu në dispozicion pa pagesë. Telefononi 1-774-441-6793 (TTY-711) ose flisni me ofruesin e kujdesit tuaj mjekësor.</p>	
Khmer	<p>ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរនោះ លោកអ្នកអាចមានសេវាកម្មជំនួយភាសាដោយឥតគិតថ្លៃ។ ជំនួយនិងសេវាកម្មជំនួយសមស្រប ដើម្បីផ្តល់ជូនព័ត៌មានក្នុងសំណុំបែបបទដែលអាចចូលប្រើបាន ក៏អាចមានដោយឥតគិតថ្លៃផងដែរ។ សូមហៅទូរស័ព្ទលេខ 1-774-441-6793 (TTY-711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវាកម្មរបស់អ្នក។</p>	
Gujarati	<p>જો તમે ગુજરાતી બોલતા હોવ તો, નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. સુલભ માળખાઓમાં માહિતી પૂરી પાડવા માટેની ઉચિત સહાયક મદદો પણ નિ:શુલ્ક ઉપલબ્ધ છે. 1-774-441-6793 (TTY-711) ઉપર કોલ કરો અથવા તમારા સેવા પ્રદાતા સાથે વાત કરો.</p>	
Hindi	<p>यदि आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता से जुड़ी सेवाएँ नि:शुल्क उपलब्ध हैं। पहुँच योग्य प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक उपकरण और सेवाएँ भी नि:शुल्क उपलब्ध हैं। 1-774-441-6793 (TTY-711) पर कॉल करें या अपने प्रदाता से बात करें।</p>	
Korean	<p>귀하가 한국어를 사용하는 경우, 무료 언어 지원 서비스가 제공됩니다. 정보를 접근 가능한 형식으로 제공하기 위한 적절한 보조 기기 및 서비스도 무료로 제공됩니다. 1-774-441-6793(TTY-711)번으로 전화하시거나 담당 서비스 제공자에게 문의하세요.</p>	
Russian	<p>Если вы говорите по-русски, вам доступны бесплатные услуги языковой помощи. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по номеру 1-774-441-6793 (TTY-711) или обратитесь к своему поставщику медицинских услуг.</p>	
Polish	<p>Osoby posługujące się językiem polskim mogą bezpłatnie skorzystać z pomocy językowej. Odpowiednie pomoce i usługi umożliwiające przekazywanie informacji w przystępnych formatach są także dostępne bezpłatnie. Zadzwoń pod numer 1-774-441-6793 (TTY-711) lub skontaktuj się ze swoim dostawcą usług.</p>	
Greek	<p>Αν μιλάτε Ελληνικά, έχετε στη διάθεσή σας δωρεάν υπηρεσίες βοήθειας στη γλώσσα σας. Διατίθενται επίσης κατάλληλα βοηθήματα και υπηρεσίες για την παροχή πληροφοριών σε προσβάσιμες μορφές χωρίς χρέωση. Καλέστε στο 1-774-441-6793 (TTY-711) ή μιλήστε με τον πάροχό σας.</p>	

TABLE OF CONTENTS

-  Welcome..... 2
-  Notice of Availability of Language Assistance Services 3
-  Your Accommodations 5
-  Your Dining Guide..... 8
-  For Your Safety 9
-  Helping to Relieve Your Pain 11
-  Amenities..... 13
-  Parking..... 13
-  Special Services 14
-  For Family and Friends..... 16
-  Going Home..... 17
-  Opportunities for Giving..... 19
-  Important Information..... 20
-  Non-Discrimination Notice..... 24



YOUR ACCOMMODATIONS

YOUR HOSPITAL ROOM

Being in a hospital can be an anxious experience. We want you to be as comfortable and relaxed as possible during your stay with us. If you have concerns about your room, please let your nurse or patient care assistant know right away. You will find a QR code posted in your room during your stay – please scan that code with your cell phone to access your care team electronically at any time during your stay. If you do not have a phone, please let us know and we can provide an iPad to allow you access to the electronic feedback system (Cipher Health). If you have any other concerns, please contact a nurse manager.

YOUR HOSPITAL BED

Your bed is electronically operated and can be adjusted for your comfort. It may be higher and narrower than your bed at home, so be careful when getting out. The bedrails can be used for your safety while you are resting. To help keep you safe during your stay, your care team may use a bed alarm. A bed alarm is a small device connected to your bed or chair that alerts staff if you try to get up without assistance. This tool helps us respond quickly and prevent falls or injuries—especially if you're feeling weak, unsteady, or confused. Bed alarms are one of many ways we work to ensure your safety while supporting your independence. If you or your family have any questions about it, please don't hesitate to ask a member of your care team.

IMPORTANT INFORMATION

EQUIPMENT AND APPLIANCES FROM HOME

Hospitalized patients are discouraged from bringing in nonmedical items that are electrically operated. Battery operated devices such as, but not restricted to, laptops, tablets, and grooming razors are permitted in the patient care settings.

TELEVISION SERVICE

We are pleased to offer television service in your room at no charge. If you have any questions about how to use your television or need assistance finding a specific channel, please ask any member of your care team.

TELEPHONES

Telephone service is available in your room. However, because we want to be sure you receive enough rest while you are with us, we suggest that you ask family and friends not to call between 10 pm and 7 am. Here is how to use the telephone in your room:

Local calls: Dial 9 + area code + number (there is no charge for local calls)

Long-distance calls: Dial 9 + 0 + 1 + area code + number (long-distance calls require either a calling card or the call to be placed collect)

Hospital operator/information: Dial 0



Mobile and Smartphones: We ask that you and your visitors be aware when using mobile and smartphones. Please place the phone on vibrate to reduce noise. Note: Some nurses do carry and use mobile and smartphones to enhance the treatment of our patients.

Assistive devices are available for deaf and hard-of-hearing patients to help communicate with family and friends, as well as with the hospital staff. Please speak with your nurse for assistance. We also have available video remote interpreting units that provide on demand access to trained interpreters.

WI-FI

You will find free wireless Internet access by enabling your laptop or wireless device to search for wireless networks: Connect to UMMH Guest. Launch your browser, review the terms and conditions, click on “accept” to the terms and conditions, and access.

PERSONAL ITEMS AND VALUABLES

We will provide you with hospital gowns, slippers and personal care items during your hospital stay. You may wear sleepwear, a robe and slippers from home if you prefer.

You can store personal items such as eyeglasses or toiletries in your bedside stand. If you wear dentures, please ask your nurse for a denture cup that is labeled with your name. Please don't leave personal items on your meal tray, as they could get lost when the tray is returned to the kitchen.

Please leave jewelry and large sums of money at home. Most patients find having \$20 in cash is plenty. If you have more cash than that, we would be happy to put it in the hospital safe. We cannot assume responsibility for the loss of cash or valuables kept at your bedside.

You may not keep personal medications at your bedside. Your care team will review the medications you take at home and ensure you receive the proper medications during your hospital stay.



QUIET

The hospital is a very busy place. We make every effort to reduce noise at night from 10 pm to 7 am to allow you uninterrupted sleep when your condition allows. While we do our best to minimize noise, you may hear overhead paging, health care workers talking or equipment being moved in the hallway outside of your room. Ask your nurse to provide you with sleep kits that include eye masks and earplugs, and we can also provide head phones at your request. You can help by keeping the volume on your television or other audio devices low. If the noise level is bothersome to you, please tell your nurse.

SMOKING

This facility is 100% smoke- and tobacco-free. The use of any such products is not allowed anywhere on our grounds.

The use of FDA-approved medications (e.g., nicotine patches, lozenges, gum) is allowed. If you would like one of these medications, ask your care team.

Please speak with your care team if you would like any resources on quitting smoking.

Prior to discharge, you can request a prescription for nicotine replacement therapy medication. You can also ask for a referral to meet with one of our tobacco treatment specialists. Combining medication with counseling has proven to improve quitting success rates.



YOUR DINING GUIDE

YOUR DIET

Our patient dining service is designed specifically to support our patients' health, quality of life and the recovery process. This service allows us to cater to your needs and desires by personalizing our offering of menu selections. Our goal is to provide you nutritious meals and snacks that can help your recovery and are coordinated with your medical care. Plus, our dietitians are here to provide you with nutritional counseling during your stay.

There are many types of diets that our caregivers can prescribe to meet your needs. You may be on a regular diet with foods you are used to eating at home. Sometimes you will be on a special diet that is different from your usual eating habits. Please keep in mind that what you eat contributes to getting better. Sometimes, tests and medications that are part of your hospital care plan will determine what you are able to eat and drink and the time of your meals. You may have a special menu provided during your stay to comply with the dietary requirements established by your physician. Our room-service style menu will include a variety of foods from which to choose. Guest meals are available in your room for a small additional charge.

Feel free to call in your meal order by dialing 7777 any time from 6:45 am to 6:00 pm.

VISITOR DINING OPTIONS

Dining Options for your visitors are as follows:

Located on the Mezzanine Level, just off the main elevators, our full service cafeteria is open seven days per week serving breakfast, lunch and dinner.



FOR YOUR SAFETY

GETTING INVOLVED IN YOUR CARE

Our entire team makes patient safety a priority. Here are some ways you can help do the same:

- Speak up if you have questions or concerns.
- Pick someone to speak on your behalf during your hospital stay.
- Learn about your condition, tests and treatment plan.
- Know the medications you take, why you take them and how to take them.
- Participate in all decisions about your treatment.

LEAVING YOUR ROOM/PREVENTING FALLS

Patients of all ages are at risk of falling in the hospital. While you are here, you may feel dizzy or weak. Plus, illnesses, procedures, medicines or even just lying down for too long may make you less steady on your feet. To keep yourself safe:

- Call for help before you get out of bed or head to the bathroom.
- Get to know your room.
- Know how to use your call light.
- Don't walk if the floor is cluttered or wet. Call for help instead.
- Don't walk if the room is dark. Turn on the bedside light to clearly see your surroundings.
- When you are out of bed, don't walk in regular socks or bare feet. We provide special nonskid socks for you to wear instead.
- Don't try to walk if you feel dizzy.
- Use a walker or cane (if we give you one) to get around. Ask for instructions on how to use this equipment.
- Make sure your robe or pajamas aren't dragging on the floor, as that could cause you to trip.
- Allow someone to stay nearby when you are toileting or showering.

It's better to be extra careful than risk another medical problem from falling. We want to keep you safe.

RAPID RESPONSE TEAM

If you or a visitor notices a sudden, serious change in your medical condition, please alert any caregiver right away. Members of our care team will arrive shortly to assist your nurse in evaluating the problem.



PREVENTING HOSPITAL INFECTIONS

Our team takes a variety of measures to prevent the spread of germs, which can cause infections. You can do the same by following these steps:

- Wash your hands with soap and water regularly.
- Confirm your visitors have washed their hands before and after visiting your room.
- Ask members of your care team if they have washed their hands before seeing you.
- Only bring belongings from home that have been cleaned thoroughly.
- Depending on your condition, you (and your visitors) may need to wear a mask. Some illnesses require wearing gloves and/or a gown.
- When sneezing, cover your nose and mouth with a tissue or the inside of your elbow. Make sure visitors and members of your care team do the same.
- Ask family and friends not to visit if they are feeling sick.

PATIENT AND VISITOR CODE OF CONDUCT

In order to effectively provide medical treatment to you, we require a commitment by staff, patients and visitors alike. Mutual trust and respect can help us provide the right treatment plan in a safe and respectful environment that promotes healing.

Below we've outlined the Code of Conduct expectations for all patients and visitors, designed to help make your hospital stay, appointment or visit successful:

- Patients, visitors and staff will address each other in a respectful manner.
- Patients are encouraged to speak with their providers about their therapeutic care plan.
- This is a smoke-free campus. Tobacco use is forbidden on campus grounds.
- Weapons, illegal or dangerous items, alcohol, marijuana and illicit drug use, as well as possession of related paraphernalia, is forbidden in all areas and campus grounds. For patients, we may request a witnessed urine or blood sample for drug screening purposes from you if prohibited substance use is suspected or considered a significant issue in your treatment plan. Refusal will be considered an acknowledgement by the patient that such prohibited substance use has occurred.
- Patients, visitors and staff will refrain from exhibiting threatening or abusive behavior towards each other. We have zero tolerance for threatening or abusive behavior.
- Profanity, sexual harassment, racial or cultural slurs or other derogatory remarks towards others of any kind is not tolerated, including, but not limited to, slurs or remarks targeting another's age, race, ethnicity, religion, culture, disability, language, sexuality or sexual orientation, gender identity, socioeconomic status, marital status or ancestry.
- Patients, visitors and staff will refrain from any unauthorized video recording.



- The following expectations are also required of hospitalized patients:
 - Patients will remain on the unit for their safety and to facilitate timely care. Being on the unit allows for prompt testing, timely medication administration and frequent assessment by health care providers. Patients are encouraged to walk in the hallway of their unit.
 - Patients who do leave the unit must develop a therapeutic plan for being off the unit with their physician and nursing team prior to leaving the unit.
 - Leaving the unit, if not part of your therapeutic care plan, may be considered leaving against medical advice and could result in your discharge.

A safe and respectful environment is central to promoting a healing environment. Therefore, if the above stated expectations are not followed:

- Patients: If you choose not to comply with your therapeutic care plan or the above expectations, we may discharge you from the hospital or your appointment.
- Visitors: If you fail to comply with the above expectations, you may be asked to leave campus and may be restricted from future visitation privileges.

Approved: January 25, 2024

HELPING TO RELIEVE YOUR PAIN

Many patients experience some degree of pain while hospitalized. Managing your pain is important to us because it can speed your recovery, shorten your hospital stay and improve your quality of life.

Here are some facts about pain management:

- We want you to help make decisions about your pain management. Let your care team know how much pain you have and whether it is affecting your ability to get up and walk, turn over in bed, tolerate a procedure, etc.
- Your care team is aware of the risk of opioid overuse and addiction. They will partner with you to develop a safe pain management plan.
- We may recommend a combination of medications to control your pain.
- Applying ice or heat, changing positions, using wedge supports to relieve pressure points and calming lighting are other options that may provide relief.

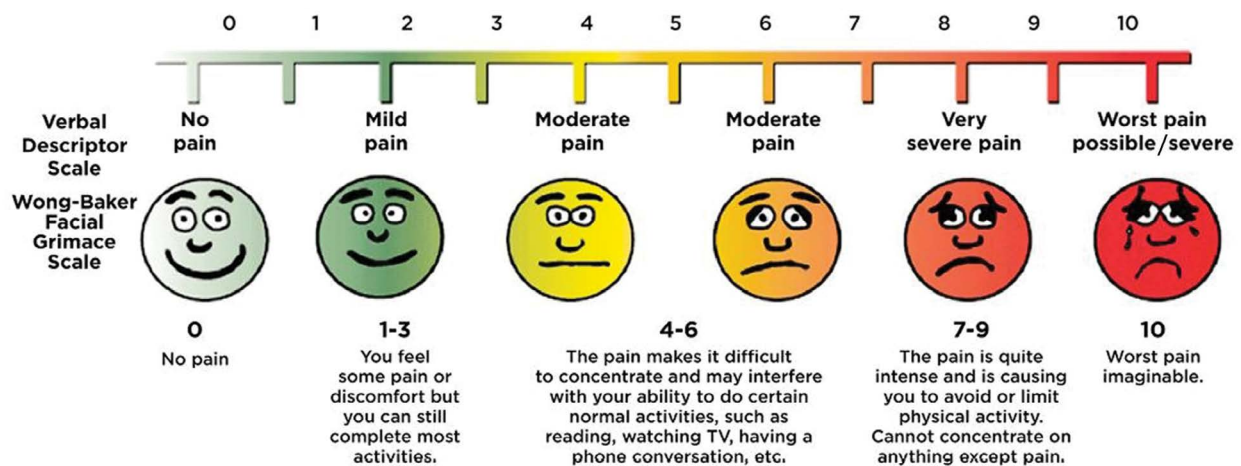
If you ever have questions about your pain management, please let your care team know.



HELP US HELP YOU WITH PAIN RELIEF

Your care team may ask questions like these to figure out how bad your pain is:

- How well are we managing your pain?
- On a scale of 0 to 10, with 10 being the worst pain, how would you rate your pain? (See also the graphic below.)
- Where does it hurt?
- When did the pain start?
- How long have you had it?
- Is it constant, or does it come and go?
- Is it dull or sharp?
- Is it a burning sensation, or does it feel like pressure?
- What makes it better or worse?
- Does it affect your usual daily routine, sleep, concentration and/or mood?





AMENITIES

GIFT SHOP

Located in the main lobby of the Southbridge campus, the Harrington Auxiliary Gift Shop offers small and large gifts, cards, toiletries, magazines and unique jewelry. The Gift Shop is generally open seven days per week. Call the Gift Shop by dialing 6479 on your room phone.

CHAPEL

An ecumenical chapel is located on the second floor of the Southbridge campus and available 24 hours per day for prayer, meditation and private consultations with clergy. If you would like a clergy visit, please tell your nurse.

BOOKS & MAGAZINES

Our volunteers visit patient rooms regularly and have access to soft- cover books and magazines. Please feel free to request a book or magazine when the volunteer stops to say hello. If you would like to make a special request for a visit, dial 0 and ask the operator to have a volunteer revisit your room.

NOTARY SERVICE

The services of a notary public are available for patients and families. To arrange for a notary ask your nurse or call the operator (dial 0). Note: A photo identification is required for notary service.

PARKING

UMASS MEMORIAL HEALTH - HARRINGTON

Parking is free at both our Southbridge and Webster campuses. We ask only that all patients and visitors park in designated parking spaces in our hospital campus lots and avoid fire lanes or parking in unmarked areas.



SPECIAL SERVICES

PATIENT ADVOCATES

Our patient advocates are here to help you. They can answer your questions and address concerns or complaints about your care or the services available at this hospital. To contact a patient advocate:

- Dial 3046 (while in the hospital).
- Call 508-765-3046 (from home).
- Speak with your nurse.

CASE MANAGER

When it is time to be discharged from the hospital, a case manager will assist with your transition to home or an alternate setting.

SOCIAL WORKERS

Need help dealing with emotional and other issues that the stress of illness and hospitalization can cause? Our social workers can guide you to support services both in the UMass Memorial Health system and your community.

PATIENT FINANCIAL COUNSELING

Our certified application counselors can:

- Help you qualify for insurance coverage.
- Explain the programs available to you, including low-cost and free options (if you qualify).
- Fill out the paperwork for you.
- Help you pick your doctors.
- Help you apply for food assistance programs.

To request a visit by a certified application counselor, please speak with your care team or call 508-334-9300.

SPIRITUAL AND PASTORAL SERVICES

Chaplains are integral members of the health care team dedicated to caring for the whole person. Our chaplains offer spiritual support, sacramental ministry, sharing of sacred texts, consultation regarding ethical decision making and a listening presence during a patient's hospital stay. Your own clergy or spiritual leader is also encouraged to visit with you.



PALLIATIVE CARE

Palliative care focuses on helping patients with serious illnesses find relief from symptoms, pain and stress. It is appropriate for patients of any age or stage of illness. It does not prevent you from receiving treatment to cure your illness. Please speak with a member of your care team to learn more.

ADVANCE CARE PLANNING

If you have a serious or advancing illness, you may want to explore advanced care planning. A comprehensive medical wishes tool for advance care planning is available online at www.ummhealth.org/patients-visitors/advance-care-planning.

HEALTH CARE PROXY

What values should guide decisions about your medical care? What kinds of treatments do you want — and not want — to receive? Under what circumstances should all life-sustaining treatments be stopped?

A simple legal document called a **health care proxy** provides guidance on important questions like these in case you cannot speak for yourself (such as if you are in a coma or unconscious). It also lets you assign someone to make decisions about your medical care on your behalf.

If you have a completed health care proxy, please provide a copy to your care team. If you do not have one, please fill out the form included in this guide. Your care coordinator or the social worker assigned to your floor or unit can help you fill it out if you like.



FOR FAMILY AND FRIENDS

VISITING HOURS

INTENSIVE CARE (SOUTHBRIDGE):

Immediate family members or designees are encouraged to visit, and even stay in our state-of-the-art Intensive Care Unit – each room has a guest bed available. Please speak to the nurse on the unit with questions or if special accommodations are required.

ADULT PSYCHIATRIC UNIT (WEBSTER):

Visitors are welcome Monday through Friday from 6:00-7:00 pm. Additionally visiting hours on weekends and holidays are 1:00-2:00 pm and 6:00-7:00 pm. Two visitors per patient will be allowed at one time. Alternative visiting times and/or visitation with children under the age of 18 must be arranged with a member of your treatment team. Our patient safety policy requires that visitors refrain from bringing personal property into this unit when visiting.

CO-OCCURRING DISORDERS UNIT (WEBSTER):

Visitors are welcome Monday through Friday from 6:00-7:00 pm. Additionally visiting hours on weekends and holidays are 1:00-2:00 pm and 6:00-7:00 pm. Two visitors per patient will be allowed at one time. Alternative visiting times and/or visitation with children under the age of 18 must be arranged with a member of your treatment team. Our patient safety policy requires that visitors refrain from bringing personal property into this unit when visiting.

MEDICAL SURGICAL UNITS (2 NORTH & 3 NORTH) (SOUTHBRIDGE):

General visiting hours are 8:00 am to 8:00 pm. Less restrictive hours will be considered for special circumstances and needs. A support person or another designated by the patient will be allowed during the patient's stay.

SURGICAL SERVICES (SOUTHBRIDGE):

Patients may have a designated visitor before and after surgery; visitors can wait in the hospital lobby. Parents of children 11 years and under may go into the operating room for induction of anesthesia; one support person may visit in the post-anesthesia care unit after the patient has been stabilized. Please be aware that visitation in the surgical services area is always at the discretion of the nursing staff.

EMERGENCY DEPARTMENTS (SOUTHBRIDGE & WEBSTER):

Patients may have a support person and/or family member present during their stay.



SUPPORTING YOUR LOVED ONE

It is common for patients to become anxious or confused during a hospital stay. If you have a loved one who experiences these emotions, you can help by:

- Being calm and reassuring
- Giving simple instructions
- Staying with them in their room

For further guidance, please speak with a nurse caring for your loved one.

GOING HOME

PLANNING FOR YOUR DISCHARGE

Our discharge team starts planning on the day of your admission to ensure that all of your needs are met. Your doctor and the rest of your care team will work with you to determine:

- When you are ready for discharge
- Whether you can safely return home or should stay in a care facility to support your recovery
- What type of follow-up medical care you will need

LET US KNOW HOW WE ARE DOING

We constantly strive to improve patient care and offer the best services possible. We truly appreciate real-time feedback which can be shared through a platform called Cipher Health. To provide feedback or request that someone personally visit your room to discuss a concern or compliment, please scan the QR code posted in your room and enter your request online. We will do our best to respond quickly. Additionally, you may receive a survey after your stay asking you to evaluate your experience with us. Thank you in advance for taking the time to answer our questions and share your feedback. We are eager to listen and learn from our patients and their families.



INSURANCE AND BILLING

If you are uninsured or underinsured, we can help you explore your health insurance options. Please contact our certified application counselors at 508-334-9300 for assistance.

If you want to know whether your health insurance covers certain services, please contact your health plan's customer service department. The phone number is probably on the back of your insurance card.

If you have questions about your UMass Memorial Health – Harrington bills, please call our Patient Financial Services Department at 508-334-1840 or toll free at 800-225-8885.

To pay your bill securely online, please visit www.ummhealth.org/patients-visitors/pay-bills-online.

MYCHART

MyChart is a secure mobile application that you can download to your mobile phone or tablet (e.g., an iPad).

During your hospital stay, **MyChart** lets you do things like:

- View your daily schedule.
- View your care team and their roles.
- View your latest health information, such as vital signs and lab results.
- Review assigned educational materials.
- Have a virtual visit with your inpatient health provider.
- View our food menu.
- Enjoy apps such as Netflix and Hulu (you must have your own account to use the app).

MyChart also allows you to stay connected with UMass Memorial Health – Harrington after you are discharged. Use it to:

- Access your health information from all UMass Memorial Health locations.
- View, schedule and cancel appointments.
- Message your provider and other members of your care team.
- Review lab results and X-ray reports.
- View your medications and request refills.
- Pay your bills.

For more information, please visit www.ummhealth.org/mychart.



OPPORTUNITIES FOR GIVING

Once you are home and feeling like yourself, you might consider an opportunity to help UMass Memorial Health – Harrington. We are extremely grateful to those who offer their time, talents and financial support to allow us to continue providing exceptional care to the residents of Central New England.

VOLUNTEER SERVICES

Volunteers of all ages — from 16 to 95 — and talents help make UMass Memorial Health – Harrington a very special place to receive care. During your hospital stay, you will see volunteers throughout the hospital. If you would like information on volunteer opportunities, call 508-765-9771 ext. 6472.

PATIENT AND FAMILY ADVISORY COUNCIL

UMMH Harrington's PFAC is made up of patients, family members and Harrington caregivers. The goal of the committee is to improve the patient experience. The group meets at least quarterly at the hospital and out in the community. If you would like more information or wish to become a committee member, please speak with your nurse or call 508-765-2154 after your stay to inquire about the next meeting.

MAKE A GIFT

Your gift makes a difference. UMass Memorial Health – Harrington is truly deeply committed to advancing the health and well-being of the people of South Central Massachusetts and beyond. Our mission is to positively impact your health, your family's health and the health of our community. Every gift supports our efforts to provide exceptional patient care with compassion, close to home.

To learn more about how you can support UMass Memorial Health – Harrington, visit www.umhealth.org/giving or call 774-443-GIVE (4483).



IMPORTANT INFORMATION

RELEASE OF PATIENT INFORMATION

As a patient of UMass Memorial Health, you have the right to privacy and confidentiality of your condition and status while at UMass Memorial Health – Harrington. For instance, you may request not to have your name listed in our patient hospital directory. This means that:

- Staff use will not be able to respond to visitor or telephone inquiries about whether you are hospitalized and what your current condition is.
- We will not be able to deliver mail or flowers to you.

YOUR PATIENT BILL OF RIGHTS

UMass Memorial Health strives to provide a welcoming and inclusive environment for all our patients, visitors and caregivers. We do not discriminate against any individual on the basis of race, color, ethnicity, culture, language, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity or expression, age, socioeconomic status, physical or mental disability.

Our staff respects your rights as a patient and recognizes your individual health care needs. We want to be your partner in making decisions regarding your care. It is our responsibility to:

- Provide you with considerate and respectful care.
- Ensure that you are fully informed about your condition and treatment.
- Maintain your privacy and confidentiality.

You can help us in this partnership by:

- Asking for clarification of things you do not understand
- Reporting any changes in your health
- Making informed decisions

EVERY PATIENT HAS THE RIGHT

You have the right:

- To obtain, upon request, the name and specialty of the physician or others responsible for your care or coordination of care.
- To freedom of selection of a physician and facility except for emergency medical treatment, provided that the physician is able to accommodate you.
- To participate in the development and implementation of the plan of care.
- To the confidentiality of all records and communication as provided by law.



- To have visitors of your choosing (or a support person where appropriate) in accordance with hospital policies. Visitation rights cannot be restricted, limited or denied on the basis of race, color, ethnicity, culture, language, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity or expression, age, socioeconomic status, physical or mental disability.
- To have all reasonable requests responded to promptly and adequately within the capabilities of this facility.
- Upon request, to obtain an explanation as to the relationship, if any, of UMass Memorial Health – Harrington to any other health care facility or educational institution as it relates to your care or treatment.
- Upon request, to receive any information that this facility has available relative to financial assistance and free care as well as any rules that apply to your conduct as a patient at UMass Memorial Health – Harrington.
- To receive information about your responsibilities while receiving care, treatment and services.
- Upon request, to inspect, request an amendment to or receive a copy of your medical records for a fee determined by the current rate of copying expenses. This right to access your medical records includes access to your current medical records, upon request, in the form and format requested by you, if it is readily producible in such form and format (including in an electronic form or format when such medical records are maintained electronically); or, if not, in a readable hard copy form or such other form and format as agreed to by this facility and you, and within a reasonable time frame.
- To be notified of your rights in advance of providing or discontinuing care whenever possible.
- To receive care in a safe setting free from all forms of abuse and harassment.
- To request pastoral and other spiritual services.
- To receive a copy of your medical records, free of charge, if you show that your request is to support a claim or appeal under any provisions of the Social Security Act or federal or state financial needs-based benefit program.
- To refuse to be examined, observed or treated by students or any other staff member without jeopardizing access to psychiatric, psychological or other medical care and attention.
- To refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic.
- To privacy and personal dignity during medical treatment or care within the capacity of UMass Memorial Health – Harrington.
- To have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- To lifesaving treatment in an emergency without discrimination because of source of payment or delay due to discussions of source of payment.
- If refused treatment because of lack of a source of payment, to a prompt and safe transfer to a facility which agrees to receive and provide treatment.



- If you are a female rape victim of childbearing age, to receive medically and factually accurate written information prepared by the Massachusetts Commissioner of Public Health about emergency contraception, to be promptly offered emergency contraception and to be provided with emergency contraception, upon request.
- To informed consent to the extent provided by law, including the right to accept or refuse medical treatment, including foregoing or withdrawing life-sustaining treatment or withholding resuscitative services.
- To receive, upon request, an itemized bill reflecting charges from the physician and/or the facility including laboratory charges, pharmaceutical charges and third-party credits and charges.
- If you have breast cancer, to complete information regarding alternative treatments that are medically viable. If you are having a breast implant, you have the right to know the disadvantages and risks associated with breast implantation, and your physician should discuss this with you at least 10 days before the planned surgery, except in an emergency.
- To be free from seclusion, physical restraints and medications that are used as restraints when they are not medically necessary.
- To have a family member or other representative of your choice and your own physician notified of your admission to the hospital and to designate a caregiver to participate with your discharge process.
- To formulate advance directives and revise those directives at any time. In Massachusetts, the tool for implementing your advance directives is a health care proxy.
- To interpreter services upon request.
- To be informed about the outcomes of care and treatment that was provided, including unanticipated outcomes.
- To appropriate assessment and management of pain.
- If you are asked to remove your clothing and change into hospital attire to enable a medical screening examination (if appropriate) or in the event hospital staff conducts a search for safety reasons, you have the right to refuse unless there is compelling clinical information indicating an imminent risk of harm to you or others and all other reasonable alternatives have been exhausted.
- If this hospital provides maternity services and you are a maternity patient, to receive statistical information regarding certain aspects of previous deliveries at this hospital.

WHEN YOU HAVE CONCERNS:

You have the right to voice concerns and/or complaints about the quality of care and/or services you have received. Doing so will not compromise your access to care or treatment.

If you have a concern or feel your rights have not been respected, please contact:



UMMH HARRINGTON QUALITY & PATIENT SAFETY OFFICE

100 South Street, Southbridge, MA 01550
Tel: 508-765-3046
Fax: 508-765-2121

**COMMONWEALTH OF MASSACHUSETTS
BOARD OF REGISTRATION IN MEDICINE**

178 Albion Street, Suite 330, Wakefield, MA 01880
Tel: 781-876-8200 | Consumer Hotline: 800-377-0550
www.mass.gov/orgs/board-of-registration-in-medicine

DEPARTMENT OF PUBLIC HEALTH

Division of Health Care Facility Licensure and Certification Complaint Intake Unit
67 Forest Street, Marlborough, MA 01752
Tel: 617-753-8150 or 800-462-5540

ACENTRA HEALTH

Beneficiary and Family Centered Care Quality Improvement Organization
Tel: 888-319-8452 | TTY: 855-843-4776
www.acentraqio.com

**THE OFFICE OF QUALITY AND PATIENT SAFETY
THE JOINT COMMISSION**

One Renaissance Boulevard, Oakbrook Terrace, IL 60181
Visit www.jointcommission.org and select “Report patient safety event.”

FOR PRIVACY CONCERNS

If you have privacy concerns, please contact:

**COMPLIANCE AND PRIVACY OFFICER
UMMH HARRINGTON HOSPITAL**

61 Pine Street, Southbridge, MA 01550
Privacy Line: 508-765-3015

**OFFICE OF CIVIL RIGHTS
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201
Toll-free: 800-368-1019 | TDD toll-free: 800-537-7697



NON-DISCRIMINATION NOTICE

UMass Memorial Health (UMMH) complies with applicable Federal and Massachusetts civil rights laws and does not discriminate, exclude people or treat them less favorably on the basis of race, color, national origin (including limited English proficiency and primary language), age, sex, gender identity, sexual orientation, sex stereotypes, pregnancy or related conditions, sex characteristics, disability, or any other category protected by law.

UMMH provides reasonable modifications for individuals with disabilities and appropriate auxiliary aids and services free of charge and in a timely manner, such as:

- Qualified sign language interpreters
- Information in alternative formats (e.g. large print, audio, accessible electronic formats, other formats).

UMMH also provides language assistance services to individuals whose primary language is not English, which may include:

- Qualified oral interpreters
- Electronic and written information translated in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Interpreter Services at 1-774-441-6793 (TTY-711)

If you believe that UMMH has failed to provide these services or has discriminated against you in another way, you can file a grievance with the 1557 Coordinator who will investigate the grievance. The 1557 Coordinator may be contacted by mail at the address below or by email or phone.

UMass Memorial Health Compliance Office

365 Plantation Street
Biotech One
Worcester, MA 01605
Email: UMMH1557Coordinator@umassmemorial.org
Phone: 978-466-2136

If you need help filing a grievance, the Section 1557 Coordinator is available to help you.

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

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at UMass Memorial Health's website at:
www.ummhealth.org/about-us/nondiscrimination-notice.

UMASS MEMORIAL HEALTH

MASSACHUSETTS HEALTH CARE PROXY

NAME:

BIRTHDATE/AGE:

SEX:

MEDICAL RECORD NUMBER:

HAR / CSN ACCOUNT NUMBER:

- HealthAlliance-Clinton Hospital
- Marlborough Hospital
- UMass Memorial Health - Harrington Hospital
- UMass Memorial Medical Center
- UMass Memorial Medical Group | Location: _____

PRINT CLEARLY IN INK OR APPLY PATIENT LABEL

1

I, _____, residing at _____

(street address)

(city/town)

(state)

appoint as my Health Care Agent: _____

(name of person chosen as Agent)

(relationship to patient)

of _____

(street address)

(city/town)

(state)

(phone)

(Optional: If my Agent is unwilling or unable to serve, then I appoint as my Alternate:

_____ of _____

(name)

(relationship to patient)

_____.

(street address)

(city/town)

(state)

(phone)

My agent shall have the authority to make all health care decisions for me, including decisions about life-sustaining treatment, subject to change if any limitations have been written below, if I am unable to make health care decisions for myself. My Agent's authority becomes effective if my attending physician determines in writing that I lack the capacity to make or to communicate health care decisions. My agent is then to have the same authority to make health care decisions as I would if I had the capacity to make them EXCEPT (here list the limitations, if any, you wish to place on your AGENT'S authority):

I direct my Agent to make health care decisions based on his/her assessment of my personal wishes. If my personal wishes are unknown, my Agent is to make health care decisions based on his/her assessment of my best interests. Photocopies of this Health Care Proxy shall have the same force and effect as the original.

Note: You should not choose as your health care agent an employee or member of the health care facility in which you are now or expect to be a patient, unless you are related to that person by blood, marriage or adoption.

Signed: _____ Date: _____

Complete only if Principal is physically unable to sign: I have signed the Principal's name above at his/her direction in the presence of the Principal and two witnesses.

(name)

(street address)

(city/town)

(state)

WITNESS STATEMENT: We, the undersigned, each witnessed the signing of the Health Care Proxy by the Principal or at the direction of the Principal and state that the Principal appears to be at least 18 years of age, of sound mind and under no constraint or undue influence. Neither of us is named as the Health Care Agent or Alternate in this document.

Witness #1: _____ (signature) Witness #2: _____ (signature)

Name (print): _____ Name (print): _____

Address: _____ Address: _____







UMass Memorial Health – Harrington provides outstanding health care to patients in more than 25 communities throughout South Central Massachusetts and Northeastern Connecticut. We are dedicated to our role as the health and wellness partner of the people in our communities and we are relentless in the pursuit of healing. Our comprehensive array of health care services and locations provides our patients with unparalleled access to care. UMass Memorial Health - Harrington Hospital provides medical and surgical inpatient care, two 24-hour emergency departments, inpatient adult psychiatry, an intensive care unit, the Cancer Center at Harrington, and an array of outpatient services. Additionally, UMass Memorial Health – Harrington offers outpatient office locations in Charlton and Sturbridge.

Visit www.umhealth.org/harrington.



UMass Memorial Health is the largest not-for-profit health care system in Central Massachusetts with more than 20,000 caregivers and more than 3,100 providers, many of whom are members of UMass Memorial Medical Group. We are the clinical partner of UMass Chan Medical School. Our comprehensive system includes UMass Memorial Medical Center, UMass Memorial Health – Harrington, UMass Memorial Health – HealthAlliance-Clinton Hospital, UMass Memorial Health – Milford Regional and UMass Memorial Health – Community Healthlink. Together, we impact every aspect of life in the region by making health and wellness services available to everyone, at the bedside, in the clinic or community, or even at home, advocating for social equality and providing economic stability and opportunity. There are many ways to heal. We pursue them all. Relentlessly.

Visit www.umhealth.org.

To find a physician in your community,
call 855-UMASS-MD (855-862-7763).