



UMASS MEMORIAL MEDICAL CENTER
PATIENT GUIDE

IMPORTANT INFORMATION
FOR OUR PATIENTS AND FAMILIES

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



English	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.	American Sign Language	
Spanish	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.		
Portuguese	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.		
Chinese	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。		
Haitian Creole	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.		
Vietnamese	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		
Arabic	إذا كنت تتحدث العربية، تتوفر لك خدمات مجانية للمساعدة اللغوية. كما تتوفر أدوات مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات ميسرة مجانًا. اتصل على الرقم 1-774-441-6793 (TTY-711)، أو تحدث مع مقدم الخدمة الخاص بك.		
French	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.		
Italian	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.		
Albanian	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.		
Khmer	ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរនោះ លោកអ្នកអាចមានសេវាកម្មជំនួយភាសាដោយឥតគិតថ្លៃ ជំនួយនិងសេវាកម្មជំនួយសមស្រប ដើម្បីផ្តល់ជូនព័ត៌មានក្នុងសំណុំបែបបទដែលអាចចូលប្រើបាន ក៏អាចមានដោយឥតគិតថ្លៃផងដែរ។ សូមហៅទូរស័ព្ទលេខ 1-774-441-6793 (TTY-711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវាកម្មរបស់អ្នក។		
Gujarati	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.		
Hindi	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।		
Korean	귀하가 한국어 를 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.		
Russian	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.		
Polish	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.		
Greek	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.		

TABLE OF CONTENTS

	Welcome	2
	Notice of Availability of Language Assistance Services	3
	Your Accommodations	5
	Telephone Directory.....	8
	Television Channels	9
	Your Dining Guide.....	10
	For Your Safety	11
	Helping to Relieve Your Pain	14
	Amenities.....	15
	Parking	16
	Special Services	17
	For Family and Friends.....	19
	Going Home.....	20
	Opportunities for Giving.....	22
	Information for Our Pediatric Patients and Families	23
	Important Information.....	25
	Non-Discrimination Notice.....	30



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. 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.

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. See channel listings on page 9.

A special feature of our television service is the C.A.R.E. relaxation channel (channel 44), offering relaxing music and images that can help you manage pain and discomfort, reduce the distraction of hospital noise, and ease sleep.

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. In fact, at night, phones are switched so that patients can only make, not receive, calls.

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 Medical Center 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. Devices can be installed in your room if you wish. Amplified handsets, TTYs and pocket talkers are available through Interpreter Services. 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. To help minimize the effects of the noise, we offer the C.A.R.E. Channel (channel 44) on your television. The relaxing images and music played softly on this channel help reduce the perception of noise. Also, 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.



TELEPHONE DIRECTORY

USING THE TELEPHONE IN PATIENT ROOMS:

Local calls 9 + area code + number (no charge for local calls)

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

Hospital operator/information 0

UMASS MEMORIAL MEDICAL CENTER DEPARTMENT NUMBERS

Main Telephone Number 508-334-1000

Billing Inquiries 508-334-1840 or toll free 800-225-8885

Campus Police

On our Memorial Campus 508-334-8568

On our University Campus 508-856-3296

Care Coordination 508-334-6286

Gift Shop

On our Memorial Campus 508-334-6569

On our University Campus 774-443-7767

Food and Nutrition Service

On our Memorial Campus 508-334-6341

On our University Campus 774-442-3857

Housekeeping

On our Memorial Campus 508-334-6519

On our University Campus 508-856-2721

Interpreter Services 774-441-6793

Patient Financial Counseling 508-334-9300

Patient Advocates 774-442-3701

Rapid Response Team 12345

Social Workers 508-334-6286

Tobacco Consultation Service 774-442-4372



TELEVISION CHANNELS

CHANNEL DESCRIPTION	ANALOG	DIGITAL
PBS	2	51.1
CBS	3	51.2
ABC	4	52.1
NBC	5	52.2
FOX	6	53.1
UNIVISION	7	53.2
UPN	8	54.1
CW	9	54.2
AMC	10	55.1
Animal Planet	11	55.2
Cartoon Network	12	56.1
CNN	13	56.2
Discovery	14	57.1
Disney Channel	15	57.2
Freeform	16	58.1
TBS	17	58.2
TeenNick	18	59.1
TLC	19	59.2
TNT	20	60.1
Univision East	21	60.2
USA	22	61.1
Weather Nation	23	61.2
A&E	24	62.1
Bravo	25	62.2
CMT	26	63.1
Comedy Central	27	63.2
C-Span	28	64.1

CHANNEL DESCRIPTION	ANALOG	DIGITAL
Disney XD	29	64.2
E! Entertainment TV	30	65.1
ESPN2	31	65.2
ESPNNews	32	66.1
Food Network	33	66.2
FOX Sports	34	67.1
FX	35	67.2
Hallmark Channel	36	68.1
History Channel	37	68.2
Hope Channel	38	69.1
Jewish Life TV	39	69.2
National Geographic	40	70.1
Nick Jr	41	70.2
Nickelodeon Jr	42	71.1
Nickelodeon	43	71.2
Paramount	44	72.1
EWTN	45	72.2
VH1	46	73.1
Nicktoons	47	73.2
AUDIENCE	48	74.1
NESN	49	74.2
CARE Channel	76	-
TIGR	77	-
TIGR	78	-
TIGR	79	-
TIGR	80	-
Pediatrics (DVD/VHS Player)	84	-



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 and are available even after you go home.

There are many types of diets that our staff 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.

We are pleased to offer At Your Request- Room Service Dining for our patients. This innovative dining program allows you to select meals from a wide variety of foods designed to enhance your experience as though you were eating at your favorite restaurant.

Meal orders can be placed between 6:30 am - 6:30 pm. When you are ready to make your meal selection, call us from your in-room phone at extension 46500. If you are calling from an outside phone dial 508-334-6500.

VISITOR DINING OPTIONS

Dining Options for your visitors are as follows:

ON OUR MEMORIAL CAMPUS:

Cafeteria and 1888 Cafe: First floor, Memorial Building

Vending machines: Located in the first floor cafeteria, emergency room waiting area and most patient floors

Snacks are also available in the gift shop

ON OUR UNIVERSITY CAMPUS:

Cafeteria: First floor

Dunkin' Donuts: Remillard Family Pavilion (main lobby)

Starbucks Cafe: Ambulatory Care Center

Vending machines: Located adjacent to the cafeteria, in the emergency room waiting area and on all patient floors

Snacks are also available in the gift shop

UMass Chan Medical School Albert Sherman Center Cafe: Main lobby



NORTH PAVILION:

Our lobby café offers served food from 6:30 am to 10 am and from 11 am to 2 pm daily. You can also purchase grab-and-go food from the café micro-mart 24 hours a day.

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:

- Get to know your room.
- Know how to use your call light.
- Call for help before you get out of bed or head to the bathroom.
- 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 your nurse right away. You may also reach our Rapid Response Team by dialing 12345 from your room phone. A member of the 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:

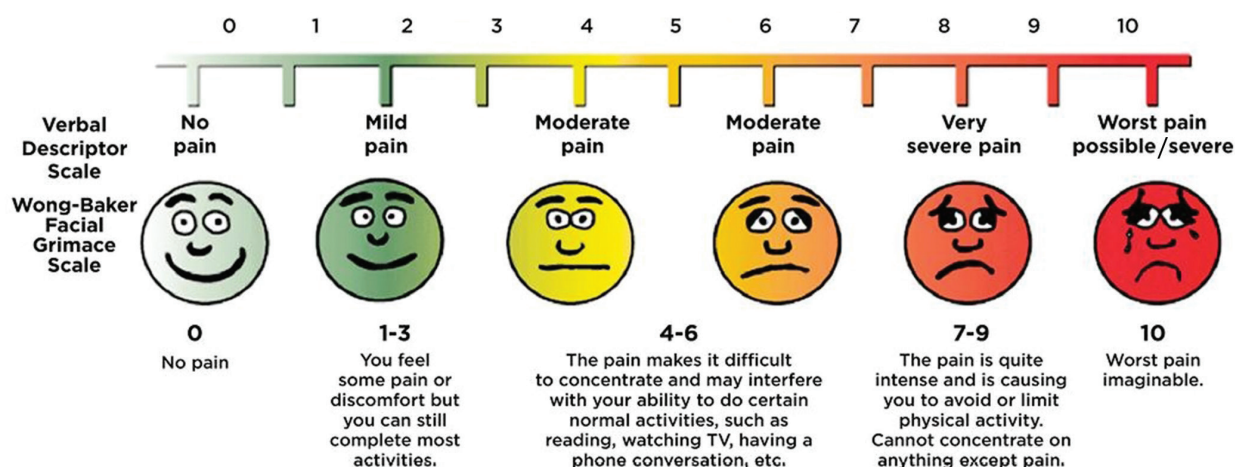
- We want you to help make decisions about your pain management. Let your care team know how much pain you have and whether it is affecting your ability to get up and walk, turn over in bed, tolerate a procedure, etc.
- Your care team is aware of the risk of opioid overuse and addiction. They will partner 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 on the next page.)
- 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

AUTOMATED TELLER MACHINES (ATMs)

For your convenience, ATMs are in the following locations:

Memorial Campus: Sovereign Bank, East Building, ground level, across from cashier

University Campus: Bank of America, first floor, outside of the cafeteria

GIFT SHOPS AND FLOWERS

Our gift shops located in the main lobby on both the University and Memorial campuses carry cards, gifts, clothing, snack foods, beverages, plants and flowers, and health and beauty supplies including shampoo and toothpaste. Visit the online gift shop at www.umassmemorial.org to purchase a gift for delivery to a patient's bedside for free.

Area florists make deliveries to our Medical Center daily. However, live flowers and plants cannot be delivered to intensive care unit patients because of infection control requirements. Also please note that latex balloons are prohibited for all patients. Our staff is happy to provide you with more information.

LIBRARY CART AND NEWSPAPERS

Our volunteers visit most patient rooms with our library cart that includes soft cover books and magazines. If you would like to make a special request for a visit, dial 0 and have the operator connect you with volunteer services.

Newspapers can be purchased in the gift shops and the book store on the University Campus.

NOTARY SERVICE

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



PARKING

MEMORIAL CAMPUS

Parking is available for an hourly fee in the main visitor parking garage, in the garage beneath the Levine Building and in the Jaquith parking lot on Oak Avenue. Valet parking is available for a flat fee at the main and south entrances.

The handicapped parking rate is a reduced rate and is the same rate for valet or self-parking. Patients or visitors who self-park in one of the garages or lots will be required to have their tickets validated by the valet attendant prior to exiting.

UNIVERSITY CAMPUS

Parking is available for an hourly fee in the patient/visitor garage on South Road. Valet parking is available at the main entrance (Remillard Family Pavilion) and the Emergency Department entrance.

The handicapped parking rate is a reduced rate for valet or self-parking. Patients or visitors who self-park in the garage need to pay for parking at the cashier to receive the reduced rate.

NORTH PAVILION

On-site parking is available at the building. You can self-park for up to 2 hours for \$3. Additional fees apply if you stay beyond 2 hours. You can also purchase a 7-day parking pass for \$30.

SEVEN DAY DISCOUNTED PARKING PASSES

Seven-day discounted parking passes are available for self-parking or valet services on the Memorial and University campuses. For a single price, patients and visitors can park unlimited for seven consecutive days. The passes can be purchased from the valet cashiers at each campus entrance, or additionally, for the University Campus from Parking Cashiers in the Patient and Visitor Garage. Passes are for our patients and visitors only!



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 23701 (while in the hospital).
- Call 774-442-3701 (from home).
- Speak with your nurse.

CARE COORDINATORS

When it is time to be discharged from the hospital, a care coordinator 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.

Chaplains are available from 8 am to 6 pm daily and a Catholic priest is on-call 6:30 pm to 8 am for urgent patient needs.

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

Visits from family and friends are important to our patients during their hospital stay and can be good medicine for your recovery process. To support you, we have visiting hours from 10 am - 8 pm. If you would like to stay outside our visiting hours, please discuss with the nurse manager and nursing supervisor.

Quiet time is also important to your recovery. Some units have designated quiet time during the day. During these times you are encouraged to rest. Visitors may stay during this time if you wish.

To protect your improving health, people with colds, sore throats or any contagious illness should delay visiting until they are well. We ask that visitors be considerate of others, speak quietly, silence electronic devices and avoid any unnecessary noise.

Some patient units have special visiting hours or requirements for visiting, including:

NEWBORN INTENSIVE CARE UNIT (NICU)

Before visiting, visitors will be asked if they have been exposed to any communicable diseases that may put our patients at risk. Examples include chickenpox, measles, whooping cough/pertussis, tuberculosis, head lice/scabies, fever/cough.

- Visitors must be accompanied by at least one parent of the infant.
- Children under the age of 16 may visit only if they are a sibling of the infant.

MATERNITY AND BONE MARROW TRANSPLANT UNIT

- Before visiting, visitors will be asked if they have been exposed to any communicable diseases that may put our patients at risk. Examples include chickenpox, measles, whooping cough/pertussis, tuberculosis, head lice/scabies, fever/cough.
- All visitors will be asked to clean their hands with alcohol foam soap prior to entering the unit.

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

When the time is right, we will begin planning for your discharge. 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. That's why you may receive a survey 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 Medical Center 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 Medical Center 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 Medical Center. 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 17 to 95 — and talents help make UMass Memorial Medical Center a very special place to receive care. During your hospital stay, you will see volunteers identified by their red polo shirts, salmon-colored smocks or red jackets throughout the hospital. If you would like information on volunteer opportunities, call 774-443-2558.

PATIENT AND FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council (PFAC) is made up of patients and family members who work in partnership with UMass Memorial leaders to assess and improve the quality, safety and experience of patients, their families and visitors.

MAKE A GIFT

Your gift makes a difference. UMass Memorial Medical Center is truly deeply committed to advancing the health and well-being of the people of 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 Medical Center, visit www.ummhealth.org/giving or call 774-443-GIVE (4483).

BECOME A CLINICAL RESEARCH VOLUNTEER

Research progress depends on volunteers! Everyone can participate in the search for better treatments and cures for health conditions and diseases. During your stay, staff from the hospital or our Medical School might approach you about joining a research study. Research is one way we continually look for new and better treatments for you and your family. And, it's easy; participating can mean anything from answering some questions about your health, to giving small amounts of blood, to being in a study of new drugs. Plus, it's completely voluntary and confidential.

To learn more visit www.umassmed.edu/umass-mind/research-studies/current-research-studies.



INFORMATION FOR OUR PEDIATRIC PATIENTS AND FAMILIES

Having your child hospitalized can be a stressful time, and we will do our best to keep you informed and make his or her stay as pleasant as possible. To help us get to know your child better and provide the best possible experience, please feel free to share:

- Your child's nicknames
- Any special names or words for food, toilet, etc.
- Your child's likes and dislikes about food and drinks
- Any fears or special concerns your child may have
- Special ways your child likes to go to sleep or relax
- Favorite activities and toys
- Previous hospital experiences

Note: It can be comforting for your child to have a special toy or blanket. If you bring toys or other items from home, please make sure they are clearly labeled so they do not get lost. For your child's well-being, do not share personal toys with other patients.

YOUR ACCOMMODATIONS

Private and semi-private rooms – Private rooms are limited on the pediatric inpatient unit, called 5 East. For the safety of our patients and to reduce the risk of infection, private rooms are reserved for children who either have a highly contagious illness or an immune system that may be compromised.

Cribs – We strongly recommend that patients under age four sleep in cribs for safety purposes.

Parents' sleeping arrangements – We recognize sleeping in a new environment like a hospital can be a stressful experience for a child, so we encourage a parent/guardian to stay overnight. We provide a bedside sleep chair and bedding. Unfortunately, due to space limitations, there is a limit of one sleep chair per bedside. To maximize space in the patient room, please fold it into the upright position during the day. Siblings under the age of 18 are not allowed to stay overnight.

Television – Each bedside has a television provided at no charge. Parents are asked to be aware that some channels (e.g., Cartoon Network) provide children's programming during the day and switch to adult content in the evening. The pediatric inpatient unit also offers patients the opportunity to choose from a variety of age-appropriate movies.



Visiting hours – In accordance with hospital policy, parents and guardians are welcome 24 hours per day, as they are partners in the care of their child. Siblings and other visitors may visit as long as they are supervised by an adult. Siblings under the age of 18 are not allowed to stay overnight. We encourage family and friends to respect the normal sleep/wake cycle of the patient they are visiting, as well as their roommate. For your child's protection, as well as the protection of all the children on the unit, please discourage visitors who are not feeling well.

YOUR DINING GUIDE

Meals – Pediatric patients are given three meal trays per day. Our Nutrition and Food Services staff is happy to discuss your child's diet and can help make special food requests for your child, based on his/her likes and dislikes.

Call extension 23857 or 774-442-3857 from 6:30 am to 6 pm, Monday through Friday.

Meals for parents – If you are breastfeeding, meals will be provided for you during your child's stay. Please speak to your nurse for more information. You may also visit the cafeteria, located on the first floor. Bedside meals are available for parents that don't want to leave the bedside for a small fee. Ask our staff for more information. Takeout menus are available at the nurses station for food delivery from local restaurants.

Beverage room – A variety of juices and water for patients can be found in the beverage room, across from the nurse's station. Coffee is available for parents by 9 am on weekdays. Other beverages and snacks can be purchased from the cafeteria or vending machines.

Note: A refrigerator is available to store food brought from home. Please label it clearly with your child's name and the date and remember to take all food items home at discharge.

SPECIAL SERVICES

CHILD LIFE PROGRAM – Certified child life specialists are trained in child development and work to ensure that life remains as normal as possible for hospitalized children and their families. They promote effective coping and stress reduction through play, expressive arts, and age-appropriate medical education and preparation. As advocates of patient- and family-centered care, child life specialists work in partnership with parents, doctors, nurses, social workers, and others to meet the unique emotional, developmental and cultural needs of each child and family. If you are interested in learning more about our Child Life Program, please ask your physician or nurse, or you may contact the Child Life Program directly at 774-443-2549 or childlife@umassmemorial.org.



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 Medical Center. 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. Patients have the right to withdraw consent to see a visitor at any time.
- 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 Medical Center 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 Medical Center.
- 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 Medical Center.
- 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:

OFFICE OF PATIENT ADVOCACY

UMass Memorial Medical Center
55 Lake Avenue North, Worcester, MA 01655
Tel: 774-442-3701

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:

PRIVACY OFFICER

UMass Memorial Medical Center
365 Plantation Street, 3rd Floor, Worcester, MA 01604
Privacy Line: 508-334-5551

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 complies with applicable federal and state civil rights laws and does not discriminate 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. Further, UMass Memorial Health does not exclude people or treat them differently because 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.

UMass Memorial Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats and other formats)

For people whose primary language is not English, UMass Memorial Health also provides free language services such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Interpreter Services at 774-441-6793 (TTY: 711).

If you believe UMass Memorial Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability, you can file a grievance with:

OFFICE OF PATIENT ADVOCACY

UMass Memorial Medical Center
55 Lake Avenue North, Worcester, MA 01655
Tel: 774-442-3701

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, a patient advocate can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Please visit their Complaint Portal Assistant at ocrportal.hhs.gov/ocr/portal/lobby.jsf. Or, you can mail or call:

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

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
Tel: 800-368-1019 or 800-537-7697 (TDD)

UMASS MEMORIAL HEALTH

MASSACHUSETTS HEALTH CARE PROXY

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

NAME: _____

BIRTHDATE/AGE: _____

SEX: _____

MEDICAL RECORD NUMBER: _____

HAR / CSN ACCOUNT NUMBER: _____

PRINT CLEARLY IN INK OR APPLY PATIENT LABEL

1

I, _____, residing at _____
(print your name here)

_____ (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**:

_____ (name) _____ (relationship to patient) of _____

_____ (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: _____





[illegible]

[illegible]



A cutting-edge teaching hospital with over 800 beds and more than 9,000 caregivers, UMass Memorial Medical Center is dedicated to ensuring the health and well-being of our communities across Central Massachusetts. With our academic partner, UMass Chan Medical School, we are the source of academic and clinical excellence in primary and specialty care, community service, teaching and research. We are relentless in our pursuit of knowledge and applying innovation and compassion to the care of adults and children, at the bedside, in the emergency department or operating room, in the clinic or community, or even at home.

Visit www.ummhealth.org/medical-center.

General information: 508-334-1000



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 and Milford Regional Physician 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 – Marlborough 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.ummhealth.org.

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