



Award-winning care.
Closer than you think.

Guide to Guest Services

*For our Patients, their
Families and Visitors*

Patient room copy, please do not remove.

Our Mission

To care, heal and excel in service to our community.

Our Vision of PROMISE

When individuals enter Winchester Hospital, they entrust us with a responsibility that is otherwise normally their own — the responsibility for their health, well-being, and often, their lives. How well we respond to this sense of trust is vital to our success.

In every encounter with patients, co-workers, and the community, our PROMISE is:

- Promoting Teamwork
- Ownership
- Initiative
- Safety and Quality
- Respect
- Empathy
- Maintaining a Positive Attitude

Welcome

Dear Guest,

Welcome to Winchester Hospital. I am so pleased that you have chosen us for your care.

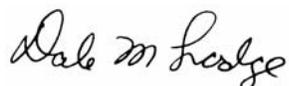
For more than 100 years, Winchester Hospital has been committed to the health care needs of our communities. Each year, hundreds of thousands of area residents place their confidence in our highly trained physicians, dedicated nurses and skilled support staff. We are proud to have earned the privilege to take care of you.

Our hospital offers a full range of medical services. More than 800 physicians represent nearly all medical specialties, and our nurses lead the state, repeatedly receiving Magnet® recognition for nursing excellence. Now as a member of Lahey Health, Winchester Hospital can offer patients access to even more comprehensive care, close to home.

It's natural to have questions and concerns when you are in a hospital, and we will do our best to answer them and reassure you. You deserve to feel confident in the care you receive during your stay. If there is something we can do better, I encourage you to share that with your nurse or another member of your health care team.

While you are a patient at Winchester Hospital, we want you to feel welcome, as if you are a guest in our home. All of our resources — leading physicians, state-of-the-art equipment, compassionate staff, and even integrated home care services — come together here to ensure your visit is as smooth as possible.

Thank you again for putting your trust in us. I wish you good health and a speedy recovery.

A handwritten signature in black ink that reads "Dale M. Lodge". The signature is written in a cursive, flowing style.

Dale M. Lodge

CEO, Winchester Hospital

To Place a Call:

For Local Calls (within Massachusetts and New Hampshire):

Dial 9 + 1 + area code + telephone number

For Long-distance Calls ():

Dial 7 + 9 + 0 + area code + telephone number (do not dial "1" in this case)

Other Long-distance Carriers:

Dial 9 + 1 + 800 + Calling Card Code

Incoming Calls:

Ask the caller to dial 781.756 + the room extension number (or 781.729.9000 for the main number)

To reach any Winchester Hospital department:

Unless noted otherwise in the directory below, to reach a department from an outside line, dial 781.756 + the 4-digit extension or 781.729.9000.

Service Response Center

Please call the Service Response Center at ext. 2500 if you have any questions or concerns and we will be happy to assist you in any way we can.

Our goal is to resolve any concerns immediately.

Key Telephone Numbers

Winchester Hospital Main Line 781.729.9000

Department	Number/Extensions
Administration	2888
Admissions/Registration.....	2204/2225
Ambulatory Care Unit.....	2040
Breast Care Center	2308
Cardiopulmonary Services	2380
Case Management.....	2633
Center for Healthy Living.....	2295
Central Scheduling.....	2211
Chaplain/Spiritual Care	
Ethics Committee	2860
Food & Nutrition	2500

Health Information Management (Medical Records)	2180
Home Care.....	2488
Housekeeping.....	2500
Maintenance.....	2500
Patient Advocacy	7159
Patient Financial Services/Assistance	2423
Patient Information/Operator.	781.729.9000
Radiology	2342
Rehabilitation Services.....	2380
Security	2560
Service Response Center	2500
Telecommunications Device for the Deaf (TDD).....	2530 or Dial "0"

Our Mission

Our Vision

To be the best place to give care and receive care.

Our PROMISE

We recognize that when individuals enter Winchester Hospital, they are entrusting us with the responsibility for their health, well being, and often, their lives. We take this responsibility very seriously.

In every encounter with patients, co-workers, and the community, our PROMISE is:

- Promoting Teamwork
- Ownership
- Initiative
- Safety and Quality
- Respect
- Empathy
- Maintaining a Positive Attitude

This guide is intended to inform you of the numerous ways Winchester Hospital strives to care for you, during your stay. We want every patient to be aware of our commitment, so please do not take this guide home with you when you leave the hospital. If you would like to reference any of the information you found in this book once you are home, please visit us online at winchesterhospital.org.

Your Room

Your room assignment is based on your admitting diagnosis and bed availability on the day of admission. You may be moved as your health changes. The majority of our rooms are semi-private, but and semi-private (two-bed) rooms are also available. Patients may be placed in a private room based on availability.

Many of our units have remote control for heat and air conditioning. Please ask your staff to show you how to use it.

Call Lights

A button to call your nurse is located at your bedside. When you press the button, the Nurses' Station is alerted that you need assistance and a light flashes above your door. A staff member will respond to you as quickly as possible.

Your Bed

Hospital beds are electric. A member of your health care team will show you how to operate your bed properly. Because the hospital bed is probably higher and narrower than your bed at home, bedside rails are used for your protection. They will be raised at night or during the day if you are resting, recovering from surgery or taking certain medications. Your bed linens will not be changed daily. If you would like them changed please ask a member of your health care team.

Wireless Devices/Laptops

Free internet access Internet access is available in the cafeteria, common areas and in patient rooms patients and families who bring in personal laptops and devices. Simply launch your web browser on your device and select the Winchester Guest network (you will need to agree to the terms of use). Alternatively, you can go to your Wi-Fi settings and select Winchester Guest, open your web browser and agree to the terms of use. Internet access is available in the cafeteria, common areas and in patient rooms. For support, patients and families can call AT&T Wayport by dialing ext. 3901 (or 888.304.9131 toll-free). Patients and visitors may use their wireless devices for internet use wherever there is service in the hospital.

Cell Phones

Winchester Hospital has guidelines for the appropriate use of cell phones within the building. This policy applies to all individuals using this technology regardless of their relationship with Winchester Hospital.

- Prior to using a cell phone, please make sure you are in an area where use is permitted.

Cell phone use is allowed throughout the hospital with the exception of the following areas:

- OR
- ICU
- Special Care Nursery & Nursery A&B
- Upon entering an area where cell phones are not permitted, it must be turned OFF; merely switching the device to mute, vibrate, or stand-by is not sufficient. When left on, wireless devices intermittently transmit network signals even if no call is in progress.
- Be respectful of patient privacy and noise levels.

Telephone Services

A telephone is located at each patient's bedside. There is no charge for incoming or outgoing local calls (Massachusetts and New Hampshire). Long-distance calls are handled by an outside operator and may be charged to a credit card, calling card or alternate long-distance carrier, billed to a third party, or placed as a collect call.

Public telephones are also available on the ground floor near the vending machines.

Problems with Your Hospital Telephone

Call the Service Response Center at ext. 2500. You may also dial "0" and the hospital switchboard operator will assist you.

Television Services

Television services are provided free of charge to all of our patients. To report trouble with your television, call the Service Response Center at ext. 2500. For the channel directory please refer to the back of this page.

Television Channels

2	WGBH (2) PBS	24	Disney Channel	49	ESPN
3	HSN	25	Nickelodeon	50	ESPN 2
4	WBZ (4) Boston CBS	26	ABC Family Channel	51	NESN N.E. Sports Network
5	WCVB (5) Boston ABC	28	MTV Music Television	52	CSN
6	NECN New England Cable News	29	VH-1	55	SPIKE TV
7	WHDH (7) Boston NBC	30	FX	57	BRAVO
8	Public Access			58	QVC
9	Public Access	31	TBS Superstation	59	American Movie Classics
10	Evine)	32	Home & Garden TV	60	Cartoon Network
11	Sprout	33	TNT	61	Comedy Central
12	WLVI (56) Boston – The CW	34	E! Entertainment TV	62	Sci-Fi Channel
13	WXT (25) Boston - FOX	35	USA Network	63	Animal Planet
14	My TV	36	Lifetime	64	TV Land
15	ION	37	Arts & Entertainment	65	NBC Sports Network
16	WGBX (44) Boston PBS	38	The Learning Channel	66	History Channel
				67	Travel Channel
17	WUNI (27) UNI	39	Discovery Channel		
18	WBIN TV	40	Food Network	70	EWTN (Catholic Channel)
19	NUEVO	41	Fox News	71	Care Channel
20	WMFP (62) Lawrence	42	CNN	95	ATP International
21	UMAS	43	HLN	98	Newborn Channel (MBU Only)
		44	CSPAN1		
		45	CSPAN 2		
		46	CNBC		
		47	The Weather Channel		

Insurance

It is important that you understand the terms of your insurance coverage and the hospital's billing procedures and charges. If there is a question about your coverage, a member of the Patient Accounting Department will contact you or a member of your family while you are here.

If You Have Health Insurance

We will need a copy of your health insurance identification card. We also may need the insurance forms, which are supplied by your employer or insurance company. You will be asked to assign benefits from the insurance company directly to the hospital.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure your plan's requirements have been met. If the requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan and therefore services may not be covered.

If You Are Covered by Medicare/Medicaid

We will need a copy of your Medicare card to verify eligibility and process your claim. If you have changed from Medicare to one of the many Medicare private programs, please let us know. We will need copies of both the private plan and Medicare cards. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments also are the patient's responsibility. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless it is medically necessary.

If You Do Not Have Insurance

A representative of the Patient Financial Service Department will discuss financial arrangements with you. Depending on family income and size, you may be eligible for a state program, such as MassHealth. It is important to speak with a Patient Financial Service representative who can assist you with this. They can be reached at 781.7562461.

Your Hospital Bill

The hospital room charge covers the room, professional nursing services, meals and maintenance. Your bill may show additional charges for supplies and special procedures ordered by your doctor or for services from other departments.

In addition to the hospital bill, you will receive separate bills from your physician, anesthesiologist, radiologist, pathologist and any other medical professionals who participated in your care.

For questions regarding your insurance or medical expenses, call the Patient Financial Services Department at 781.756.2423 from 8 a.m. to 4:30 p.m. Winchester Hospital accepts MasterCard and Visa.

Visiting Policy

During your hospitalization, our goal is to provide an environment that promotes healing and results in a positive experience for you and your visitors. In order to accommodate the varied needs of our patients and to help support your rest and recovery, visitors should be aware of our visiting policy. Winchester Hospital will not limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

General Visitor Information

- To help protect the health of our patients, we ask that visitors be free from colds, fever, rashes, chicken pox, or other contagious illnesses. However, there are unique circumstances where we understand that visitors who are ill need to visit. In this case, we request that visitors who have a respiratory illness wear a mask.
- You and your guests are asked to show consideration for other patients by talking quietly and keeping the television at a low volume.
- Visitors in semi-private rooms should be considerate of both patients. Our nursing staff may request that your visitors keep visiting time to a minimum to ensure both your care and your roommate's care are not compromised.
- We encourage family visits, however, small children should never be allowed to sit or lie down on the floor or on the patient's bed.
- We ask that all patients have one designated person or family member with whom the nursing and medical team may communicate. This person can then keep other members of the family informed. This allows for consistency in communication as well as ensures that the patient's privacy is maintained.
- Quiet hours start at 9pm and we request that you and your visitors respect the need to keep noise and visitors to a minimum at that time. Again, rest is essential to healing.

Intensive Care Unit (ICU)

The management and staff of the ICU recognize the desire for family to be present with a patient. The nursing staff will work with each family and be as flexible as possible in arranging visits to ensure your needs and those of the patient are met.

At any time, we may have to ask visitors to leave due to other clinical situations in the ICU. Please understand this is to assist us in delivering needed care.

Should there be any questions or concerns regarding equipment or ICU procedures, please speak with the nurse caring for your loved one. The nurse manager responsible for the ICU is available to address any concerns you may have; please ask the nursing staff to have him/her paged.

Pediatric Unit

We encourage parents to stay with their child because this can help a child feel comfortable in an unfamiliar environment. One parent is welcome to stay with a child overnight; other visitors are welcome between the hours of noon and 8 p.m.

Special Care Nursery

Parents are encouraged to call any time to check on their child's status. Patients are advised to check the next scheduled feeding time since the best time to visit your infant is just before and during the feeding.

- Parents may visit the nursery at any time except from 7 to 7:30 a.m. and 7 to 7:30 p.m. , which are the nursing staff shift change.
- Siblings are encouraged to visit; however, hospital policy requires that they are free from infections and illnesses or exposure to either. For safety reasons, all children must be supervised by an adult.
- Grandparents are welcome but must be accompanied by the infant's parents. No patient/infant information will be given to anyone other than parents.
- The number of visitors at the bedside is limited to two.

Discharge from Winchester Hospital

Our goal is to ensure that all patients have the smoothest transition possible when leaving the hospital. Therefore, we start the discharge planning process soon after admission and continue it throughout your stay.

The Discharge Plan

There are several steps to the discharge planning process. These may include continuation of therapies, alternative living arrangements, medication assistance, home care or other community resources. A case manager from our discharge planning team will contact you soon after admission and work with you to develop a plan.

How You Can Help

You are a critical member of your own health care team. It is important that you feel prepared for discharge and that your needs are met to the best of our ability.

Here is what you can do:

- Be an active participant in your discharge plan by discussing all of your needs and by asking questions.
- Discuss any issues or concerns you have such as insurance coverage, your home environment, transportation and/or prescription coverage.
- Ensure that you and your family understand all of your discharge plan options.

Going Home

Your physician, nurse and case manager will work with you and your family to make sure your transition home goes smoothly. Your physician will determine when you are ready to be discharged; however, the actual discharge process may take a few additional hours because of the following steps that need to occur:

- Any final radiology and laboratory tests need to be obtained and reviewed.
- All services outlined in your plan need to be coordinated.
- You and your family receive the appropriate educational material.
- Your physician needs to ensure that you are tolerating your diet and walking safely.

On the evening before your scheduled discharge, it is helpful to have someone bring your flowers, gifts and other belongings home. When you are ready to leave, a member of the volunteer staff will escort you to the discharge area on the ground floor.

Home Health Care

If it is determined that you would benefit from home health services once discharged, your case manager will provide you with a list of home care agencies in your area including our hospital-based provider, Winchester Hospital Home Care.

Patient Surveys

We welcome your feedback regarding your stay. In the days following your discharge, you may receive a survey in the mail asking for your opinions about the care you received at Winchester Hospital. Please take a moment to complete and return the survey.

Your candid feedback and comments will help us recognize staff members who have provided outstanding service and care as well as make improvements to anything that did not meet your expectations.

Health Care Proxy

Massachusetts law provides that you can appoint a health care agent to make medical decisions for you should you become unable to make them yourself. We strongly encourage you to appoint such an agent. If you do not appoint a health care agent, your family or friends may not be able to make decisions for you. Making this decision without your input can be very difficult for your loved ones. They may have to go to court to obtain a guardianship to be able to agree to your medical care. This can be a long and costly process.

To appoint a health care agent simply complete a Health Care Proxy Form which you can obtain from Case Management, your physician or nurse.

Organ Donation

In compliance with state and federal laws, it is the policy of Winchester Hospital to participate fully in the referral of all deaths for consideration of potential organ and tissue donation to the New England Organ Bank.

Protecting Your Privacy

Winchester Hospital provides its patients with a Notice of Privacy Practices summarizing the confidentiality of your medical records and information.

Diversity and Cultural Awareness

Winchester Hospital is committed to cultural diversity in our programs and the development of cultural competencies in our employees so that we may better serve our patients. We welcome feedback. If, during your stay, we have not met your individual needs, please let us know. Patients who are non-English speaking, have limited English proficiency (LEP), or are deaf or hard of hearing, have the right to competent, free medical interpreter services. For more information, please see "Interpreter Services/Language Line/TDD information on page 40 of this guide.

Patient Concerns

We are committed to resolving any concerns that you may have while you are here and encourage you to ask to speak to the supervisor covering your unit if you have any concerns. The Service Response Center is also available to assist you with any of your questions or concerns at ext. 2500. If you would prefer to speak to another hospital representative, please feel free to call our Patient Advocate at 781.756.7159. You may also submit your concerns in writing to the Patient Advocate c/o Winchester Hospital, 41 Highland Avenue, Winchester, MA, 01890.

You May Also Contact

The Massachusetts Board of Registration in Medicine
200 Harvard Mill Square
Wakefield, MA 01880
781. 876-8200

The Massachusetts Department of Public Health
Division of Health Care Quality
99 Chauncy Street
Boston, MA 02111
617.753.8000

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800.994.6610
patientsafetyreport@jointcommission.org

Grievance Procedure and Anti-Discrimination Notice

Winchester Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: Winchester Hospital cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Portuguese: Winchester Hospital cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo.

Service Response Center

The Service Response Center is happy to assist you with any guest services need you may have, or any comments/questions about our services. The Service Response Center can be reached at ext. 2500.

Food and Nutrition

Patient Meals

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. Winchester Hospital makes every effort to provide nutritious meals prepared according to your doctor's orders. You will be visited each day by a member of our Food & Nutrition team who will introduce our services, assist with meal selection and deliver meals and snacks to you throughout the day. If a family member would like to dine with you, he/she may order guest meals at an additional charge. Before making your meal selection, please inform a member of your health care team if you have a food allergy.

Breakfast is usually served between 7:30 and 9 a.m.; lunch between 11:30 a.m. and 1 p.m.; and dinner between 4:30 and 6 p.m. Please note that meals may be delayed due to your medical circumstances; your diet associate/technician will make every effort to arrange a late meal for you. If you have any questions or comments during your stay, please ask your diet representative or call ext. 2500.

Cafeteria

The Winchester Hospital cafeteria is located on the first floor and is open daily for breakfast from 6:30 to 10:45 a.m.; lunch from 11:30 a.m. to 1:30 p.m.; and dinner from 4 to 6:30 p.m. Visitors are welcome to eat in the cafeteria. Our cafeteria features a grill, salad bar, and soup and deli station, as well as a variety of hot and cold entrees.

Waterfield's Café

Winchester Hospital's Waterfield's Café is open Monday through Friday from 9 a.m. to 8 p.m. It features Starbucks® coffees and espresso drinks, as well as Tazo® teas. A variety of panini sandwiches, salads and baked goods are served fresh daily.

Additional Services

Vending Machines

Vending machines for snacks and beverages are located on the ground floor in the hallway between the Laboratory and the Emergency Department.

Food for Patients

Visitors should check with the nurse before bringing food or drink to patients to ensure that it is appropriate.

Newspapers

The *Boston Globe*, or *Boston Herald*, can be delivered daily to your room by calling the Service Response Center at ext. 2500. Newspapers also are available for sale in the cafeteria on the first floor off the main lobby.

Winton Club Gift Shop

The Winton Gift Shop is open Monday through Friday from 9 a.m. to 8 p.m. and weekends from 1 to 4 p.m. The shop has gift items, jewelry, magazines, greeting cards, candy, toiletries, flowers and plants. Contact the Gift Shop at ext. 2623 if you have any questions.

ATM

An ATM is located on the ground floor of the main corridor near the vending machines and the Emergency Department.

Mail, Flower and Gift Delivery

Hospital volunteers deliver letters, messages, e-greetings, packages and flowers to patients as quickly as possible. U.S. mail received after your discharge will be forwarded to the address on your hospital record. Due to potential allergy risks, hospital policy prohibits the delivery of latex balloons. Mylar balloons are acceptable.

Parking

Winchester Hospital provides free parking for all patients and visitors. A parking garage is located on Fairmont Street toward the back of the hospital. In addition, there is a parking lot for visitors in the front of the hospital on Highland Avenue.

Valet Parking

Patients and visitors may utilize our free valet parking service Monday through Friday from 9 a.m. to 8 p.m.; and Saturday and Sunday from 8:30 a.m. to 8 p.m.

Waiting Areas

Specially designated visitors lounge areas are located on each patient floor and on the main floor in the lobby. Specific waiting areas have been designated for families of patients in the critical care units, the Emergency Department and Day Surgery.

Meditation Room

A nondenominational meditation room is located just off the main lobby on the first floor. It is open 24 hours a day for quiet reflection, prayer and spiritual reading.

Personal Belongings

We realize how important personal belongings are to our patients! Here are some important tips and reminders to prepare ahead:

- Leave valuable items at home, whenever possible. Otherwise, please ask our staff about having small valuables locked in the hospital safe, or contact the cashier's office at ext. 2056
- You will be given a patient belongings bag that has a label with your name on it. This is the place to keep all of your essential personal belongings like clothing & shoes.
- When not in use, please keep eyeglasses in a case. Always avoid wrapping dentures or hearing aids in tissue or placing them on your food tray or bedside table, where they can be easily mistaken for trash.
- Lost and Found staff can be reached by dialing ext. 2500.

- The hospital cannot be responsible for patient clothing or valuables that you keep with you. However, our staff will do our best to assist you with the safe keeping of your belongings, and will help in any way we can if something is lost.

Integrative Therapies

Integrative Therapies, including massage, Reiki, acupuncture, and hypnotherapy, are available for both inpatient and outpatient visits. To access these therapies, ask your nurse and/or contact the Center for Health Living at 781.756.4700 to arrange for an appointment.

Your Rights as a Patient

You have many rights as a patient. These rights are posted in the hospital and at all offsite locations. You will also receive written notice of these rights upon admission. Feel free to discuss any questions with your physician and/or hospital staff. Your rights are as follows:

- To expect that all communications and clinical records pertaining to your care will be maintained confidentially and with proper safeguards and security.
- To have your personal dignity respected and to be treated kindly by all hospital personnel.
- To refuse care, treatment and services.
- To receive compassionate care that respects your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- To have access to and to obtain copies of your medical records in accordance with Massachusetts General Law Chapter 111, Section 70. Hospitals may charge a fee for providing patients with a copy of their medical records. Please call Winchester Hospital's Health Information Department at 781.756.2170 for further information.
- To expect the hospital to maintain records of patients under its care for 20 years after discharge or the final treatment.
- To always be treated in an emergency.
- The freedom of choice in your selection of a facility, physician or treatment, except in the case of emergency medical treatment.
- To obtain, upon request, the name and specialty, if any, of the physician or other person responsible for your care or the coordination of your care.
- To have all reasonable requests responded to promptly and adequately within the capacity of the hospital.
- To obtain, upon request, an explanation, if any, of Winchester Hospital's relationship to any other health care facility or educational institution as the relationship may relate to your care or treatment.
- To obtain a copy of any policies of the hospital that apply to your stay as a patient.
- To receive, upon request, any information that Winchester Hospital has available relative to financial assistance and free health care.
- To refuse to be examined, observed, or treated by medical students without jeopardizing your access to 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 refuse to remove your clothing, unless there is compelling clinical information indicating imminent risk to you or to others.
- To privacy during medical treatment or other rendering of care within the capacity of the hospital facilities.
- To informed consent to the extent provided by law.
- To receive an itemized bill, to examine your bill and to receive an explanation of the charges regardless of the source of payment of your care.

- To reasonable and equal access to care.
- To interpretation or special translation equipment when there is a language, communication or hearing barrier.
- To appropriate assessment and management of pain.
- To be free from restraints or seclusion of any form that are not medically necessary, or that are used as a means of coercion, discipline, convenience or retaliation by staff.
- To be free from all forms of abuse or harassment.
- To receive care in a safe setting.
- To receive any visitors who you designate. Visitors can include, but are not limited to, a spouse, domestic partner (including same-sex domestic partner), family member or friend. You (or your designated support person) also have the right to deny visitation from any person(s) during your hospital stay.

- To have a family member or individual of your choice and your physician notified of your hospital admission.
- To be notified of outcomes of care, including unanticipated outcomes.

Your Responsibilities as a Patient

Medical care is the result of a mutual effort, and your participation in that effort is important. Along with your rights as a patient, you have certain responsibilities during your stay at Winchester Hospital. Your responsibilities are as follows:

- To provide accurate and complete information regarding health matters, including your present condition, past illnesses, hospitalizations, medications and other matters relating to your health. All changes in your condition should be reported to the appropriate practitioner.
- To ask questions if you do not understand what you have been told about your treatment plan, any consent forms you are asked to sign, and what you are expected to do.
- To follow the treatment plan recommended by your physician and to express any concerns regarding the ability to comply with the proposed course of treatment.
- To accept the outcomes associated with refusal of treatment or not following the practitioner's instructions.
- To assure that all financial obligations of your health care are fulfilled as promptly as possible.
- To keep scheduled appointments and to contact the practitioner or the health care facility when appointments must be canceled or rescheduled.
- To be considerate of the rights of other patients and health care facility personnel. All visitors and patients are expected to follow rules regarding our policies on visitation and the smoke-free environment.
- To participate in the safe delivery of your care.

Pain Management

Patients are encouraged to work with nurses and doctors to prevent or relieve pain.

Our goal is to make you as comfortable as possible and for pain not to be a focus of your day. Some pain is expected, especially after surgery or procedures. Although you might feel some discomfort during your stay, we will do our best to keep your pain level as well managed as possible so that you can participate in your care, rest, ambulate, and enjoy TV or company.

Patients are encouraged to work with nurses and doctors to prevent or relieve pain.

Managing Your Pain

The pain you experience is unique, and only you know how much pain you are having. You will be asked to describe and rate your pain using a scale.

Report when your pain starts to become more than mild. The higher your pain level gets, the harder it is to bring it down.

Coordinate your pain medication with those times when your pain worsens. If your pain is worse when you move around, consider coordinating your pain medication with times that you are most active.

Review your instructions for controlling pain at home with your discharge nurse. Follow up with your physician. Don't forget that your physician is still available when you go home to help manage any unexpected pain needs after discharge. Please call your physician if pain is not well controlled after discharge. .

Common Concerns about Pain Medication

1. I Don't Want to Be a Bother: The nurse's goal is to keep your pain controlled; if you don't report the pain, it will be difficult to reach that goal. Nurses want to assist you in reaching keeping your pain controlled.
2. I Don't Like the Side Effects: Nausea, drowsiness, itchiness and constipation are the most common side effects of pain medication. Your health care team can try and manage any side effect that you report.
3. I Don't want to Become Addicted: While controlling your pain is important, always do this by taking the least amount of medication possible and only take it when you anticipate pain. After you are discharged, do not share pain medicine and disregard all unused medication when no longer needed.

Pressure Ulcers

A pressure ulcer is an area of skin and/or tissue that is damaged by unrelieved pressure, moisture and/or friction. Sometimes it can even extend to the muscle underneath.

You may hear it called a “bed sore” or a “decubiti.” You may notice them in “bony” areas such as your tailbone, spine, hipbones, elbows, heels and/or the back of your head.

You are at Risk When

- You do not move and spend most of your day in a chair or bed.
- You do not stay hydrated by.
- You do not eat a well-balanced diet.
- You take certain medications.
- You have bowel or bladder incontinence.
- Your skin is very dry or tears easily.

What You Can Do to Prevent Pressure Ulcers

- Keep your skin clean, dry and moisturized.
- Look closely at your skin every day and speak up if you have a skin or wound issue.
- Be active every day.
- Change your position at least every two hours.
- Eat a well-balanced diet and drink fluids.

What Your Health Care Team May Do to Help Prevent Pressure Ulcers

- Use pillows and cushions under your bony areas.
 - Encourage you to walk.
 - Reposition you every two hours or more frequently.
 - Make sure your heels are elevated.
 - Perform daily skin assessments.
 - Keep your skin clean and dry.
 - Offer you fluids frequently.
-
- Provide you with well-balanced meals.

Speak Up

Research shows that patients who take part in decisions about their health care are more likely to have better and safer outcomes.

To Help Prevent Health Care Errors, Patients are Urged To:

- Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.
- Pay special attention to the care you receive. Always make sure you're getting the correct treatments and medicines from the right health care professionals. • Educate yourself about your illness by learning about your treatment plan and medical tests.
- Ask a trusted family member or friend to be your advocate (advisor or supporter).
- Know what medicines you take and why you take them. Medication errors are the most common mistakes made in health care.
- Use a hospital, clinic, surgery center or other type of health care organization that has been carefully evaluated. For example, The Joint Commission visits hospitals yearly to see if they are meeting its quality standards.
- Participate in all decisions about your treatment. You are the center of the health care team.

Help Us Keep You Safe and Prevent Infections.(For Patients)

Please:

- Wash your hands regularly with soap and water or use an alcohol-based hand sanitizer. Hand washing is the most important way to prevent the spread of infections.
- Notice whether your caregivers wash their hands. Don't be afraid to remind any health care provider or visitor to do this.
- Make sure all wounds and cuts are covered and bandages are changed regularly. If you have an incision, refrain from touching it.
- If you have a urinary drainage catheter, ask your caregiver to explain why you need it and what you should do to avoid infection.
- If you have been placed on isolation, please ask your caregivers any questions that you may have. There are many additional resources available to answer your questions.

Help Us Prevent the Spread of Infection.(For Visitors)

Please:

- Wash your hands or use hand sanitizer before entering and when leaving the patient's room.
- Expect our staff to clean their hands before patient care. Remind them if they forget.
- Cover your sneeze or cough with a tissue or your upper arm.
- DO NOT visit if you are sick. Caring may mean not visiting.
- Avoid touching anything used to care for the patient.

- Read and follow any instructions posted outside the patient's room. Please ask a caregiver if you have questions.
- Routine daily cleaning at home with cleaners and disinfectants is usually sufficient unless otherwise instructed by your caregiver.

Preventing Patient Falls

A fall can threaten your health and well-being. All patients are assessed for their risk of falling during their hospital stay.

We encourage all patients to take these small measures to help reduce their risk of falling in the hospital:

- Use your call light and ask for assistance when needed.
- Use walking shoes when moving throughout your room and hallways.
- Keep your glasses close to your bedside.
- Always use walking aids when needed (cane, walker or crutches).
- Sit before standing and rise slowly.
- Be aware that some medications and dose changes can make you dizzy.
- Please ask your family and friends to alert a nurse when they leave.

Medications

For your safety, you are asked not to keep or administer your own medications while at the hospital. If you brought your own medication from home, please talk to your nurse.

Security

Security services are available 24 hours a day, 7 days a week. For emergency assistance and/or escorts to and from the parking areas, call the Security Department at ext. 2560 or "0" to reach the operator.

Smoke-Free Environment

Winchester Hospital recognizes the hazards of smoking and enforces a no smoking policy throughout the institution.

Wheelchairs

Wheelchairs are available on all nursing units, however, getting in and out of them without assistance may be hazardous. Please ask for help from a member of your healthcare team.

Fire Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, patients and visitors should remain in their room. Please call a member of your care team if you have any questions. The overhead announcement you may hear for a fire emergency is "Fire Emergency, Code Red."

Overhead Announcements

During your stay, you may occasionally hear announcements made over the public announcement system. We use these announcements to communicate with our staff when necessary. If you have any questions regarding these announcements, please contact a member of your care team.

Rapid Response Team

The purpose of the Rapid Response Team (RRT) is to bring critical care expertise to the patient bedside. The Rapid Response Team, which includes a registered nurse and a respiratory therapist, works with your nurse and doctor to assess your condition, provide needed emergency care, and keep the doctor up-to-date about any changes.

For Visitors: What to Do If you Notice a Sudden Decline in Your Loved One's Condition:

- Alert the nurse by pushing the call light.
- Immediately call ext. 3333 to contact the RRT.
- Tell the operator you need help and give your location and room number.
- Let the nurse know the RRT has been called.

Your Hospital Care Team

To ensure the best care and fastest recovery, you and your health care team are partners. By actively inquiring and learning about your care and condition, health professionals can collaborate with you during your stay, as you prepare for discharge, and after you leave the hospital. Your physician will monitor your care and coordinate consultations with other physicians and/or specialists as needed. Our highly skilled and compassionate nursing staff will provide professional care for you 24 hours a day.

The Medical Staff

The Winchester Hospital medical staff is comprised of highly skilled, expert clinicians, many of whom have fellowship training in a specific medical subspecialty.

Prior to being granted medical staff privileges at Winchester Hospital, all physicians undergo an extensive credentialing process to ensure that our patients benefit from the highest quality providers. Final approval of medical staff privileges is granted by the hospital's Board of Directors.

Hospitalists

While you are a patient at Winchester Hospital, you may be seen by a Hospitalist instead of your primary care doctor. A Hospitalist is a physician who cares for patients during their hospital stay. Our Hospitalists provide high-quality health care to patients in the hospital in collaboration with your primary care physician. This enables them to focus exclusively on you and your illness. Our Hospitalist service also has board certified nurse practitioners trained in managing the care of hospitalized patients. Because Hospitalists provide care 24 hours a day, 7 days a week, you may see more than one member of the Hospitalist team during your stay.

The Nursing Staff

A team of professional registered nurses, and clinical associates (CA) provides 24-hour nursing care. A nurse manager is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nurse manager if you have questions or concerns.

Rounding

Rounding is an integral part of Winchester Hospital's care plans. A nurse or other member of the care team will check patients regularly during waking hours. We have specific tasks and questions we will ask you that are designed to better meet your needs, such as:

- Can we help you get into a more comfortable position?
- Do you have any pain?
- Do you need to go to the bathroom?
- Is your call light nearby?
- Is there anything else we can do for you?

Rounding allows us to individualize your care to better meet your needs, provide more consistent and efficient care, and give you more opportunities to participate in decisions about your care. In short, the quality of your care will be improved.

Ethics Committee

Winchester Hospital has an Ethics Committee that is available to help patients and families with difficult care decisions. It is not always easy to decide the right course of action to take, and sometimes difference of opinions can occur among patients, their families and health care providers. If you need a place to discuss these issues, the hospital's trained ethics professionals will be glad to assist you and your family. You, your legal guardian, or a member of your family may request a consultation for any ethical issue. Ask your nurse if you need help or you may contact the Ethics Hotline directly at ext. 2860.

Clinical Nutrition Team

Our clinical nutrition team consists of registered dietitians, diet technicians and diet associates. We provide medical nutrition intervention and/or diet counseling to meet your dietary needs during your stay. Please ask your diet associate/technician to discuss any dietary concerns you may have.

After discharge, your doctor may recommend that you meet with an outpatient registered dietitian. A referral from your physician is required for outpatient nutrition counseling. You can schedule an outpatient nutrition appointment at either of our two locations, Winchester Hospital's Highland Avenue campus or the Family Medical Center in Wilmington, by calling 781.756.2211. Please feel free to call ext. 2605 if you have additional questions regarding your diet or this service.

Case Managers

At Winchester Hospital, the Case Management team is comprised of nurses and social workers to help you with your needs and arrange any post-hospital care you may require. Our goal is to provide you with the best discharge plan possible to meet your post-hospital needs. Case managers are assigned to each patient care unit; they work collaboratively with your care team to determine the best plan of care to meet your individualized needs. Case managers are available seven days a week from 8 a.m. to 4:30 p.m.

The Chaplain and Pastoral/Spiritual Care

We believe that total patient care requires spiritual, physical and emotional support. The chaplain is available to assist you, whatever your religious tradition or spiritual needs. The chaplain can be reached during business days at ext. 2295.

In the event of a sacramental emergency requiring a priest during evenings or on weekends, please contact the hospital operator by dialing "0". If requested, the chaplain will facilitate visits by clergy of all denominations.

Housekeepers

A member of the housekeeping staff attends to your room daily to keep it clean and comfortable. If there is a housekeeping concern please call the Service Response Center at ext. 2500.

Interpreter Services/Language Line/TDD

In accordance with Massachusetts state law Winchester Hospital contracts with Lahey Hospital & Medical Center to provide interpreter services for our patients 24 hours a day, seven days a week. Please make sure Winchester Hospital staff are aware of your need for an interpreter and have record of your primary language. They will work to ensure that a competent medical interpreter is made available to you. The Interpreter Service staff member assigned to you will be fluent in English and your primary language, is trained and proficient in the skill and ethics of interpreting and is knowledgeable of the specialized medical terms and concepts that need to be interpreted for the purposes of receiving care or treatment.

Winchester Hospital strongly discourages the use of family members or friends as interpreters; patients, however, may decline the use of free-of-charge interpreter services and choose to use family members or friends. If this occurs, the provider will document that the interpreter services were declined. Please note that federal law prohibits the use of minors as interpreters.

To provide services for deaf and hard-of-hearing patients we utilize a variety of resources, including staff ASL interpreters and the Massachusetts Commission for the Deaf and Hearing-Impaired. In addition, Winchester Hospital's Communications Department has auxiliary aids available for use by patients who are hard-of-hearing i.e.TTD/TTY for telephones. Patient room phones have a built in amplifier and a visual blinking light.

In cases where there was no reasonable way to anticipate the need for an interpreter for a particular language, Winchester Hospital has access to Video Remote Interpreting and Language Line Services that are available 24 hours a day, seven days a week.

Volunteers

Winchester Hospital is proud to have more than XXX volunteer who contribute many hours of service to the hospital. Volunteers supplement the services of the hospital staff in many ways, including transporting patients and interdepartmental delivery of gifts, specimens, supplies and more. Volunteers can be identified by their name tags and uniforms.

Other Personnel

During your stay, you may be visited by other health care professionals, including staff from Laboratory, Radiology, Physical or Occupational Therapy, Pharmacy, or Maintenance. All employees and/or authorized workers wear ID badges that identify them as employees or contract employees.

The Pediatric Unit at Winchester Hospital

Family Centered Care in a Child Friendly Setting

Winchester Hospital is committed to providing a friendly, supportive environment for you and your child.

Patient Safety

To help us provide provide safe and effective patient-centered care, please remember to:

- Accompany your child throughout his/her hospital stay.
- Use a crib for children under two years of age.
- Keep side rails up when your child is in the crib.
- Monitor your child's activity around medical equipment.
- Check with your child's nurse about the infection control policy before s/he enters the playroom.
- Show your child's identification bracelet prior to him/her receiving medication/treatments (i.e., stored breast milk).
- To ensure the safety and privacy of your child, medical information is discussed only with his/her parent/guardian.

Medical Care

In-House Pediatric Team:

- Your child may be cared for by your own doctor or by a member of the in-house pediatric team from Boston Children's Hospital. These doctors are available 24 hours a day, seven days a week.
- There are several reasons why your pediatrician may coordinate your care with the in-house pediatric team:
 - Your child's doctor does not have admitting privileges at Winchester Hospital.
 - Your child's doctor may use the team so that an in-house pediatrician will be available to rapidly evaluate your child and monitor his/her condition if it changes.
 - Your child's doctor has decided that your child's medical condition will be managed better by the in-house pediatrician who is on-site 24 hours a day.
- The role of an in-house pediatrician is to:
 - Manage your child's treatment at the hospital.
 - Coordinate and consult with specialists.
 - Stay in close contact with you, your child and your child's primary pediatrician.
 - Be available in case there is an emergency.

You do not need to change your child's primary pediatrician in order for him/her to receive care from an in-house pediatrician. Upon admission and discharge, a member of the in-house pediatric team will communicate with your child's primary pediatrician to share information about

your child's current health condition and medical history. After discharge, your child's health care will be transferred to his/her primary pediatrician.

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Pain Management

Our goal is to make your child as comfortable as possible.

The pediatric staff uses:

- Pain scales based on age and language skills.
- Topical anesthetics to decrease pain.
- A treatment room for all procedures so that your child's room and bed can remain a "safe space."
- Activities that divert your child's attention during procedures.
- Prescribed medications.
- Small rewards to recognize a child after a procedure.

Parental input and feedback are encouraged and valued at all times.

Food & Nutrition Services

Eating healthy, well-balanced meals is important for everyone in the family as you manage the stress presented by your child's hospitalization.

Our Food & Nutrition team is here to support you by providing:

- Complimentary continental breakfast to parents or guardians who have stayed overnight.
- Complimentary meals for breastfeeding mothers.
- Guest meals for an additional charge.
- A patient kitchen stocked with snacks located across from the nurse's station.

Additional Information:

- A shower is available on the unit for parents/guardians
- Our family lounge is located across from the elevator
- Only Mylar balloons are allowed in the hospital.
- To use the DVD player:
 - TV must be set to AV1
 - Turn TV on and off so that AV1 appears

Please also reference the rest of the Guide to Guest Services for information and tips.

Patient Portal

Winchester Hospital's MyHealth patient portal makes it easier for you to take a more active role in your care by providing you with secure access to your health information. In the MyHealth patient portal, you can view information from your medical record, including a list of your medications, allergies and adverse reactions, your existing conditions and medical problems, select inpatient laboratory and radiology results, billing information, insurance providers, personal demographic information and a printable health care summary. Additionally, MyHealth provides a link to Winchester Hospital's online bill pay service for convenient payment. MyHealth patient portal is free and signing up is easy! To be enrolled, you can provide an email address at the time of hospital registration or call the hospital's Registration Department at 781.756.2225.

Outpatient Lab Services

If additional lab work is needed after your stay, Winchester Hospital Laboratory Services has multiple draw stations located in the area for your convenience. Patients can call 781.756.2317 to obtain information on locations and times of operation. This information is also on the hospital website. We also offer home lab visit services which would need to be ordered and scheduled through your physician.