



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.

Winchester Hospital Guide to Guest Services

Welcome

Welcome and thank you for choosing Winchester Hospital for your health care needs. We are privileged to provide you with the highest quality medical care and outstanding service that have come to define Winchester Hospital as the leading community hospital in the northwest suburban Boston area.

Our mission is To Care. To Heal. To Excel. In Service to Our Community. Each year, more than 360,000 residents of Winchester and 15 surrounding communities place their confidence in Winchester Hospital's highly trained physicians, nurses and support staff.

The hospital offers a full range of inpatient, outpatient and emergency medical services. In addition, we offer maternity care and a Level IIB Special Care Nursery. More than 700 physicians represent all medical specialties and many are affiliated with Boston's finest teaching hospitals.

We have been recognized locally, regionally and nationally for outstanding quality and high satisfaction scores from our employees, physicians and patients. The most important indicator of all, however, is your willingness to recommend Winchester Hospital to your family and friends. Our goal is to excel in everything we do. If there is something we can do better, I encourage you to speak with your nurse or another member of your health care team.

Thank you for the trust you have placed in us. I wish you a speedy recovery and good health.

Regards,

Kevin Smith

President and CEO, Winchester Hospital

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

Department	Number/Extensions
Administration	2126
Admissions/Registration.....	2204
Ambulatory Care Unit.....	2040
Breast Care Center	2308
Cardio-Pulmonary Services.....	2380
Case Management.....	2633
Central Scheduling.....	2211
Chaplain/Spiritual Care	2295
Community Health Institute	4700
Ethics Committee.....	2628

Food & Nutrition	2500
Health Information Management (Medical Records).....	2180
Home Care	2488
Patient Advocate.....	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"
Winchester Hospital Main Line.....	781-729-9000

Our Mission, Vision and PROMISE

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

Your Accommodations

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. Private (single-bed) and semi-private (two-bed) rooms are available. The majority of our rooms are semi-private. Patients may be placed in a private room based on availability. Please note that insurance usually does not cover the full cost of a private room.

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 quickly to your signal over the intercom and a member of your health care team will follow up as needed.

Your Bed

Hospital beds are electric and 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 may 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, however, if you would like them changed please ask a member of your health care team.

Wireless Devices Laptops and Cell Phones

Wireless Devices & Laptops

Free Internet access is available for patients and families who bring in personal laptops and devices. Simply launch your web browser on your device and select the Winchester Guest network. Internet access is available in the cafeteria, common areas and in patient rooms. For customer 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 wherever there is service in the hospital.

Cell Phones

Winchester Hospital has guidelines for the appropriate use of cell phones within the hospital. 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.
- 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.

Cell Phone Use is Allowed Throughout the Hospital with the Exception of the Following Areas:

- OR
- ICU
- Special Care Nursery & Nursery A&B

Telephone and Television

Telephone Services

A telephone is located at each patient's bedside. There is no charge for incoming or outgoing local calls. 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 Emergency Department.

Problems with Your Hospital Telephone

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

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, or 1-800-288-7351. Please see channel directory on the back of this page.

Hospital Bills and 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 identification card. We also may need the insurance forms, which are supplied by your employer or the 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 share this information with us. 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 Have No Insurance

A representative of the Patient Financial Service Department will discuss financial arrangements with you. Depending on family income and family size, you may be eligible for a state program, such as MassHealth or another state program. It is important to speak with a Patient Financial Service representative who can assist you with this. They can be reached at ext. 2461.

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 consultants 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.

Family and Friends

Visiting Policy

Visits from family and friends can help speed your recovery. 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.

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.

Intensive Care Unit (ICU)

The management and staff of the ICU recognize the desire for family to be present with a patient during this critical period. 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.

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 provides for consistency in communication as well as ensuring that the patient's privacy is maintained.

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. 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 during nursing staff shift change from 7 to 7:30 a.m. and 7 to 7:30 p.m.
- 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 information will be given to anyone other than parents.
- The number of visitors at the bedside is limited to two.

Preparing to Go Home

Discharge from Winchester Hospital

Our goal is to ensure that all patients have the smoothest transition possible when leaving the hospital. To that end, 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. We want to ensure your post-hospital care needs have been addressed. 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 health care team. It is important that you feel ready 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 planning 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 before you leave the hospital:

- 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 education.
- 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 you need home care services when it is time for you to be discharged, your case manager can provide you with a list of home care agencies that service your area.

Patient Surveys

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

Our survey utilizes a 5 point scale with 5 being the highest rating. If you believe we deserve less than a 5, please let us know how we can improve our services. Your 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.

Additional Information

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 and 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. Please speak with your nurse or physician if you have questions.

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 to help us improve. If, during your stay, we have not met your individual needs, please let us know.

Patient Concerns

We are committed to resolving any concerns that you may have while you are here at the hospital and we 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 your 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 – Complaint Unit
99 Chauncy Street – 2nd Floor
Boston, MA 02111
(800) 462-5540

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(800) 994-6610

Guest Services

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 may 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 and 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 Guest 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*, *USA Today* or *Boston Herald*, can be delivered daily to your room by calling the Service Response Center at ext. 2500. Daily newspapers also are available for sale in machines near the Emergency Department on the ground floor or 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

The 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.; Saturday and Sunday from 8:30 a.m. to 8 p.m.

Waiting Areas

Specially designated lounge areas for visitors 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.

Internet Access

Free Internet access is available for patients and families who bring in personal laptops and devices. Simply launch your web browser on your device and select the Winchester Guest network. Internet access is available in the cafeteria and common areas and in patient rooms. For customer 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 wherever there is service in the hospital.

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.

Lost Items

When you arrive at the hospital, you will be provided with a patient belongings bag. In the event that an item is lost, you should inform your nurse who will investigate and report the loss. The hospital's Service Response Center at ext. 2500 can also help you locate lost clothing or personal belongings. Valuables should either be taken home or placed in the hospital safe. If you are interested in storing valuables, contact the cashier's office at ext. 2056.

Integrative Therapies

Integrative Therapies, which include massage, Reiki, Acupuncture, and Hypnotherapy, are available for both inpatient and outpatient visits. To access these therapies, ask your nurse and/or contact the Community Health Institute at 781-756-4700 to arrange for an appointment.

Your Rights and Responsibilities

Your Rights as a Patient

You have many rights as a patient. These rights are posted in the hospital and 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, 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 reasonable fee for providing patients with a copy of their medical records. Please call Winchester Hospital's Health Information Department at ext. 2170 for further information.
- To expect the hospital to maintain records of patients under its care for 20 years after the 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 which apply to your stay as a patient.
- To receive, upon request, any information which Winchester Hospital has available relative to financial assistance and free health care.
- To refuse to be examined, observed, or treated by 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 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 primary 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.
- 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

People may have once thought that severe pain was something "they just had to put up with." With current treatments, however, that is no longer true. Today, 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 low as possible, so that you can participate in your care, walk the halls, and enjoy TV or company.

When You are Comfortable and Pain is Controlled, You Can

- Get up and move
- Eat better and have more energy to heal
- Get well faster
- Improve your results

Managing Your Pain

The pain you experience is unique, and only you know how much pain you are having. Here are some tips on communicating your pain level:

1. Describe your pain using words such as "sharp," "dull," "shooting," "burning" or "constant."
2. Rate Your Pain
 - 0 – No pain.
 - 1-3 – Mild pain, meaning you can concentrate on a conversation or TV without thinking about the pain.

- 4-6 – Moderate pain, meaning you are constantly aware of the pain; you experience discomfort with deep breathing, moving about in or out of bed or doing your own personal care.
 - 7-9 – Severe pain, meaning you can only think about the pain and you cannot have a conversation.
 - 10 – Worst pain.
3. Describe what makes your pain worse, such as an activity or position, or things that may relieve your pain, such as massage or heat/cold.
 4. Report when your pain starts to become more than mild. The higher your pain level gets, the harder it is to bring it down.
 5. 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.
 6. Review your instructions for controlling pain at home with your discharge nurse. Don't forget that your doctor is still available for you when you go home to help manage any unexpected pain needs after discharge.

Common Concerns about Pain Medication

1. I Don't Want to Become Addicted: Addiction is when you ask for pain medication when you don't have pain. As you heal, your need for pain medication will become less, and you will not crave this medication. Addiction is an extremely rare occurrence in hospitals and home care.
2. 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 know that patients with good pain control do much better.
3. I Don't Like the Side Effects: Nausea, drowsiness, itchiness and constipation are the most common side effects of pain medication. Many side effects can be treated by nurses, or the medication can be switched.

We care about how you are feeling and want your pain to be well controlled. Help us reach our goal so that you can have the most comfortable stay possible.

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 drinking fluids frequently.
- 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 in the hallways.
- Reposition you every two hours.
- Make sure your heels are elevated off the bed or footstool.
- Perform daily skin assessments.
- Keep your skin clean and dry.
- Offer you fluids frequently.
- Provide you with well-balanced meals.

For Your Safety and Security

SPEAK UP

Everyone has a role in making health care safe. In addition to health care professionals, patients and family members play a vital role in making care safe by being active, involved and informed.

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 get. Always make sure you're getting the correct treatments and medicines from the right health care professionals. Don't assume anything.
- 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 health care mistakes.
- Use a hospital, clinic, surgery center or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals 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 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.
- Eliminate germs when the patient goes home by using disinfectants, such as sprays and wipes, to clean hard surfaces often.

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 hope that all patients take these very 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 always 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

To promote the healthiest environment possible for our patients, we are a smoke-free hospital. 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 the hospital staff.

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 your nurse if you have any questions.

Rapid Response Team

The purpose of the Rapid Response Team is to bring critical care expertise to the patient bedside. The Rapid Response Team (RRT), 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.

What to Do If you Notice a 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 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. Our Hospitalists provide high-quality health care to patients in the hospital in collaboration with your primary care physician. A Hospitalist is an internal medicine physician who cares for patients during their hospital stay. 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, licensed practical 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 plan. A nurse or other member of the health 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 differences 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 co-chairman of the Ethics Committee directly at ext. 2628.

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 clarify 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, during daytime and evening hours 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 health 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

If English is not your primary language, the hospital has translation services available, 24 hours a day. A telecommunications device (TDD) is also available for the hearing impaired, as well as American Sign Language interpreters through the Massachusetts Commission for the Deaf and Hard of Hearing. Please notify your nurse if you need these services.

Language Line is the approved interpreter service for Winchester Hospital.

- Call (800) 874-9426
- ID # for hospital is 226161

Volunteers

Volunteers contribute many hours of service and financial assistance to the hospital. They 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.