

PATIENT AND FAMILY GUIDE

Please be sure to take this Guide home with you for future reference.



Quality service from people who care

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Welcome

We are pleased that you have chosen Johnson Memorial Hospital as your healthcare facility. We want to assure you that every member of your healthcare team — from administrators, physicians, nurses and clinicians to dietitians, volunteers and maintenance personnel — is committed to making your stay as comfortable as possible. Providing you with the highest quality of care is our top priority.

While you are here, we hope that you will feel free to ask questions. Our mission is not only to help you achieve physical well-being, but also to reduce the anxiety that often comes with any hospital stay. Our staff wants to meet your individual needs and is here to help in every aspect of your care. At Johnson Memorial, we are proud of the reputation we have earned as a caring community hospital. We are also proud of the enhancements we have made over the years in an effort to offer you the highest caliber of medical care and the latest technological advances.

I welcome any suggestions or comments you may have about your experience here at Johnson Memorial Hospital. Your opinion is extremely important as we continue to move forward in addressing our community's medical needs. In the weeks following your discharge, you may receive, in the mail, a copy of Johnson Memorial Hospital's Patient Satisfaction Survey. Please consider completing this form and returning it to us so that we can continue to improve the quality of care we provide to our patients.

With warm regards,



*Peter J. Betts, LFACHE
Interim President and CEO*

Planning Your Stay

We know that staying in a hospital can be a stressful experience and that you probably have questions about your surroundings. We've tried to anticipate your questions and explain them throughout this booklet. However, if you have additional questions, please do not hesitate to ask the nursing staff, your physician or any other staff members you meet.

AUTHORIZATION

Insurance companies often require pre-authorization, which means you must notify them before admission to the Hospital or within 48 hours of an emergency admission. Completing this process will ensure that you receive the maximum benefit from your insurance carrier.

WHAT TO BRING

- Medical Insurance, photo ID and co-payment.
- A list of all medications you are currently taking, including dosage information.
- Eye drops that may have been prescribed for you by your doctor.
- Nightclothes, robe and sturdy slippers.
- Hairbrush, shaving items and other toiletries.
- Personal comfort items.

WHAT NOT TO BRING

- Electrical appliances.
- Jewelry and other valuables: Please leave all jewelry, money and other valuables at home. If you do have valuable items with you, including medications, you will be asked to seal them in a special envelope, which will be placed in the Hospital's safe. A receipt for the contents will be placed with your chart. At the time of your discharge, please obtain your valuables by presenting your receipt at the reception area. Keep only enough money with you to purchase newspapers and small items.

PERSONAL BELONGINGS

Please remember that you are responsible for any personal belongings that you bring to the Hospital, including your dentures, eye glasses, hearing aids and prostheses. The Hospital does not assume responsibility for valuables or personal items kept in your room or on your person and **will not reimburse for lost items**. If you leave something behind once you are discharged, please contact the nursing floor within a week. If the owner cannot be identified by our staff, items left longer than a week are discarded. A locker is provided for each patient.

EMPLOYEE IDENTIFICATION

Employees are required to identify themselves and wear name badges. Please feel free to ask to see an employee's name badge if it is not visible.

During Your Stay

Once you're in your room, you will be assigned a nurse who will work with you to plan and direct your nursing care. In addition to taking your blood pressure and temperature, your nurse will ask you questions about your medical and social history. These are important for determining the care that you need while in the Hospital.

CALLING A NURSE

If you need assistance, press the nurse call button. Your room number will light up at the nurse's station, and a nurse will either come to your room or answer you through an intercom. Although your request is instantly relayed, a non-emergency call may not be answered immediately if your nurse is with another patient.

COMMUNICATION BOARD

For your information, your nurse and patient care technician (PCT) will document their names each shift on the communication board across from your bed.

During Your Stay continued

ROOM ASSIGNMENT

Room assignments depend on factors such as patient diagnosis, gender and necessary observation. Most rooms have two beds. If a patient requests a room change, the nursing staff will reassign rooms whenever possible.

TELEPHONE USAGE

Bedside telephones are available to all patients except in the Intensive Care Unit and the Psychiatric Unit. Patients in these units will receive telephone use instructions from the nursing staff. Medical/Surgical and Obstetrics patients can receive calls between 8 a.m. and 9 p.m. Your friends and family can access your room via telephone by dialing the Hospital's main number at (860) 684-4251 or (860) 749-2201 and then dialing your four-digit extension, which is the number "6" followed by your three-digit room number. If you would like to make local calls from your room, dial 9 then the telephone number. For long distance calls, dial "9" then "0" and the telephone number. These calls can be made using your phone card or credit card or by dialing collect. TTY phones and hearing aid compatible telephones are available for use by deaf and hearing impaired individuals. Please ask the staff if you would like to use one of these phones. In addition, the Hospital has a TTY number for use by hearing impaired individuals. The TTY number is (860) 684-8441.

TELEVISION SERVICE

All patient rooms are equipped with a television at no extra charge. Each patient has a television with its own remote control unit that can be regulated at the bedside. Each remote also contains a speaker to enable you to enjoy your program without disturbing another patient.

CLOSED CAPTIONING

Closed captioning is available on all televisions. To activate this feature, follow these simple steps:

- Turn television on.
- Push button marked "Menu" on the lower edge of the television control.
- Push "Channel Down" one space to Closed Captioning (it will be highlighted in black).
- Hit "Volume +" until it reads "CC1".
- Hit "Menu" twice to end.

Sometimes it takes a minute or two for the captioning to begin. Please let the staff know if you need assistance in activating the closed captioning.

SMOKING

For the health of our patients, guests and staff, Johnson Memorial Hospital is a smoke-free hospital. Smoking is not permitted anywhere in the Hospital or within a significant distance from any building on the Hospital campus. We are working toward a smoke-free campus.

MEALS

The Dietary Department is committed to nutritional and culinary excellence and strives to make each patient's meal experience here a pleasant one. All patients and their families are encouraged to talk with a dietitian or other dietary staff member about any specific food preferences or requests. Should your physician prescribe a modified diet for you, our nutrition aid will help you make selections within the limitations of the diet necessary for your recovery. *Meals are normally brought to patient rooms between the following hours:*

Breakfast 7:30 a.m. to 8 a.m.
Lunch 11:45 a.m. to 12:15 p.m.
Dinner 4:15 p.m. to 5 p.m.

Our dietitians understand that home-cooked food can sometimes be therapeutic for hospitalized patients. However, we cannot be responsible for the storage of any food items brought from home. If your friends or family members are planning to bring food into the Hospital for you, it's very important that they consider any dietary restrictions you may have and that they follow safe food handling and transport techniques. Here are a few tips to pass on to those preparing meals:

- To reduce the chance of food contamination, always wash your hands thoroughly before preparing food and practice sanitary food handling procedures during preparation. For example, you should remember to clean all food contact surfaces and use different utensils and cutting boards for raw and cooked foods.
- When transporting food items, hot foods should be kept hot and cold foods should be kept cold. Be particularly mindful of highly perishable, high-protein foods such as milk, eggs, cheeses and meats. These foods should be carried in an insulated cooler with an ice pack. If our dietary staff can be of any service to you, you are encouraged to call them at extension 5167.

DELIVERIES

Mail and flowers are delivered daily to our patients. If mail arrives for you after you have left, it will be forwarded to your home address. Our staff will be happy to send out your outgoing mail. Please remind your friends and family that due to the increasing dangers of potentially life-threatening allergic reactions to latex rubber, latex balloons are not permitted to be brought or delivered to our patients or staff. Mylar balloons are welcome, as they do not cause allergic reactions. Neither flowers nor balloons are permitted in the Intensive Care Unit (ICU).

DEAF AND HEARING IMPAIRED PATIENTS/ TRANSLATOR SERVICES

To ensure effective communications with patients and their companions who are deaf or hard of hearing, we provide auxiliary aids and services free of charge. These include American Sign Language and oral interpreters, TTYs, written materials, telephone handset amplifiers, assistive listening devices, telephones compatible with hearing aids, closed-caption television and closed captioning of most Hospital programs. Please ask your nurse or other Hospital personnel for assistance.

LANGUAGE INTERPRETERS

The Hospital has a contracted service to provide language translation services via telephone. Your nurse will arrange for this service for you upon request.

ADVANCE DIRECTIVES

An Advance Directive is a document that tells us your wishes in the event that you are unable to communicate and are in a terminal condition or permanently unconscious. Through this document, you may tell us the kind of care you would or would not want. This is called a Living Will. While this document addresses life support systems, you may also address other care choices such as surgery or specific medication. You may also choose someone to make decisions for you, if necessary. This is called a Health Care Representative.

Upon admission, you will be given a written document describing your rights under Connecticut state law. You will be asked if you have a written Advance Directive. We will ask you to give us a copy for your chart. We encourage you to carry a copy with you and to give it to your Health Care Representative. An Advance Directive written in another state is valid in Connecticut.

We encourage you to discuss your choices with your family members. If you would like to discuss this during your stay, please tell your doctor or nurse.

PATIENT RIGHTS:

1. The patient has the right to considerate care and respect for personal values and beliefs, both cultural and spiritual, and the right not to be discriminated against in the provision of medical and nursing services on the basis of race, religion, national origin, gender, sexual orientation or handicap.
2. The patient has the right to obtain from his/her physician complete, current information concerning his/her diagnosis, treatment, and prognosis in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on his/her behalf. He/she has the right to know by name the physician responsible for coordinating his/her care.
3. Any patient who does not speak English or who is hard of hearing has a right to have access to an interpreter.
4. The patient has the right to expect the Hospital to be in compliance with the Health Insurance Portability and Accountability Act (HIPAA) rules and regulations, as outlined in the Hospital's "Notice of Privacy Practices" statement.
5. The patient has the right to a clear, concise explanation, in terms the patient can reasonably be expected to understand, of all proposed procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation and probability of success, and will not be subjected to any procedure without the patient's voluntary competent and understanding consent, except in emergency situations. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.
6. The patient has a right to know the identity, professional status, and experience of all those providing service. All personnel have been instructed to introduce themselves, state their status, and explain their role in the health care of the patient.
7. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action. Also, in accordance with state law, the wishes of the patient expressed in a written Advance Directive, provided to the Hospital, will be honored and respected. The patient has a legal right to leave the health care facility regardless of the patient's physical condition or financial status, although the patient may be requested to sign a release stating that the patient is leaving against the medical judgment of the patient's doctor or the staff.
8. The patient has the right to privacy of both person and information with respect to the staff, doctors, nurses and volunteers. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential.
9. The patient has a right to discuss his/her condition with a consultant specialist, at the patient's request and expense.
10. The patient has the right to expect that, within its capacity, a hospital must make reasonable response to the request of a patient for services. The Hospital must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
11. The patient has the right to obtain information as to any relationship of his/her hospital to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him/her.
12. The patient has a legal right to prompt attention in an emergency situation.
13. The patient has the right to be advised if the Hospital proposed to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects. The patient has a right not to have any test or procedure designed for educational purposes other than the patient's direct personal benefit performed on the patient.
14. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the Hospital will provide a mecha-

During Your Stay continued

nism whereby he/she is informed by his/her physician, or a delegate of the physician, of the patient's continuing health care requirements following discharge.

15. The patient has the right to be informed of his/her status, be involved in care planning and treatment, and participate in the development and implementation of his/her plan of care. The patient has a right to participate in all decisions involving the patient's health care program.
16. The patient has the right to appropriate assessment and prompt management of pain.
17. The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
18. The patient has the right to know what Hospital rules and regulations apply to his/her conduct as a patient.
19. The patient has the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the Hospital. The patient has a right to designate another person to make health care and treatment decisions for the patient, based on the patient's own directions and values, in the event the patient is unable to participate in decision-making. The health care facility agrees to recognize the authority of an individual so designated.
20. The patient has a right to receive care in a safe setting, free from abuse or harassment. Restraints and seclusion of any form are not to be used as a means of coercion, discipline, convenience or retaliation by staff.
21. An immediate family member, next of kin or legally authorized representative has the right to written and verbal information and requirements regarding a postmortem exam or autopsy conducted at Johnson Memorial Hospital as specified in the general statutes of the State of Connecticut. The responsible person also has the right to request that an autopsy be performed at another institution and by a physician unaffiliated with Johnson Memorial Hospital, at his/her own expense.
22. The patient has a right to file a grievance if he/she determines that the Hospital does not care for him/her in accordance with these rights, and responsibilities by calling the CareLine at 684-8277 or by emailing careline@jmhosp.org. The patient has the

right to have access to a patient rights advocate who may act on behalf of the patient to assert or protect the rights set out in this document.

23. The patient, or the patient's representative, has the right to file a complaint at any time with the State of Connecticut, Department of Public Health, 410 Capitol Avenue, Hartford, Connecticut, 06134. Telephone number: 1-800-842-0038 or TTY: 1-860-509-7191.
24. The patient, or the patient's representative, has the right to file a complaint with the Joint Commission by visiting its website (www.jointcommission.org); emailing to complaint@jointcommission.org; writing to the Office of Quality Monitoring, The Joint commission, One Renaissance Boulevard, Oabrook Terrace, Illinois, 60181; or calling 1-800-994-610.

No catalogue of rights can guarantee for the patient the kind of treatment he/she has a right to expect. The Hospital has many functions to perform, including the prevention and treatment of disease, the education of both health professionals and patients, and the conduct of clinical research. All these activities must be conducted with an overriding concern for the patient and, above all, the recognition of his/her dignity as a human being. Success in achieving this recognition assures success in the defense of the rights of the patient.

PATIENT RESPONSIBILITIES

1. A patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. He/she has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.
2. A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel, as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable Hospital rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or the Hospital.

During Your Stay continued

3. The patient has the responsibility to discuss his/her pain and management thereof with physicians and nurses (i.e., ask for pain relief when pain begins, help the staff assess level of pain and share any concerns about pain medications).
4. The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
5. The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
6. The patient is responsible for following Hospital rules and regulations affecting patient care and conduct.
7. The patient is responsible for being respectful of the property of other persons and the Hospital.

Patient rights and responsibilities are also described in the Patient Information Packet, which is given to all inpatients and Same-Day-Surgery patients and posted throughout the Hospital and in all registration areas. The policy also applies to pediatric patients.

PRIVACY

Your health is a very personal matter. We recognize this and work hard to ensure your privacy.

We encourage you to read our Notice of Privacy Practices and ask questions if there are parts of it that you do not understand. It is very important that you understand how your health information may be used and what your rights are regarding your health information.

Please be assured that as much as possible, we will limit both the amount of information about you that is shared and the number of people with whom it is shared. We train our staff and volunteers to be sensitive about confidentiality and patient privacy. We restrict access to information about you to only those who need to know that information under state and federal laws and regulations and to those who provide, pay for and improve your care. We maintain physical, electronic and procedural safeguards to protect your health information. Please understand that the staff will restrict information given to family or friends over the phone to ensure your privacy.

Please let us know throughout your care if you have any questions about how your health information is being used and if you have any concerns about your privacy. Privacy, like patient satisfaction, is very important to us.

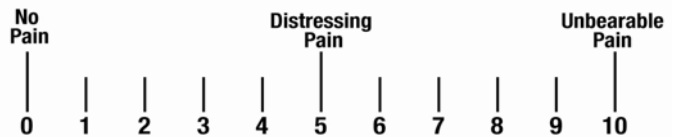
Should you need a copy of your health information for continuing care or other reasons, you should contact the Health Information Services Correspondence Secretary at (860) 684-8242. You will be asked to sign an authorization for release of information as appropriate.

PATIENT COMFORT/PAIN MANAGEMENT

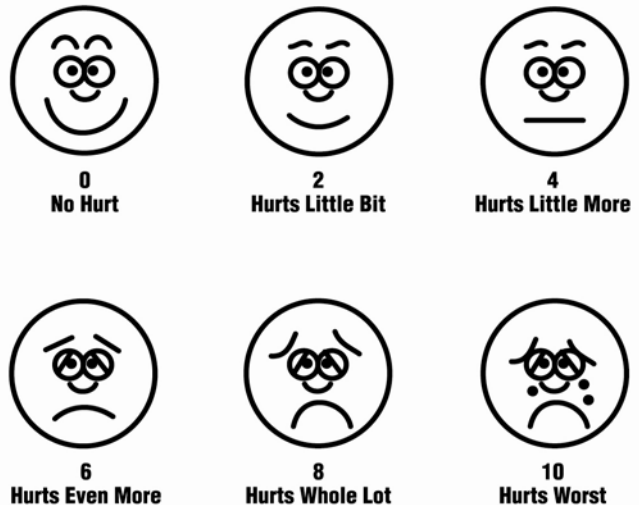
Patients' comfort is important to the staff of Johnson Memorial Hospital. If you are in pain or have any other discomforts, please tell your doctor or nurse. We all want to work with you to assist in pain and comfort management.

Our goal is to manage your discomfort. There are medications and treatments that work to relieve pain. The nurse or doctor needs to know about your discomfort in order to be able to help you. The chart below will assist you in telling your doctor or nurse how bad your pain really is:

Choose a number from 0 to 10 that best describes your pain:



Choose the face that best describes how you feel:





Patient Care Services

Your healthcare team is headed by your physician, who orders examinations, tests, medications and treatment. Working with your physician, Johnson Memorial Hospital's nursing staff coordinates your care on a 24-hour basis, including administering medications and treatments and providing education regarding your illness. Many other people also play a role in your recovery. You'll probably meet some of them — like patient care technicians, dietitians, pharmacists, therapists, technologists and more.

CARELINE

The CareLine provides you with access to the Patient Relations Department and the JMH Ethics Committee. You are welcome to use this number to share compliments, concerns or ethical issues. This office is staffed Monday through Friday from 8:30 a.m. to 4:30 p.m. and can be reached at extension 8277 or, from home, (860) 684-8277. You may also email CareLine@jm hosp.org.

VOLUNTEERS

Over 100 dedicated volunteers play a key role in our ability to provide top-quality community healthcare. You'll find both teenage and adult volunteers greeting visitors at the reception desk, staffing the Gift Shop, escorting patients and working behind the scenes in a myriad of areas to support Johnson Memorial's staff. Our volunteers donate thousands of hours a year in an effort to make your hospital stay as pleasant as possible. If you are at least 14 years old and would like information about volunteer opportunities at JM, please call extension 8216 or, from home, (860) 684-8216. You may also email Volunteers@jm hosp.org.

PHYSICIAN REFERRAL LINE

Our Physician Referral Line can provide you with key information about any of the physicians who are on our Medical Staff. This includes family and general practitioners, as well as a wide range of specialists. Callers will receive information about our doctors according to their area of practice or specialty, and office location. We are proud of the medical staff assembled at Johnson Memorial

Hospital. When you need a physician or dentist, call our Physician Referral Line between 8 a.m. and 4:30 p.m., Monday through Friday. We will be pleased to assist you: (860) 684-8272.

PATIENT SAFETY

Your healthcare team is committed to providing you with the highest quality and safest care possible. You can help in this endeavor. Here's how:

- The more your caregivers know, the more successful your care plan and recovery will be. Openly share your health history with your caregiver. This includes:
 - ◇ Past illnesses, surgeries or hospital stays.
 - ◇ Past allergic reactions.
 - ◇ Any medicines or dietary supplements (such as vitamins and herbs) that you are being given.
 - ◇ Any network or admission requirements under your health plan.
- Is a medication unfamiliar to you? Ask your caregiver to check it before you accept it. Ask the names of the medications you are taking and what they are for. Ask these questions:
 - ◇ What medications are you taking?
 - ◇ What do they look like?
 - ◇ How much are you getting and how often?
 - ◇ Are there side effects?
 - ◇ Does your medication interact with foods or other medications?
- Do you have questions about your care? If you have questions or concerns about your condition or treatment options, please be sure to ask. Ask again, if you don't understand the answers. Keep a pad and pen at your bedside to write down your questions and the answers.
- Help reduce the risk of infection. Remind caregivers to wash their hands before they care for you. Don't worry — they expect you will ask.
- Remember to cough/sneeze into a tissue and to wash your hands often. Discard used tissues in a wastebasket.
- Kindly request friends and family members to

refrain from visiting if they have cold or flu symptoms (coughing, sneezing, runny nose, sore throat). Those exhibiting these symptoms who must visit are asked to check with the nurses station before visiting. A mask may be provided, if necessary. During influenza season, JMH requests that children under 12 years of age refrain from visiting patients. All visitors should frequently cleanse their hands during their visit, using soap and water or the waterless hand sanitizer found in all clinical areas.

- Ask about safety. If you are having surgery, ask the doctor to mark the area so you can be sure there is no confusion. Ask what to expect after surgery.
- Ask the names of the doctors and nurses treating you.
- Make sure the staff has properly **identified** you.
- Tell your doctor or nurse if something doesn't seem right. You know yourself better than anyone else.

RAPID RESPONSE TEAM

Johnson Memorial Hospital has instituted a "Rapid Response Team" that may be called in the event of an unstable or quickly deteriorating patient condition. The staff nurse will call and notify your doctor of the change in your condition. The Rapid Response Team is called for assessment and stabilization and will provide timely initial intervention. Family members, who research indicates are often the first to notice a change in patient status, are encouraged to notify the nurse. The Rapid Response Team promotes a standard of care which provides patient safety and is available 24 hours a day at Johnson Memorial Hospital.

PASTORAL CARE

Johnson Memorial Hospital is dedicated to providing total patient care. An important element of this care is providing for the spiritual needs of a patient as those needs arise. Our Pastoral Care is here to assist with spiritual concerns of patients and families. You may receive a visit from a Pastoral Visitor to identify how we may provide spiritual assistance for you, including contacting

area clergy.

The Hospital is not permitted to inform clergy of an individual's hospitalization unless permission is received from the patient. If a patient is unable to provide consent, a family member can make the request. Many clergy desire that the patient and/or family call them personally. We are willing to assist when necessary.

There is a Chapel located on the third floor of the Hospital, next to the lobby elevator. It is open at all times to provide a peaceful space for patients and families. Numerous pamphlets are available in the Chapel and address various concerns from a spiritual perspective.

HOSPICE

Hospice provides health services and support for patients and their loved ones when curing a disease is not a reality. It is a special kind of care that supports the whole person – mentally, spiritually, emotionally and physically. Hospice treats the person, not the disease; focuses on the patient, as well as his/her family; and emphasizes the quality of life, not the duration. Although Hospice is primarily a home care program, care can be provided in the hospital when the patient's symptoms cannot be managed at home.

PALLIATIVE CARE CONSULTATION SERVICE

Palliative Care is a formalized system of compassionate care focusing on providing the best possible quality of life for patients and families facing a serious illness. The patient's and family's physical, emotional and spiritual needs are considered with emphasis on maintaining dignity and improving quality of life. Palliative care can be provided along with aggressive, curative medical care.

SOCIAL SERVICES

Professionally trained social workers are available to provide the following services: Confidential counseling for both patient and family on issues such as illness or loss; family or patient meetings to plan how to meet needs of patient upon discharge; referrals to mental health professionals in local community after discharge; education regarding advanced directives and living wills; help applying for conservatorship in cases when a patient no longer has the ability to make their own

decisions and has no person legally appropriate to make them; evaluation of drug and/or alcohol dependency and referrals to inpatient or outpatient treatment centers; and finally social workers will work with patient to address any issues (individual, family, or social) that interfere with the doctor's plan of care for the patient.

CONTINUING CARE

The emphasis in health care on shorter hospital stays and same-day surgery has made the role of Continuing Care even more important. Shortly after your admission, your case manager will provide contact information and initiate planning for your transition from the Hospital. Our staff of registered nurses works with your physician, social worker and case manager to plan for and arrange any post-hospital care you may need, including visiting nurses, home health aides, therapists or special equipment. If hospice or nursing home care is appropriate, we can help you make these arrangements. Call the Continuing Care Department at extension 8227 or, from home (860) 684-8227.

ETHICS COMMITTEE

We all have our own beliefs and values. Sometimes these conflict with the medical decisions being made by those caring for us. When such conflicts arise and the appropriate direction for treatment is unclear, the Ethics Committee will assist and support patients, families and the healthcare team in understanding decisions that cause concern. The Ethics Committee is comprised of physicians, nurses, a chaplain, a social worker and Hospital staff who meet regularly to study the issues behind these conflicts. Patients, their families, staff or anyone with an ethical concern may request help from the Ethics Committee by calling extension 8164.

VISITOR INFORMATION

Johnson Memorial Hospital recognizes the importance of family and friends to a patient's recovery and encourages visits from them with its family-oriented visitation policy. Yet, some restrictions are necessary to ensure proper patient care. Also, when visiting, common sense should be your guide. For example:

- Individuals with colds, infection or other communicable diseases should not visit patients at the Hospital.
- To avoid tiring the patient, limit visitors to two at a time.
- Don't sit on the patient's bed, move the patient or offer food or beverage without consulting the nurse.
- Visitors are not allowed to smoke.
- Children, in most cases, are allowed to visit, provided they are accompanied by an adult at all times. The patient's nurse should be consulted before visits from children. In addition, because small children often become restless, their visits should be brief. Parents also should consider how the visit will affect both patient and child, as well as the patient's roommate.

VISITING HOURS

Medical/Surgical Floors..... 1 p.m. to 8 p.m.

Intensive Care/Coronary Care Unit:

24 hours/day based on patient condition. Five minutes every hour.

Before entering the ICU, please pick up the phone located outside of the entrance to the ICU and call to let the staff know you are here to visit. You may be asked to wait a few minutes if patient care is being provided.

Inpatient Psychiatric Program:

Monday through Friday 6 p.m. to 8 p.m.

Saturday and Sunday.....1 p.m. to 3:30 p.m.
and 6 p.m. to 8 p.m.

Obstetrics

Visiting hours are at the convenience of the patient.

TELEPHONE CALLS

Please understand that information about you will only be shared with the person you designate. Due to patient privacy rules, the staff will take every precaution to protect your privacy.

Phone numbers for the nurse's stations are as follows:

Patient Care continued

- Second Floor..... (860) 684-8120
- Third Floor..... (860) 684-8130
- Intensive Care Unit..... (860) 684-8220
- Inpatient Psychiatry (860) 684-8290

To reach patients directly, call the Hospital's main number at (860) 684-4251 or (860) 749-2201 and then dial the four-digit extension, which is the number "6" followed by the patient's three-digit room number. Hearing impaired individuals can access the Hospital's TTY number at (860) 684-8441.

DEPARTMENTAL PHONE DIRECTORY

In addition to the numbers above, the following phone numbers are frequently used by patients, family members and visitors:

- Main Number..... (860) 684-4251
- Directions to JMH (860) 684-4251,
extension 2199
- Central Scheduling (860) 684-8555
- Clinical Nutrition..... (860) 684-8276
- Gift Shop..... (860) 684-8273
- Health Information Services
(Medical Records)..... (860) 684-8242
- Pastoral Care..... (860) 684-7143
- Patient Accounts..... (860) 684-8155
- Patient Care Management..... (860) 684-8227
- Patient Relations (860) 684-8277
- Phoenix Community
Cancer Center (860) 272-3030
- Physician Referral Line (860) 684-8272
- Social Services..... (860) 684-8229
- Visiting Hours at JMH..... (860) 684-4251,
extension 2113
- Volunteer Services..... (860) 684-8216

CAFETERIA

The Cafeteria is located on the basement level of the Hospital. A nominal surcharge is added to visitor meals, which are available to visitors daily during the following times:

- Breakfast..... 7:00 a.m. to 10:30 a.m.
- Lunch..... 11:30 a.m. to 1:15 p.m.
- Dinner 5:00 p.m. to 6:15 p.m.

Special arrangements may be made for visitors to purchase a guest tray if they'd like to eat in the room with the patient. These arrangements can be made by calling the Dietary Department at extension 5167. Food and beverage vending machines are also located in the cafeteria.

GIFT SHOP

Located in the main lobby, the Gift shop is staffed by volunteers. Sponsored by the Johnson Memorial Hospital Auxiliary, it offers a unique selection of greeting cards, fresh flowers, toys, candy, reading materials, jewelry, toiletries and gifts.

PARKING

All visitors are asked to park in lots specifically designated for visitors. Parking is provided free of charge.

PUBLIC TELEPHONES

Public telephones are located in the main lobby, on the ground floor, on each patient floor and in the Emergency Department. All pay telephones are TTY equipped.

NEWSPAPERS

Newspapers can be purchased from a box located outside of the front entrance.

E-MAIL

Patients can receive email via our website. Our staff will print and deliver messages sent to patients. Our web address is www.johnsonhealthnetwork.com.

ATM

For your convenience, an ATM machine is located in the main lobby near the entrance.

Preparing You and Your Family for When You Leave the Hospital

When you are well enough to leave the Hospital, your physician will write orders for your discharge and will work with Hospital staff and professionals in your community. You and your family also play an important role in your care. The success of your treatment often depends on your efforts to follow medication, diet and therapy plans. Your family may need to help care for you at home.

You can expect us to help you identify sources of follow-up care and to let you know if our Hospital has a financial interest in any referrals. As long as you agree that we can share information about your care with them, we will coordinate our activities with your caregivers outside the Hospital. You can also expect to receive information and, where possible, training about the self-care you will need when you go home.

You will need to have arrangements for transportation home, once you learn you will be discharged, so that we can prepare the room for the next patient. Your nurse will arrange for you to be escorted to the discharge area in the main lobby.

SOME IMPORTANT REMINDERS

- **If you have any questions about your care or medications, remember to ask your nurse.**
- **Check your room carefully to ensure that you have all your personal property. Remove all your belongings from the bedside cabinet and locker.**
- **Arrange for a family member or friend to drive you home at the time of discharge.**
- **Pick up any valuables that have been deposited in the Hospital's safe. These can be acquired by bringing your Valuable Receipt to the reception desk.**
- **Ask your nurse for any medications stored during your hospitalization.**
- **Stop at the reception area in the main lobby before leaving the Hospital.**

PATIENT SATISFACTION SURVEY

Within a week of your discharge, you may receive a survey in the mail asking you to comment on your Hospital stay. Our staff would be most appreciative if you would complete and return this survey. Your comments are important to us, as they provide us an opportunity to reflect on the experiences of our patients. Sometimes we find that there is something we could have done to make the patient's experience better. Other times we may learn of specific staff members who deserve recognition. If you do not receive a survey or if you prefer to speak directly with a representative of our Patient Relations Department, please call (860) 684-8277. We value your opinion.

About Your Bill

Johnson Memorial Hospital uses many cost-saving methods to keep your hospital bill as low as possible while providing the highest level of care. It also strives to make its billing process as easy as possible for its patients. Each bill includes two areas — the daily room charge and special services.

The daily room charge includes the use of the room, nursing care, meals, housekeeping, laundry service, building maintenance and administrative services. Special services ordered for you by your physician are additional charges that will be itemized on your hospital bill. These include the use of operating rooms, anesthesia, oxygen, laboratory tests, radiology, physical therapy and medications.

The bill you receive from the Hospital does not cover the fees of any of the physicians who treated you. You will be billed separately for their services.

The Hospital will accept assignments and submit bills directly to your insurance plan. Each patient is responsible for any part of the bill not covered by his/her insurance. Payment is requested within 30 days, either by check or credit card. If you feel you may have difficulty paying the bill, personnel from Johnson Memorial's Patient Accounts Department will discuss, in confidence, any special financial arrangements that would help

you pay your bill. These arrangements should be made before or at the beginning of your hospital stay if possible. Johnson Memorial Hospital also offers financial assistance for patients determined eligible through an application process. Please contact the Patient Accounts Department at extension 8155 for more information.

Johnson Memorial Hospital's Mission, Values and Vision

MISSION

Johnson Memorial Hospital, Inc., is a private, not-for-profit, acute care facility which, in conjunction with its network of healthcare affiliates, is committed to service excellence in the provision of quality, compassionate, and comprehensive healthcare services, which meet or exceed the needs and expectations of the community we serve.

VALUES

- Commitment to quality service
- Accessibility to all in need
- Respect to those we serve
- Efficiency to optimize value

VISION

To provide quality service from people who care.

About Johnson Memorial Hospital and Johnson Health Network

Johnson Memorial Hospital is a general, acute-care facility offering a comprehensive span of inpatient and outpatient services, including medical and surgical, obstetrics and gynecology, pediatrics, mental health, emergency and intensive care, oncology, rehabilitation, pain management and more. The Hospital has achieved the maximum award for its quality of care from the Joint Commission, which accredits healthcare organizations. It is also accredited by the College of American Pathologists, the American Association of Blood Banks, and the American College of Radiology Mammography Accreditation Program.

The Hospital is a member of Johnson Health Network, a family of healthcare organizations providing a complete continuum of care to the residents of north central Connecticut and neighboring Massachusetts towns. In addition to the Hospital, the Network includes:

Evergreen Health Care Center

A long-term care and subacute rehabilitation facility on the Hospital campus in Stafford.

Home & Community Health Services, Inc.

A visiting nurse and hospice care agency offering services to residents throughout the surrounding communities.

Johnson Occupational Medicine Center

An urgent-care facility in Enfield that provides occupational and industrial medicine expertise.

Johnson Professional Associates, P.C.

A medical practice affiliated with Johnson Memorial Hospital that offers an array of medical specialties, including Behavioral Health.

Johnson Surgery Center

An outpatient department of Johnson Memorial Hospital located in Enfield, offering technologically advanced same-day surgical procedures. The Center also offers a state-of-the-art diagnostic imaging center that features a full range of radiology, nuclear medicine and laboratory services.

Phoenix Community Cancer Center

A state-of-the art facility in Enfield offering a full range of cancer care services.

