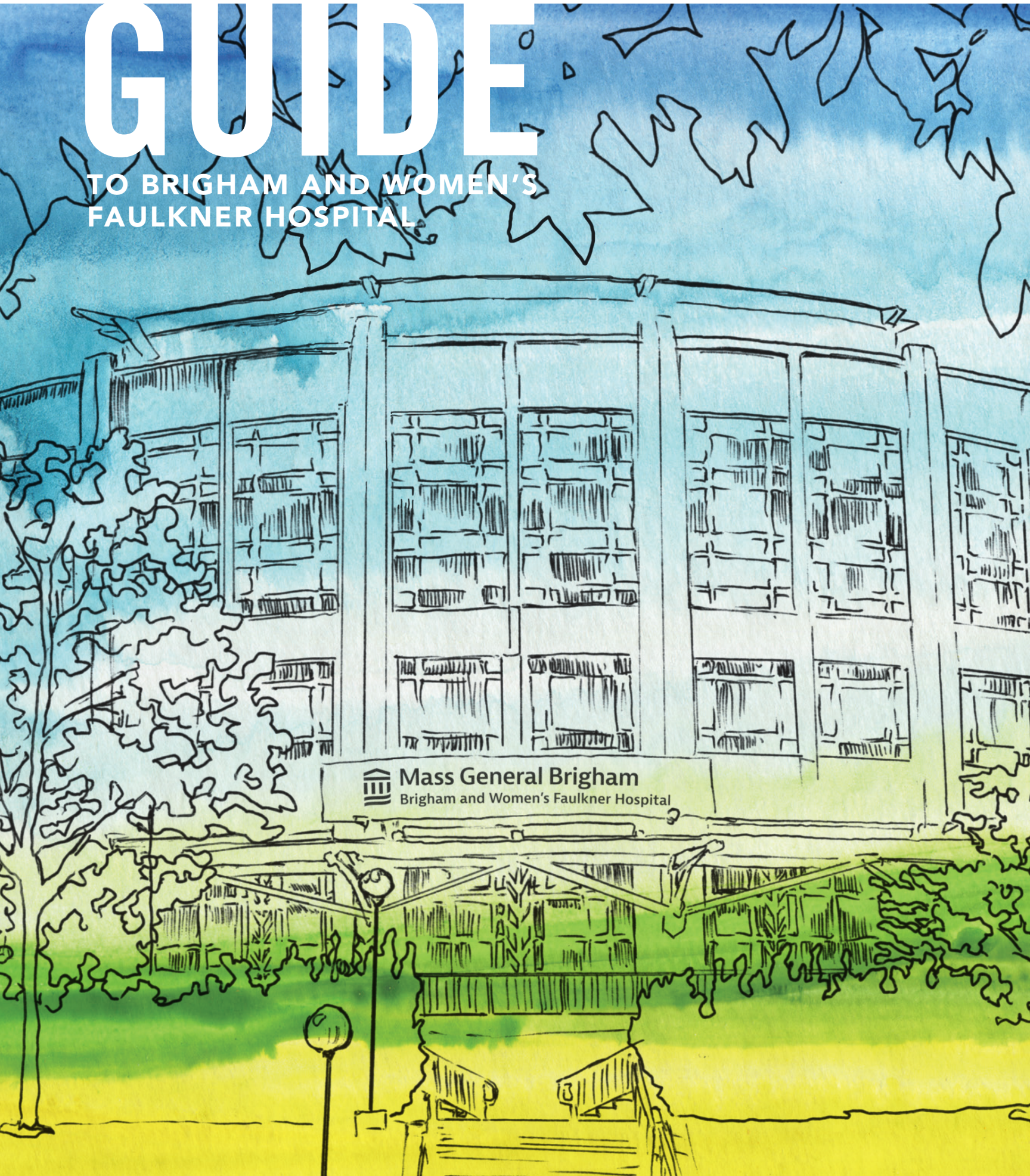


**YOUR**

# GUIDE

**TO BRIGHAM AND WOMEN'S  
FAULKNER HOSPITAL**



# Interpreter Services

You have the right to a medical interpreter at no cost to you. Please point to your language. A medical interpreter will be called. Please wait.

Albanian

## Shqip

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejnë një përkthyes për vizitën mjekësore.

Amharic

## አማርኛ

ስክምናን በሚመለከት ያለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትንና የሚረዱበትን ቋንቋ በመጠቀም ያመልክቱ። የስክምና አስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሱ።

Arabic

## عربي

لك الحق بمترجم طبي مجاناً . رجاءً، أشر إلى لغتك.  
سوف ندعو مترجماً طبياً . انتظر من فضلك .

Armenian

## Հայերեն

Թուզ իրավունքը ունիզ ունենալու բժշկական թարգմանիչ արևան որեւէ վճարումի. Հաճիզ մատակարարեց ձեր մայրենի լեզվին եւ բժշկական թարգմանիչ մը կը կանչուվի ձեր համար. Հաճիզ սպասեց.

Bengali

## বাংলা

নি:খর'চায় মেডিকাল দোভাষী পাবার আপনার অধিকার আছে।  
দয়া করে আপনার ভাষাকে নির্দিষ্ট করুন। একজন মেডিকাল দোভাষীকে ডাকা হবে। দয়া করে অপেক্ষা করুন।

Cape Verdean Creole

## Kriolu di Kabu Verdi

Nho/nha ten direitu di ten un intérpiti na saúde, di grasa. Pur favor, nho/nha mostrá ku dédu kal ki é lingua di nho/nha. Ta txumadu un intérpiti. Nho/nha spera, pur favor.

Chinese

## 中文

Cantonese | Mandarin | Toisanese | Taiwanese/Fukienese  
廣東話 | 國語 | 台山話 | 台灣語/福建話

你是有權利要求一位免費的醫療傳譯員。  
請指出你的語言。醫療傳譯員將會為你服務，請稍候。

French

## Français

Vous avez droit gratuitement aux services d'un interprète médical. Veuillez indiquer votre langue. Nous allons contacter un interprète médical. Veuillez patienter s'il vous plaît !

German

## Deutsch

Sie haben kostenlosen Anspruch auf eine/n medizinische/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e medizinische/r Dolmetscher/in wird gerufen. Bitte warten Sie.

Greek

## Ελληνικά

Είναι δικαίωμά σας να έχετε ιατρικό διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλώ υποδείξετε την γλώσσα που μιλάτε. Θα ιδιοποιήσουμε ένα διερμυνέα. Παρακαλώ περιμένετε.

Haitian Creole

## Kreyòl Ayisyen

Ou gen dwa a yon entèprèt medikal gratis. Tanpri montre nou lang pa w la. N ap rele yon entèprèt medikal pou ou. Tanpri ret tann.

Hebrew

## עברית

יש לך זכות להשתמש בשרותיו של מתורגמן רפואי ללא תשלום. אנא הצבע על השפה שלך. מייד ניצור קשר עם המתורגמן. אנא המתן.

Hindi

## हिन्दी

आपको नि:शुल्क चिकित्सीय दुभाषिया (अनुवादक) प्राप्त करने का अधिकार है। कृपया अपनी भाषा की ओर इशारा करें। चिकित्सीय दुभाषिया (अनुवादक) को बुलाया जाएगा। कृपया प्रतीक्षा करें।

Hmong

## Hmoob

Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj hauv kev kho mob. Koj taw tes rau koj hom lus no. Mam hu tus txhais lus. Thov nyob tos.

Italian

## Italiano

Avete diritto ad un interprete medico. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete medico sarà chiamato al più presto.

## Interpreter Services

You have the right to a medical interpreter at no cost to you. Please point to your language. A medical interpreter will be called. Please wait.

Japanese

### 日本語

医療通訳を無料でご利用になれます。「日本語」の文字を指示してください。日本語を話す医療通訳を手配いたしますのでお待ち下さい。

Khmer

### ខ្មែរ

អ្នកមានសិទ្ធិឲ្យមានអ្នកបកប្រែផ្នែកវិជ្ជាពេទ្យមកជួយអ្នកដោយឥតគិតថ្លៃ សូមចង្អុលបង្ហាញប្រាប់ភាសារបស់អ្នក បុគ្គលិកធ្វើការផ្សេងទៀតមិនអាចជំនាញអ្នកបកប្រែផ្នែកវិជ្ជាពេទ្យមកជួយអ្នក សូមរង់ចាំ។

Korean

### 한국말

무료로 의료 전문 통역사의 도움을 받을 수 있습니다. 해당 언어를 선택하십시오. 의료 전문 통역사에게 연결 될 것입니다. 잠시만 기다려 주십시오.

Laotian

### ລິ້ນລາວ

ທ່ານມີສິດຂໍນາຍແປພາສາໂດຍທ່ານບໍ່ຈໍາເປັນຕ້ອງຈ່າຍ. ກະລຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອີ້ນມາ. ກະລຸນາລໍຖ້າ.

Polish

### Język polski

Jesteś upoważniony do korzystania z usług polskiego medycznego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać, łączymy z tłumaczem.

Portuguese

### Português

Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.

Russian

### Русский

Вы имеете право на услуги бесплатного медицинского переводчика. Назовите, пожалуйста, свой язык. Медицинский переводчик будет вызван. Пожалуйста, подождите.

Serbo-Croatian

### Srpsko-Hrvatski

Vi imate pravo na besplatnog medicinskog prevodioca. Molimo vas da pokazete na vas jezik. Medicinski prevodilac ce biti pozvan. Hvala I molimo vas da sacekate.

Somali

### Soomaali

Waxaad xaq u leedaha in tarjubaan caafimaad oo lacag la aan ah laguugu yeero. Fadlan farta ku fiig afkaaga. Tarjubaan caafimaad baa lagu wacayaa ee sug!

Spanish

### Español

Usted tiene derecho a un intérprete médico gratis. Por favor señale su idioma. Llamaremos a un intérprete médico. Por favor espere.

Swahili

### Swahili

Ni haki yako kuwa na mtafsiri wa lugha ya matibabu bila malipo yoyote. Tafadhali chagua lugha yako katika hizi. Mtafrishaji wa lugha ya matibabu ataitwa. Ngojea tafadhali.

Tagalog

### Tagalog

May karapatan kang magkaroon ng taga-ugnay medisina na walang bayad. Ituro ang iyong wika. Maghintay at tatawagin ang taga-ugnay.

Thai

### ไทย

ท่านมีสิทธิ์ขอผ่านแปลภาษาทางการแพทย์ โดยไม่เสียค่าใช้จ่ายใด ๆ กรุณาชี้ภาษาของท่าน กรุณารอสักครู่ เราจะโทรศัพท์เรียกถามให้ท่าน

Urdu

### اردو

آپ مفت طبی ترجمان کی خدمت کے مستحق ہیں۔ براہ کرم اپنی زبان کے نام کی طرف اشارہ کیجئے۔ آپ کے لئے ایک طبی ترجمان بلا یا جائیگا۔ براہ کرم انتظار کیجئے۔

Vietnamese

### Tiếng Việt

Quý vị có quyền được một thông dịch viên y tế miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên y tế. Vui lòng chờ trong giây lát.

# Welcome to Brigham and Women's Faulkner Hospital

Brigham and Women's Faulkner Hospital is a 171 bed, non-profit community teaching hospital in southwest Boston that was founded in 1900. We offer medical, surgical, mental health, ambulatory testing and complete emergency services.

Our world revolves around providing patient centered care for those who come to us for medical attention. As your community hospital, our physicians, nurses and staff do everything possible to deliver the safest, most compassionate care, which is one reason we're fully integrated with Brigham and Women's Hospital. Because of this partnership, we're able to offer many Brigham and Women's clinical services and programs right here in Jamaica Plain so that you can be assured of receiving the right care in the right place.

**Thank you for trusting us with your care!**

## TABLE OF CONTENTS

	<b>Patient Care Services</b> . . . . .	<b>2</b>
	<b>Your Role in Your Care</b> . . . . .	<b>4</b>
	<b>Advance Care Directives</b> . . . . .	<b>6</b>
	<b>During Your Stay</b> . . . . .	<b>7</b>
	<b>General Information</b> . . . . .	<b>8</b>
	<b>Patient Rights and Responsibilities</b> . .	<b>12</b>
	<b>Finding Your Way at a Glance</b> . . . . .	<b>14</b>
	<b>Patient Activities</b> . . . . .	<b>15</b>

**For more information about Brigham and Women's Faulkner Hospital, visit [www.brighamandwomensfaulkner.org](http://www.brighamandwomensfaulkner.org).**

**For the latest updates on the COVID-19 pandemic, visit [www.brighamandwomensfaulkner.org/covid19](http://www.brighamandwomensfaulkner.org/covid19).**



## Patient Care Services

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### Registered Nurse

Your daily nursing care is managed by a registered nurse while you are in the hospital. Registered nurses are part of your health care team and together they also help plan for needs you may have after you are discharged.

### Hospitalist

A hospitalist is a doctor who focuses on the care of a patient in a hospital. During your stay, the hospitalist stays in close contact with your referring physician to provide the best and most coordinated care possible. A hospitalist can be seen as your own primary care physician while you are in the hospital, providing you with continuous care, comfort and stability.

If you are a surgical or orthopedic inpatient, you will be seen each day by your attending surgeon or a member of their team.

The attending surgeon, nurse practitioner (NP) or physician assistant (PA) has completed their training specializing in your post operative care. They are directly supervised by your surgeon.

Brigham and Women's Faulkner Hospital is a teaching hospital that provides clinical education and training to future and current doctors. At some points during your care you will be visited by residents in training. They work under supervision of an attending physician.

### Advanced Practice Providers

During your stay, you may be cared for by an advanced practice provider (APP). Examples of an APP include a physician assistant (PA), nurse practitioner (NP) or certified registered nurse anesthetist (CRNA).

These clinicians have undergone advanced clinical training and are fully credentialed by the hospital. They work closely with your physicians, nurses and other members on your care team to provide quality care and comfort throughout your hospitalization.

### Interpreter Services

Brigham and Women's Faulkner Hospital is committed to clearly and thoroughly communicating with all patients and their families about the care we provide.

Our Interpreter Services help limited English speaking, deaf and hard of hearing patients get quality health care. They provide professional health care interpretation services and support the hospital in the delivery of culturally competent care. Please let your doctor know in advance about your language or hearing needs.

If you need an interpreter while in the hospital, please contact your nurse or doctor.

LANGUAGE LINE: Call extension 1336  
or the BWFH Operator

INTERPRETERS: 617-983-7338

Please speak with your nurse to access our video and audio translation services during nights and weekends.

### Rapid Response Team (RRT)

As a visitor or family member, you know your loved one best. If you're concerned about a patient's declining medical condition, we need to know. If you notice a sudden, serious emergency, take these steps:

1. Immediately call the nurse with the nurse call button.
2. Call extension 6778 from the room phone.
3. Tell the operator you need the Rapid Response Team and your room location.

The Rapid Response Team includes a doctor, registered nurse, supervisor and respiratory therapist. They work with the health care team to assess a patient's condition.

### Rehabilitation Services

Depending on your injury, illness or surgery, you may be referred for consult to our Rehabilitation Services Team for physical, occupational or speech-language therapy. These specially trained professionals will focus on helping you regain your pre-hospital level of function. This may include learning to transfer out of

bed, ambulate with or without an assistive device such as a walker, cane or crutches, as well as exercise to regain range of motion and strength.

Your therapist will suggest a plan for you at discharge from the hospital which they will share with the Interdisciplinary Team. The goal is always to achieve a safe discharge home. Occupational Therapy will also assist with bathing and dressing activities, while our Speech Therapy Department will assess swallowing and speaking functions. The goal of all of these therapies is to help you resume the activities of normal function.

If you have questions about your rehab care, please call 617-983-7271.

### **Dietitians**

Your health care team includes registered, licensed dietitians who provide medical nutrition therapy and education. Depending on your needs, a dietitian may visit you during your stay. To request a consult with a dietitian, please speak to your nurse or doctor. Outpatient nutrition services are available after you are discharged if you are placed on a special diet and need help. Call 617-983-4455 to schedule a consult with our Nutrition Clinic.

## **Care Continuum Management**

### **Social Worker**

Our social workers are highly trained to help you and your family members with personal matters during your hospital stay. They can provide:

- Emotional support and assistance with communication between patients, families and health care providers.
- Counseling around chronic illness, a new diagnosis or medical decision making needs during your hospitalization.
- Referral information about health care conditions, family issues and other stressors that impact one's health.

To talk to a member of our social work team, speak with your nurse or a member of your care team.

### **Case Management/Discharge Planning**

Our goal is to make sure that you feel prepared for discharge. Your health care team will begin talking with you about discharge early in your stay. We make every effort to provide an effective discharge plan because it can:

- Decrease chances that patients are readmitted to the hospital.
- Help in recovery.
- Make sure medicines are prescribed and taken the right way.
- Prepares you to take over your care or care of a loved one.

Case managers are registered nurses who will work with you and your medical team to arrange appropriate services at discharge.

Case Management will assist in setting up home care services (like skilled nursing or physical therapy), durable medical equipment and IV/enteral services. If you require rehabilitation services, your case manager will work with you in determining the most appropriate level of care and facility of choice. A list of facilities can be generated via the "4Next" system for review and discussion.

If you have any questions about your discharge plan, please call the Case Management staff at 617-983-7981.

### **Passageway**

Passageway works with patients, employees and community members experiencing violence in their relationships. Our free, voluntary and confidential services include crisis intervention, risk assessment and safety planning, supportive counseling, legal advocacy and community referrals. Please call 617-983-7231 or pager number 39342 to be put in contact with a Passageway representative or speak to your nurse.

### **Spiritual Care Services**

Chaplains are available to provide you and your family with spiritual, religious and emotional support, regardless of your religious affiliation. An interfaith chaplain will assess and respond to any religious or spiritual need and can provide you with resources,

including sacred texts, rosary beads, Shabbat candles and other ritual items. We are committed to offering compassionate spiritual care as a resource for healing.

Chaplains are here Monday through Friday. A chaplain is on-call for urgent needs during nights and weekends. To request spiritual care services, please call 617-983-4856 or speak with your nurse. We are located on the third floor lobby next to the chapel.

Our interfaith chapel is off of the third floor lobby and is always open to patients, families and staff for meditation and prayer. Religious texts are offered in the chapel.

### Ethical Issues in Health Care

Quality health care includes a well informed and sensitive approach to many ethical issues that can come up in a hospital. Our Ethics Committee is available to staff, patients and families to provide

education and guidance when conflicts about health care decisions happen. We are dedicated to providing you with medically appropriate treatment according to your expressed wishes. This may include intensive, life sustaining care unless you say otherwise.

High technology and intensive care can be used to cure disease and restore health. These methods can also seem more like burdens than help for people with a terminal or disabling chronic illness. Your values about your treatment should be discussed with your attending physician, nurse or other members of your health care team.

Please speak with your nurse if you have questions about an ethics consult.

You can make an anonymous inquiry to the Mass General Brigham Compliance HelpLine at 1 800-856-1983 or <http://www.massgeneralbrigham/complianceline>.



## Your Role in Your Care

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### Patient Safety

Brigham and Women's Faulkner Hospital cares about your safety. You and your family play a key role in patient safety. The most important way you can help is to be an active member of your health care team.

Consider these suggestions:

- Keep a list of all the medications you take (prescribed, over the counter or herbal) and bring them to the hospital or doctor's office every time you go to visit.
- Hand washing is the best way to prevent the spread of infection. It is okay to ask anyone who touches you if they washed their hands before entering your room.
- Be sure that you get the results of any test or procedure you have.
- Make sure that the name and date of birth on your wristband is yours, and spelled the right way.
- If anyone comes to draw blood, to take you for a test or procedure or to give you medicines, ask them to

verify your name and date of birth.

- Be involved and informed and ask questions. If you have doubts or concerns please ask your doctor or nurse or any member of your health care team.

### Preventing Falls

In a hospital, you are in a new setting and are often taking medicine that may make you less stable. Please take the following precautions and call for help if needed. Remember **"Call Don't Fall."**

- If you are told not to get up by yourself, use the call light. Wait for a staff member to help you.
- If you use an assistive device (like a cane or walker) that was not brought to the hospital, ask a care provider to borrow one to use during your stay.
- Keep needed items within reach, like the call light, TV remote, telephone, tissues and eye glasses. If out of reach, ask a staff or family member to move them for you.
- Take your time. Sit at the edge of the bed for a few

- minutes before getting up to avoid getting dizzy.
- When you are walking, make sure there is a light on where you are going and wear nonskid footwear.
- Let your nurse know if there is anything in your way before you walk.
- If you need to walk with equipment like an IV pole, please ask for help.
- If you have been given equipment to help with daily activities like washing or dressing, ask how to use it.

### Tell Us About Your Pain

You have the right to pain treatment during all parts of your care. We are committed to working with you and your family to help manage your pain. You can help by telling us about your pain and working with us to develop the best treatment plan for you:

- Talk to your doctor or nurse about your pain and relief options.
- Ask them what to expect regarding pain and its management.
- Work with your doctor or nurse to develop a pain management plan that includes alternatives to opiates where appropriate.
- Help your doctor or nurse by describing your pain.
- Tell your doctor or nurse if your pain level is not relieved or acceptable.
- Tell your doctor or nurse about any concerns you have about taking your pain medicine.

### Stroke Services

As a Primary Stroke Service facility, Brigham and Women's Faulkner Hospital provides emergency testing and treatment by an expert team 24 hours a day to patients with symptoms of acute stroke.

Though over 600,000 new strokes are reported in the U.S. each year, there are treatments that can greatly reduce damage caused by stroke. It is important to be aware of when stroke symptoms start so that proper medication can be administered. Stroke symptoms may include sudden:

- Numbness or weakness of the face, arm or leg (especially on one side of the body).
- Confusion, trouble speaking or understanding speech.
- Trouble seeing in one or both eyes.

- Trouble walking, dizziness, loss of balance or coordination.
- Severe headache with no known cause.

If you have questions about stroke or life after stroke, email [bwfinfo@partners.org](mailto:bwfinfo@partners.org) for materials and answers.

### Preventing the Spread of Infection

Patients and visitors can help prevent the spread of germs and infection by following these simple steps:

- Hand washing is the most important step to prevent infection! Always wash hands before and after visiting a patient, after going to the bathroom, blowing your nose, sneezing or coughing and before eating.
- Remind anyone entering or exiting a patient room that practicing proper hand hygiene is the best way to prevent the spread of infection.  
Please do not visit a patient when you are sick. If you need to visit while you are sick, wash your hands well and ask staff for a mask if you are coughing or sneezing.
- Some patients need special kinds of infection prevention like isolation. When a patient is on isolation precautions, everyone (staff and visitors) may need to wear gloves, gowns and/or masks.
- Check with the nurse before visiting if you do not know if you are contagious or if you are bringing children.

Please ask the health care team if you have questions about how to follow these steps.





## Advance Care Directives

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### What Is a Health Care Proxy?

A health care proxy is a simple, legal document that lets you choose someone you trust to make health care decisions if you become unable to do so. These decisions include life saving procedures like CPR, life sustaining treatments like tube feedings and respirators, consent for surgery, blood transfusions, pain medicines and routine tests.

There is no need for an attorney when filling out a health care proxy. In Massachusetts, a Living Will does not replace a health care proxy.

### Who Can Be a Health Care Agent?

Your agent should be someone you trust who knows what decisions you would make for yourself if you were able to do so. Most people choose a family member or close friend. You may choose any competent adult over 18 years old. The agent cannot be an employee of a health care facility where you are a patient (unless they are related to you by blood, marriage or adoption). Your agent can act for you after your doctor decides in writing that you lack the ability to make decisions about your health care.

### Where Do I Begin?

The best time to choose a health care agent is before you become ill and when you are able to carefully consider your choices. If you would like more information about a health care proxy or assistance in filling one out, please speak to your nurse. We advise that you (and/or your family) discuss the health care proxy or any other advance care directives with your primary care provider.

### Massachusetts CARE Act

The Massachusetts CARE (Caregiver Advise, Record, Enable) Act recognizes the desire of a patient to remain at home and be independent as they age. The law requires that inpatient facilities provide patients with an opportunity to designate a caregiver—any individual 18 years of age or older—whom a patient designates to receive access to his/her health information to be able to assist the patient with post discharge care needs.

Patients may decline to identify a caregiver if the situation does not apply.

### Medical Orders for Life-Sustaining Treatment (MOLST)

The MOLST form is a form that tells others about the patient's medical orders for life sustaining treatment. All health care professionals must follow these medical orders as the patient moves from one place to another, unless a physician, nurse practitioner or physician assistant examines the patient, reviews the orders and changes them. MOLST is approved by the Massachusetts Department of Health for use in ALL settings. MOLST is generally for patients with serious and/or chronic health conditions. Filling out the MOLST form starts with one or more conversations between the patient, the health care agent or the surrogate and a qualified, trained health care professional. The health care professional defines the patient's goals for care, reviews possible treatment options on the whole MOLST form and ensures shared, informed medical decision-making.

For more information on the MOLST form, please speak with a member of your health care team or visit [www.mass.gov/eohhs/docs/dph/quality/policy-planning/initiatives/eol-english.pdf](http://www.mass.gov/eohhs/docs/dph/quality/policy-planning/initiatives/eol-english.pdf).



## During Your Stay

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### Cell Phone Policy

Hospital policy lets patients and visitors use cell phones in most areas. The hospital cannot be held responsible for damage to or loss of your cell phone if you keep it in your room while in the hospital.

### Camera and Video Equipment Policy

Hospital policy forbids the use any camera, including cell phone cameras, recorders or video equipment to photograph or video tape other patients or staff without written permission, as well as consent from Marketing and Public Affairs.

### In-Room Telephones

All calls in the continental United States are free. Calls can be made by dialing 9 then 1 then the area code and telephone number.

### Receiving Telephone Calls

Once you have been assigned a room, people can call you directly by dialing the main hospital number 617-983-7000.

At any time during the greeting, the caller can press the number 2 (to dial a known extension or patient room), then press the number 2 followed by the three digit patient room number. If a caller doesn't know the patient room number, they should dial 617-983-7101 to reach Patient Information. They will give your room number for future calls, and connect them to your room.

### Communicating with Family and Friends

The hospital has devices available for patients to use to stay in touch with family and friends via Zoom or FaceTime. Ask your Nurse how to access these devices for temporary use.

### Safety and Security

The Police, Security, Safety and Parking Department is responsible for ensuring the protection and safety of all patients, visitors and staff 24/7. People with special security needs should call the Director of the Police, Security, Safety and Parking Department at 617-983-7677.

The Police, Security, Safety and Parking Department is responsible for general safety issues including:

- Keeping patient valuables safe
- Parking
- Security patrols of hospital grounds
- Lost and found
- Escorts to and from private cars
- Emergency car services

### Personal Property

Whenever possible, you should leave ALL valuables, such as jewelry, cash and computers at home. If you do arrive at the hospital with any of these items, please let the admitting nurse know and have your property recorded on the Patient Valuables List and stored in a locked safe until your discharge. Brigham and Women's Faulkner Hospital cannot be responsible for loss or damage to personal items if you choose not to send them to be locked in the Police, Security, Safety and Parking Department for safekeeping. When you leave the hospital, please be sure to take all of your belongings.

### Transportation

Before your upcoming surgery, we want you to think about your transportation to and from the hospital. Your care team can help you with this during your hospitalization, if you need it.

If your care team is okay with it, and if it is possible for you to do so, please arrange for a friend or family member to drop you off and pick you up. If this is not possible, your care team can help schedule a chair car or ambulance to transport you to or from the hospital. It is important that you check with your insurance company to see if these transportation options are covered under your plan and understand what "medically necessary" transport entails. You may be charged between \$50-\$500, or more, if it is not covered. Please understand that your plan can change based on your treatment needs.

Once you are in the hospital, please ask to speak with your Nurse Care Coordinator if you have questions.



## General Information

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### Visiting Hours

**Please note: COVID-19 restrictions may effect visitation policies. Go to [www.bwfh.org/visit](http://www.bwfh.org/visit) to view the latest updates.**

A support person is welcome to visit medical and surgical patients at any time depending on patient's need for medical care/treatments, rest, privacy, safety and patient preference. Family and friends are encouraged to visit until 9 pm to allow for patient's medical and personal care needs to be met by health care staff. It is advised to limit visitors at the patient's bedside to two at a time, due to the physical space constraints.

Visitation hours for 2 South, our Inpatient Psychiatry unit, are Monday through Friday from 12 noon to 1 pm and from 4 to 8 pm; Saturday/Sunday from 12 noon to 8 pm.

Visitors are welcome in the Intensive Care Unit at any time, but are asked to call from the ICU family waiting area before entering. If necessary, special visiting arrangements may be made by speaking with your nursing care team.

### Cafeteria

The cafeteria is on the third floor and is open throughout the day to the public for breakfast, lunch and dinner.

The menu is available by calling extension 2233 from a hospital phone.

### Coffee and Snacks

The Atrium Cafe is in the first floor lobby. Drinks, baked goods and snacks are sold. It is open to the public on weekdays only.

### Vending Machines

Vending machines with sandwiches, snacks and drinks are on the third floor outside the cafeteria.

### Guest Trays

Visitors who cannot leave a patient room may purchase guest trays by calling extension 3663 from a hospital phone.

### ATM

For your convenience there is an ATM located directly across from the cafeteria on the third floor.

### Parking

A valet parking service is in the lobby of the first floor main entrance. Self-park is also available at the front of the hospital. Rates for valet and self-park are the same. Please visit our website for parking rates.

### Gift Shop

Our gift shop is on the third floor between the information desk and the cafeteria. It is staffed by volunteers. Sales from the gift shop benefit Brigham and Women's Faulkner Hospital. Please call 617-983-7333 for information.

### No Smoking Policy

For the health of our patients, visitors and staff, Brigham and Women's Faulkner Hospital is a Smoke Free Campus. There is no smoking allowed anywhere on the property, including buildings, grounds and parking areas. Additionally, the use of any type of vaporizers, e-cigarettes or electronic nicotine delivery systems are prohibited on all hospital grounds.

If you do smoke or use other forms of tobacco, please speak with your nurse about tobacco cessation programs and treatment.

### Our Healing Environment

At Brigham and Women's Faulkner Hospital, we do everything possible to provide a calm and nurturing environment. From practicing good hand hygiene and keeping noise to a minimum, we believe our patients benefit from seeing staff and visitors share responsibility for making sure our patients have the most comfortable hospital stay possible. Please speak with your nurse if you have questions about noise, limiting visiting hours, how often you'd like to be checked on during the night or any other concern.

### How to Obtain a Copy of Your Medical Record

You can obtain your medical record electronically, by mail or by fax.

## Request Patient Medical Records Online

You can use Mass General Brigham Patient Gateway, our secure, online portal for your health information. Your health information is available to view, download, transmit and print documents.

Once logged in, click on "Messaging" at the top bar and then click "Request Records."

If you are not enrolled in Patient Gateway, simply go to [www.patientgateway.org](http://www.patientgateway.org) and click on "Enroll Now." Respond to the questions and click "Next" to complete the enrollment process.

You can also obtain your medical record by mail or fax.

### By Mail or Fax:

Please send a written request indicating Brigham and Women's Faulkner Hospital along with your full name, date of birth and date(s) of service requested. State the purpose of the request, what part of the medical record you need and to whom the record should be sent along with the mailing address. Please sign and date your request and send to:

Partners Health Information Management  
Release of Information Unit  
121 Inner Belt Road, Room 240  
Somerville, MA 02143-4453  
Phone: 617-726-2361  
Fax: 617-726-3661

Authorization forms can be located at [www.massgeneralbrigham.org/medicalrecords](http://www.massgeneralbrigham.org/medicalrecords).

### To Request Copies of All Radiology Studies:

Brigham and Women's Faulkner Hospital  
Department of Radiology - Image Service Center  
1153 Centre Street  
Boston, MA 02130  
Phone: 617-983-7169  
Fax: 617-983-4424

## Patient Financial Counseling

Brigham and Women's Faulkner Hospital offers financial counseling on federal, state and private

programs that may be able to help with health care costs. Our financial counselors will work with you to find programs for:

- Discounts for uninsured patients or for medically necessary services not covered by insurance.
- Medical hardship discounts for limited income patients with bills for urgent and emergency services.
- Payment plans for patients who need to pay their bills in installments.

For more information about Patient Financial Counseling, please call 617-983-7878 and choose option 1.

## Confidentiality

Brigham and Women's Faulkner Hospital is committed to providing you with high quality health care and to forming a relationship with you built on trust. That means respecting and protecting your privacy and the confidentiality of your medical information. Our policies and procedures allow for use and disclosure of your personal medical information for treatment, payment and health care operations related to your health care. Our privacy practices follow all state and federal laws relating to patient privacy and confidentiality. Our practices and your rights are described in the Partners Privacy Notice. A copy can be provided on request. If you do not want your name listed in our patient directory, please tell an admitting/registration representative by calling extension 7152 from any hospital phone and then selecting option 1 from the menu.

## Your Medical Record

As we treat your health care needs, we are required to keep a complete copy of your medical history, current condition, treatment plan and all treatment(s) given including results of tests, procedures and therapies. Whether this information is stored in a written file, on computer or by other means, we will keep this information in a safe and secure place that protects your privacy and confidentiality. The doctors and other providers involved in your care will need to use this information to provide the most appropriate treatment for you.

You, anyone to whom you give written permission or your legal representative have the right to read or get a copy of the minimum necessary amount of information for your medical record, in order to provide the assistance requested. Your medical record is the physical property of the individual hospital or physician practice.

### **How Do We Assure Your Privacy?**

Brigham and Women's Faulkner Hospital policies state reasons that your medical information may be used and disclosed to parties outside the hospital or physician practice. These policies conform to state and federal laws. They are designed to protect your privacy.

Our staff is trained in the correct use and disclosure of medical information. They know that it is available to them only to provide care to you and for other limited but regulated purposes. Any violation of patient confidentiality or failure of an employee to protect your information from accidental or unauthorized access will not be tolerated.

### **How Do We Protect Your Identity?**

At Brigham and Women's Faulkner Hospital, we use the least information needed to accurately identify you. We also use only locked and secure bins to dispose of papers containing patient information. The contents of the bins are destroyed each week. If you think someone may have used your information to obtain health care, please call the Privacy Officer at 617-582-5201.

### **How We Share Your Information**

Mass General Brigham participates in health information exchanges (HIEs), including the Massachusetts Health Information (MassHIway).

Mass General Brigham uses HIEs as a method to share, request and receive electronic health information with other health care organizations. For questions, or if you want to opt out of sharing your information using the MassHIway, contact the Privacy Office at 617-582-5201 or [BWHChippaprivacy@partners.org](mailto:BWHChippaprivacy@partners.org)

State law prevents certain types of patient information from being released without patient permission.

Examples include, but are not limited to:

- Communications between patient and psychotherapist or social worker
- Sexually transmitted disease test results or visit notes
- HIV test and related information
- Substance abuse rehabilitation treatment records
- Sexual assault treatment records
- Law enforcement
- Public health functions

Also, state law requires some information to be disclosed in certain circumstances. This includes mandatory reports of abuse of children, the elderly or disabled persons.

If you have questions about protection of your medical information, please contact our Privacy Officer at 617-582-5201.

### **Patient and Family Relations**

The Patient and Family Relations staff serve as a connection between you or your loved ones and the hospital.

This team can help you with

- Understanding general information about hospital policies and services
- Coordinating any special needs that you and your family/loved ones may have
- Voicing any comments you may have about care or service you have received at our hospital

Please call Patient and Family Relations at 617-983-4507 to let us know what we are doing great, to suggest improvements, to share any concerns, or to help you get answers to questions about your care that have not been resolved with your care providers. Your comments are important to us!

If any of your concerns are not resolved with Patient and Family Relations, you have the right to file a grievance by contacting any of the following agencies:

## **Massachusetts Department of Public Health**

Bureau of Health Care Safety and Quality  
67 Forest Street  
Marlborough, MA 01752  
617-753-8000

## **Commonwealth of Massachusetts**

Board of Registration in Medicine  
200 Harvard Mill Square, Suite 330  
Wakefield, MA 01880  
781-876-8200

## **Joint Commission's Office of Quality Monitoring**

To report any concerns or register a complaint about a Joint Commission accredited health care organization, call 800-994-6610, email [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or write to One Renaissance Blvd., Oakbrook Terrace, IL 60181.

## **Patient and Family Advisory Council Get Involved!**

Brigham and Women's Faulkner Hospital has a Patient and Family Advisory Council (PFAC). This is a group made up of patients, family or loved ones of patients that meets bi-monthly to provide feedback to the hospital on improvements and projects. Our hospital empowers this group to help us learn about and strengthen our patient experience.

Joining the Patient and Family Advisory Council (PFAC) is a great way to get involved and help us improve the quality, access and safety of the care we provide to our patients and their families.

If you or a family member or loved one are interested in becoming a member of the Patient and Family Advisory Council, please contact us at 617-983-4507 to learn more.

## **Mass General Brigham Patient Gateway**

Developed by Mass General Brigham, Patient Gateway is a convenient and secure way to manage your health information and communicate with your doctor's office online. Mass General Brigham Patient Gateway lets you:

- Review test results.
- Make and manage your appointments.
- Message your doctor.
- Renew your prescriptions.
- Pay your bill.

When using Patient Gateway on a mobile device, you are also able to review content related to an Inpatient stay while in the hospital, such as:

- Scheduled Events, including lab and radiology tests and medications to be administered
- Notes (progress, plan of care, consult)
- Members of your care team
- Educational Material in written and video format, with an option to state that you understand it or to have the Nursing team review it with you and answer any questions you may have

To learn more or register, visit <https://patientgateway.massgeneralbrigham.org/>.



## Patient Rights and Responsibilities

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### Your Rights as a Patient

- You have the right to get the name and specialty of the doctor or other person responsible for your care.
- You have the right to confidentiality of all records and communications concerning your medical history and treatment to the extent provided by law.
- You have the right to a prompt response to all reasonable requests.
- You have the right to request and receive an explanation as to the relationship, if any, of this hospital and your doctor to any other health care facility or educational institution, insofar as any such relationship relates to your care.
- You have the right to request and receive information about financial assistance and free health care.
- You have the right to get a copy of any rules or regulations of this hospital that may apply to your conduct as a patient.
- You have the right upon request to inspect your medical records, request a change or receive an accounting of disclosures regarding personal health information, and for a reasonable fee, receive a copy of your record.
- You have the right to get a copy of your medical record free if you show that your request is to support a claim or appeal under any provisions of the Social Security Act in any federal or state financial needs based benefit program.
- You have the right to refuse to be observed, examined or treated by students or any other staff without threatening your access to care.
- You have the right to refuse to participate as a research subject.
- You have the right to personal dignity and, to the extent reasonably possible, to privacy during medical treatment and other care.
- You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- You have the right to request pastoral and other spiritual services.
- You have the right to pain management.
- You have the right to quick life saving treatment without discrimination due to economic status or source of payment.
- You have the right, if you are a female rape victim of childbearing age, to receive medically and factually written information prepared by the Commissioner of Public Health about emergency contraception, to be promptly offered emergency contraception and to be provided with emergency contraception upon request.
- You have the right, if refused treatment for economic status or lack of a source of payment, to quick and safe transfer to a facility that agrees to provide treatment.  
You have the right to informed consent to the extent provided by law.
- You have the right, if suffering from any form of breast cancer, to complete information on all alternative treatments that are medically possible.
- You have the right to request and receive an itemized explanation of your medical bill.
- You (or your representatives) have the right to participate in the creation and practice of your care plan. The hospital recognizes the health benefits provided by the presence of loved ones while patients are in the hospital. We welcome one designated family member or support person to stay with the patient at any time. This designated support person's visits would only be limited by the patient's need for medical care or treatments, rest, privacy and patient preference. A support person may be a spouse, adult child, parent, close relative, friend, domestic partner or different sex or same sex significant other.
- You have the right to discharge planning evaluation and to participate in the development of your discharge plan.
- You have the right to make informed decisions regarding your care or to have those decisions carried out by your representative as permitted by state law. The right to make informed decisions includes being informed about your health status, being involved in care planning and treatment and being able to request or refuse treatment.

- You have the right to create an advance directive which may include giving someone the right to make decisions about your care to a representative, as well as choosing a support person.
- You have the right to quick notification of a family member or representative of your choice when you are admitted to the hospital.

### Your Responsibilities as a Patient

By taking an active role in your own health care, you can help your caregivers best meet your needs. That is why you and your family are asked to share in certain responsibilities with the hospital. These include the responsibility for:

- Letting us know your expectations about hospitalization and treatment.
- Asking questions and making sure you understand any instructions given to you so that you can safely care for yourself when you leave the hospital or doctor's office.
- Being open and honest with us about your health history, including all medicines you are taking and any legal or illegal addictive substances you use.
- Telling us about any situation at home or work that may affect your ability to care for yourself, so that we can direct you to resources that can help.
- Letting us know if you feel you cannot follow a plan of care that has been prescribed—or telling us when things do not seem to be going well—so that, to-

- gether, we can develop the right plan of care for you.
- Appointing a health care proxy and completing an advanced care directive, so that we can know what kind of care you wish to have should you become unable to tell us.

Expressing concerns to your caregivers in a respectful manner (if you need more help or are angry or upset about your care, a Patient Family Relations representative can help you).

- Being honest with us about your financial needs so that we may connect you to resources that can help cover your medical expenses.
- Letting us know if you have objections to students or researchers participating in your care.
- Being considerate of Brigham and Women's Faulkner Hospital staff and property and other patients and their property.

It is the policy of Brigham and Women's Faulkner Hospital to treat all patients and not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity or expression, age or disability.

We recognize that patients may face unique health care challenges, and we commit to caring for you with respect, dignity and cultural humility. Let us know how you identify yourself and how our services can best meet your needs.

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## Philanthropy

As a non-profit hospital, philanthropy is critical to our ability to provide excellent care for the patients we serve. Your gifts to Brigham and Women's Faulkner Hospital help fund advanced medical technologies, vital health care services and education for our skilled and compassionate caregivers. You may even wish to honor your doctor or nurse with a tax-deductible gift. There are many ways to support our work. For more information visit [www.bwfhgiving.org](http://www.bwfhgiving.org) or call 617-424-4300.





## Finding Your Way at a Glance

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### Important Locations

#### Atrium Cafe

1st floor lobby

#### Automated Teller Machine (ATM)

3rd floor, across from cafeteria

#### Cafeteria

3rd floor

#### Chapel

3rd floor lobby

#### Gift Shop

3rd floor

#### Information Desk

1st and 3rd floor lobby

#### Lost and Found

Police, Security, Safety and Parking  
Department office/2nd floor and  
Patient and Family Relations office/3rd floor

#### Mailbox and Postage Stamp Machine

3rd floor lobby

#### Newspapers

Gift shop

#### Parking Pay Stations

1st floor Emergency Department lobby  
3rd floor lobby  
Belkin House lobby

#### Parking Valet Service

1st floor entrance

#### Police, Security, Safety and Parking Department

2nd floor

#### Taxi Phone

1st floor parking desk and 3rd floor information desk

### Important Phone Numbers

#### Main Number

617-983-7000

#### Case Management

617-983-7981

#### Spiritual Care Services

617-983-4856

#### Environmental Services

617-983-7283

#### Gift Shop

617-983-7333

#### Health Information Services (Medical Records)

617-726-2361

#### Interpreter Services

The Language Line:  
Access by calling extension 1336 or the BWFH Operator  
Interpreter Services office: 617-983-7338

#### Patient and Family Relations

617-983-4507

#### Patient Financial Services

617-983-7878, option 2 for billing

#### Room Service

Extension 3663 from a hospital phone

#### Police, Security, Safety and Parking Department

617-983-7677

#### Social Work

617-983-7392



## Patient Activities

### WORD SEARCH

## Famous Pairs



ADAM AND EVE  
 BATMAN AND ROBIN  
 BERT AND ERNIE  
 BILL AND TED  
 BONNIE AND CLYDE

BOW AND ARROW  
 BREAD AND BUTTER  
 CHEECH AND CHONG  
 DAVID AND GOLIATH  
 DEATH AND TAXES

FISH AND CHIPS  
 FUZZY DICE  
 GIN AND TONIC  
 JACK AND JILL  
 LAUREL AND HARDY

LEWIS AND CLARK  
 PUNCH AND JUDY  
 SNAKE EYES  
 SONNY AND CHER  
 TOM AND JERRY



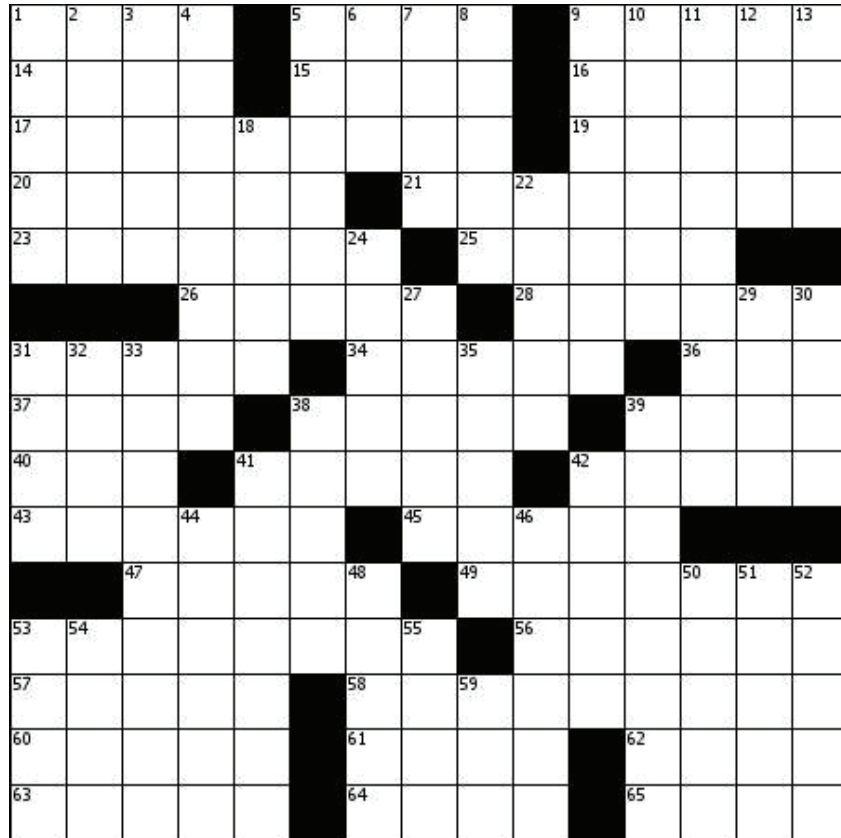
## Patient Activities

### CROSSWORD PUZZLE

# Puzzle 1

#### Across

1. Dracula portrayer Lugosi
5. Actress Annabeth or Lillian
9. Exclude
14. Chopped down
15. Greek "j"
16. Napoleon's fate
17. Wynonna's mom
19. Mea \_\_\_
20. Influential Pacific current
21. Designated, perhaps incorrectly
23. NASCAR official
25. Like Jerry Lewis's professor
26. Fiery crime
28. Table clearer
31. Gambling mecca Monte \_\_\_
34. Gondola driver
36. Suffix with press
37. Plains tribesmen
38. Durango dinero
39. Author Ferber
40. Lab or peke
41. Hindu garments
42. Incas' mountains
43. "Bam!" chef
45. Put in the ship's record again
47. Magritte and Descartes
49. Unlike sand in water
53. Spanish city where the bulls run
56. Sprang (up), as tears
57. As \_\_\_: generally
58. "Wascally wabbit" hunter
60. Musical finales
61. Stir up
62. Needle case
63. Warhol and Griffith
64. Compaq competitor
65. Nincompoop



#### Down

1. Ruinations
2. Glorify
3. Hotelier Helmsley
4. Navy bigwigs
5. Military action toys
6. Debtor's letters
7. Yardsticks: Abbr.
8. Wore
9. Central Illinois city
10. Jumps for joy
11. Melville novel
12. High mountain, to Henri
13. Interpret, as tea leaves
18. Emcee's job
22. Sugar helpings
24. Dogie catcher
27. Polite refusal
29. Writer Sarah \_\_\_ Jewett
30. Nays' opposites
31. Morse's creation
32. Symbol of the post-1945 age
33. Onetime Tom Brokaw co-anchor
35. Goes down to defeat
38. Opposite of neo-
39. Swamped
41. Without transgressions
42. "You've got mail" addressee
44. Sportscast staple
46. Massachusetts city on the Merrimack
48. Bergen's Mortimer
50. Popeye foe
51. Helped cause, with "to"
52. Comical Murphy
53. White-spotted rodent
54. Elvis's middle name.
55. Lotion ingredient
59. "Cool" amount, at a heist



## Patient Activities

### SUDOKU

## Puzzles 1 & 2

	3	8						
			7	1	8			
4						6	5	8
	7	5						
6	2		4		9		7	3
						2	1	
8	6	9						4
			5	2	6			
						7	3	

1.

9	5	6		8				1
4						7	9	
	3		4	1				
					3	6		
			5		8			
		2	9					
				7	6		2	
	8	7						3
1				9		8	7	4

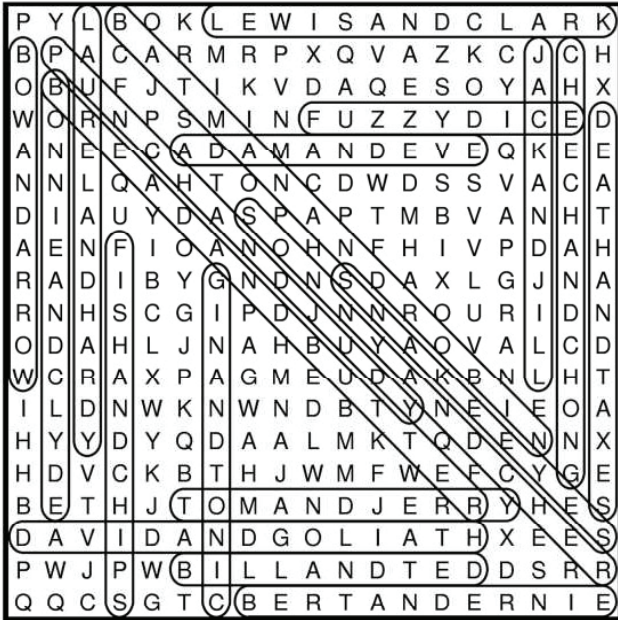
2.



# Solutions

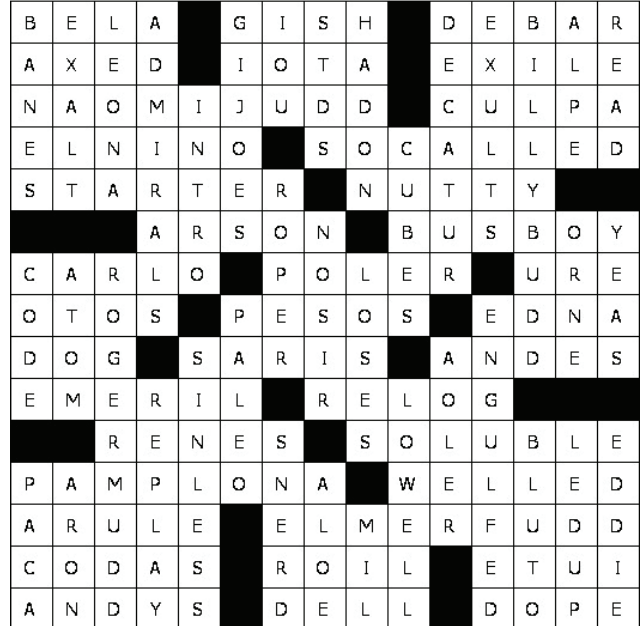
## WORD SEARCH

Famous Pairs (p.15)



## CROSSWORD PUZZLE

Puzzle 1 (p.16)



## SUDOKU

Puzzle 1 (p.17)

<u>2</u>	<u>3</u>	<u>8</u>	<u>6</u>	<u>4</u>	<u>5</u>	<u>1</u>	<u>9</u>	<u>7</u>
<u>5</u>	<u>9</u>	<u>6</u>	<u>7</u>	<u>1</u>	<u>8</u>	<u>3</u>	<u>4</u>	<u>2</u>
<u>4</u>	<u>1</u>	<u>7</u>	<u>9</u>	<u>3</u>	<u>2</u>	<u>6</u>	<u>5</u>	<u>8</u>
<u>3</u>	<u>7</u>	<u>5</u>	<u>2</u>	<u>8</u>	<u>1</u>	<u>4</u>	<u>6</u>	<u>9</u>
<u>6</u>	<u>2</u>	<u>1</u>	<u>4</u>	<u>5</u>	<u>9</u>	<u>8</u>	<u>7</u>	<u>3</u>
<u>9</u>	<u>8</u>	<u>4</u>	<u>3</u>	<u>6</u>	<u>7</u>	<u>2</u>	<u>1</u>	<u>5</u>
<u>8</u>	<u>6</u>	<u>9</u>	<u>1</u>	<u>7</u>	<u>3</u>	<u>5</u>	<u>2</u>	<u>4</u>
<u>7</u>	<u>4</u>	<u>3</u>	<u>5</u>	<u>2</u>	<u>6</u>	<u>9</u>	<u>8</u>	<u>1</u>
<u>1</u>	<u>5</u>	<u>2</u>	<u>8</u>	<u>9</u>	<u>4</u>	<u>7</u>	<u>3</u>	<u>6</u>

## SUDOKU

Puzzle 2 (p.17)

<u>9</u>	<u>5</u>	<u>6</u>	<u>2</u>	<u>8</u>	<u>7</u>	<u>3</u>	<u>4</u>	<u>1</u>
<u>4</u>	<u>2</u>	<u>1</u>	<u>6</u>	<u>3</u>	<u>5</u>	<u>7</u>	<u>9</u>	<u>8</u>
<u>7</u>	<u>3</u>	<u>8</u>	<u>4</u>	<u>1</u>	<u>9</u>	<u>2</u>	<u>5</u>	<u>6</u>
<u>5</u>	<u>1</u>	<u>9</u>	<u>7</u>	<u>4</u>	<u>3</u>	<u>6</u>	<u>8</u>	<u>2</u>
<u>6</u>	<u>7</u>	<u>3</u>	<u>5</u>	<u>2</u>	<u>8</u>	<u>4</u>	<u>1</u>	<u>9</u>
<u>8</u>	<u>4</u>	<u>2</u>	<u>9</u>	<u>6</u>	<u>1</u>	<u>5</u>	<u>3</u>	<u>7</u>
<u>3</u>	<u>9</u>	<u>4</u>	<u>8</u>	<u>7</u>	<u>6</u>	<u>1</u>	<u>2</u>	<u>5</u>
<u>2</u>	<u>8</u>	<u>7</u>	<u>1</u>	<u>5</u>	<u>4</u>	<u>9</u>	<u>6</u>	<u>3</u>
<u>1</u>	<u>6</u>	<u>5</u>	<u>3</u>	<u>9</u>	<u>2</u>	<u>8</u>	<u>7</u>	<u>4</u>



## We're aiming high!

Brigham and Women's Faulkner Hospital participates in the **NRC Inpatient and Outpatient Surveys** to ensure our ongoing quality excellence. Your complete satisfaction is our top priority and your input helps us make improvements in the care we provide.

Thank you for choosing Brigham and Women's Faulkner Hospital for your care.

 **Mass General Brigham**  
Brigham and Women's Faulkner Hospital

Brigham and Women's Faulkner Hospital  
1153 Centre Street  
Boston, MA 02130  
617-983-7000

[www.brighamandwomensfaulkner.org](http://www.brighamandwomensfaulkner.org)

