

About Your Stay



Tufts Medical
Center

MISSION STATEMENT

We strive to heal, to comfort, to teach, to learn and to seek the knowledge to promote health and prevent disease. Our patients and their families are at the center of everything we do. We dedicate ourselves to furthering our rich tradition of health care innovation, leadership, charity and the highest standard of care and service to all in our community.

To request a translation of this brochure or an interpreter, please call 617-636-5547.

Intérprete de español
617-636-5618

Entèprèt ki pale kreyòl
617-636-5171

**Asian Information and
Medical Referral Line**
如需要中文傳譯員，請撥電：
617-636-5331

Russian Interpreter Services
Русскоязычный переводчик
617-636-1386

**Vietnamese Interpreter
Services**
Người thông dịch Việt Nam
617-636-5765

Interprète de français
617-636-5171

Intérprete de português
617-636-5618

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Dear Patient,

Welcome to Tufts Medical Center. This guide is designed to introduce you to the daily hospital routine, the caregivers you will meet and the many services available at Tufts Medical Center.

Tufts Medical Center is the principal teaching hospital for Tufts University School of Medicine. All our physicians hold faculty positions at the university and are among the most talented and highly trained specialists in the country. Our focus and mission every day is to improve the lives of patients and their families. We treat every patient as if they were our own family member.

We realize this can be a stressful time for you and your loved ones. We promise to make your stay here as comfortable and positive as possible. On behalf of all our employees and staff, welcome to Tufts Medical Center.

Sincerely,

A handwritten signature in black ink that reads "Ellen Zane". The signature is fluid and cursive.

Ellen Zane
President and CEO
Tufts Medical Center



BEFORE

your visit

Medications

Make sure you know your medications, how they should be taken, and why they should be taken. Keep an updated list of your medications in your wallet or purse.

Your medication list should include:

- > Name of the medication
- > Dose
- > How often you take it
- > Why you take it
- > Any vitamins and over-the-counter (OTC) products you take
- > Medication allergies you may have
- > Name and telephone number of your pharmacy

A thorough medication history is important for your care. When you arrive, you will be asked for a list of medications you are currently taking. Please include medications that you may buy without a doctor's prescription like Tylenol and Motrin. Also, be sure to mention any vitamins or other supplements you may take. If you are not sure of the doses or the names of the medications, your pharmacy or your primary care

continued

physician may need to be contacted to obtain the information. We will also ask if you have food or drug allergies and what kind of allergic reaction you experienced. All of this information is useful to assure you receive safe and appropriate care.

Electrical Appliances

For your protection, strict safety codes in the hospital prohibit the use of any electrical appliances brought from home, such as TV sets, DVD players, radios, fax machines, hair dryers or electric blankets. Please do not bring these to the hospital.

Valuables

Please do not bring large sums of money, jewelry or other valuables to the Medical Center. The Medical Center cannot assume responsibility for any personal possessions not locked in a safe deposit box. If you must bring valuables or large sums of money, they can be kept in a safe deposit box that is monitored by the Security Department and can be accessed 24 hours a day. Cash machines (ATMs) are available throughout the hospital. Please note you will need to bring money to pay for garage parking.

To use a safe deposit box, contact the Security Department at the Atrium Security Office (617-636-7700) and inform them that you would like to store some valuables. You will need to fill out a card and you will be given a key to the box and taken to the safe deposit box room to store your valuables. The key must be brought back to the Security Department once you are discharged. Please note that there is a \$200 charge if the key is lost.



FROM THE NORTH (I-93 SOUTHBOUND):

- > Take Exit 20 A (South Station) onto Purchase Street. Continue along Purchase Street (this becomes Surface Artery).
- > Turn right onto Kneeland Street. Go straight several blocks.
- > Turn left onto Tremont Street. The Tufts Medical Center Garage is on your left, just past the Citi Performing Arts Center.

FROM THE SOUTH (I-93 NORTHBOUND):

- > Take Exit 20 (Exit 20 is a two-lane ramp for I-90 East & West, and South Station).
- > Stay left, following South Station/Chinatown signs.
- > Turn left on Kneeland Street. Go straight several blocks.
- > Turn left onto Tremont Street. The Tufts Medical Center Garage is on your left, just past the Citi Performing Arts Center.

FROM THE WEST (I-90 MASS TURNPIKE):

- > Take Exit 24 A (South Station exit).
- > Turn left onto Kneeland Street. Go Straight for several blocks.
- > Turn left onto Tremont Street. The Tufts Medical Center Garage is on your left, just past the Citi Performing Arts Center.



Tufts
Medical
Center

DIRECTIONS *and parking*

BY PUBLIC TRANSPORTATION:

The "Tufts Medical Center" Orange Line stop is located across from the main Tufts Medical Center entrance on Washington Street.

Other nearby MBTA stops are "Downtown Crossing" (Red Line) and "Boylston" (Green Line). We are also convenient to bus lines 3, 11, 43, 55 and the Silver Line.

BY CAB AND TRAIN:

The hospital is a 15- to 20-minute cab ride from Logan Airport and within walking distance of South Station and the Back Bay train stations.

Getting to Tufts Medical Center

Tufts Medical Center is located in downtown Boston, in Chinatown and the Theater District and within walking distance of the Boston Common, Downtown Crossing and many hotels and restaurants. The hospital is easily accessible by public transportation and by car. We are near the Massachusetts Turnpike (Route 90), the Central Artery and the Southeast Expressway (Route 93).

The main entrance for patients and visitors at Tufts Medical Center is located at 800 Washington Street. Emergency services for adult as well as pediatric patients are located in the North Building, 830 Washington Street.

Valet And Garage Parking

A Patient Valet Parking Service is available between the Medical Center's North and South Buildings, on Washington Street, Monday through Friday between 6:00 am and 4:00 pm. Call 617 636-8970 for additional information. Parking also is available in the Medical Center's garage at 274 Tremont Street, next to the Citi Performing Arts Center. Parking tickets can be validated for reduced parking rates.



DURING *your stay*

Upon Your Arrival

When you arrive at Tufts Medical Center, you should go to the Admitting Office, located on the first floor of the Proger Building. Someone will check you in and guide you to the floor where you will be staying.

Room Assignment

We will try to assign you to the type of room that you may have requested, but this is not always possible. If you wish to discuss your room assignment, please talk to your nurse.

ID Band

You will be given an identification bracelet when admitted which includes your name and medical record number. For your safety and protection, this band must be worn at all times during your stay.

Settling In

When you arrive on the floor where you will receive your care, staff members will help you become familiar with the environment.

You will meet physicians, nurses, and other caregivers who will talk with you about your health history. You may also be asked to help staff members know more about you by filling out a health questionnaire. You need to inform your doctor and nurse about any medications you are taking and the dosages, as well as any known allergies.

The first few hours after your arrival can be quite busy. If you have been admitted after a procedure, this time may be spent assessing your medical condition and managing any discomfort you may have.

We encourage you to be informed about your treatment. Our staff welcomes your questions and will explain any aspect of care that you do not understand. We realize this can be a stressful time for you and your family and promise to make your stay here as comfortable and positive as possible. Also be assured that we are committed to providing you with the highest quality patient care.

Food and Nutrition Services

A nurse will talk with you about your eating habits and favorite foods. Information on food allergies that you may have, along with any preferences and special requests, will be given to the hospital's dietitians who assess each patient's nutritional needs and plan meals in accordance with a physician's direction. During your hospital stay, all meals and snacks are provided via Room Service Dining.

Room Service is available between the hours of 7:00 am and 7:00 pm daily by dialing 617-636-2222.

Meal vouchers are available for any family members if they would like to eat with you. Vouchers can be purchased for \$5 at either the Floating Hospital gift shop or the main gift shop located at 800 Washington Street. Please make sure you have a voucher before ordering your meal.

A Registered Dietitian is available on staff to answer any questions or address concerns with your nutritional status. Please ask your doctor or nurse for a consult if you would like to see the Registered Dietitian.

Telephones and Televisions

Telephones will allow you to make calls within the 617 area code by dialing 9, 1-617, and all seven digits of the number. All calls outside the 617 area code can be made collect or charged to your phone calling card or major credit card. You are able to receive incoming calls except during the hours of 10:00 pm to 7:00 am. To place a call within the Medical Center, dial 6 and the last four digits of the number.

Television service at Tufts Medical Center includes local programming and cable options such as A&E and CNN.

Visiting

Tufts Medical Center encourages visitors for our patients. Visiting hours are from 8:00 a.m.– 8:00 p.m. There are times when your need for rest or the needs of your roommate may require an adjustment of hours or number of visitors per visit. Visitors under 13 years of age must be accompanied by an adult. If there are times when you do not want visitors, please let the nurse know.

Visitors who are 16 years old or younger must be screened for colds and viruses before each visit. We ask that visitors check in with a nurse before entering a patient's room. To protect patients from illness, anyone who is ill or has been in contact with a contagious disease (such as chicken pox) should not visit until any danger of spreading the infection has passed. Ask a nurse if you are uncertain about possible infection.

The Neonatal Intensive Care Unit and the Pediatric Intensive Care Unit have unit-specific visiting practices. Please check with the nurse before visiting these units.

Patient-Family-Centered Care

Patient-Family-Centered Care at Tufts Medical Center brings the perspectives of patients and families directly into the planning, delivery and evaluation of health care. The goal is to achieve the best outcomes for patients through a closer, more collaborative relationship between the health care professionals and the patient and family. Patient-Family-Centered Care applies to patients of all ages and is practiced in all health care settings at Tufts Medical Center.

Security

The Medical Center's security officers patrol the hospital 24 hours a day. In addition, all entrances, including the parking garage entrance on the third floor connector, are locked after 8:00 pm. For your safety, we ask that visitors please use the Emergency Department entrance, located at 830 Washington Street, for all after-hours arrivals.

For non-urgent calls, please contact Security at 617-636-7700. In an emergency only, you may reach Security 24 hours a day by calling 617-636-5100.

All pediatric units are locked at all times. To enter, please ring the doorbell at the entrance of the unit and let staff know who you are and who you are visiting.

Smoking

Both Tufts Medical Center and Floating Hospital for Children are smoke-free campuses. The national hospital accreditation organization prohibits smoking within hospitals and at hospital entrances.



YOUR *health care team*

At Tufts Medical Center, we understand that each patient's health care needs are unique. That is why we offer our patients and their families a valuable team of medical professionals and resources including:

Physicians

A staff physician (the “attending physician”) will direct your medical care and will visit you regularly during your stay. Because Tufts Medical Center is a teaching hospital, the attending physician is assisted by members of the “house staff” — residents and interns — who are physicians receiving specialized medical training. This means that you may be examined by more than one physician and may be asked some of the same questions more than once, for which we ask your patience and understanding. You may meet some nurse practitioners, medical students and physician assistants as well, but your care is always directed by the attending physician. Specialists will be consulted as needed and may also examine you. Your attending physician at Tufts Medical Center will work diligently to keep your primary care physician informed about your progress.

Nursing

Every patient admitted to Tufts Medical Center will be cared for by a registered professional nurse in collaboration with other nurses and clinical care technicians. Your nurse will work with you to plan your care and will also work closely with other members of the health care team (physicians, social workers, therapists, etc.) throughout your stay. He or she will help you understand the nature of your illness, its treatment, and how to care for yourself after discharge. If you have any questions or concerns during your stay or after discharge, feel free to discuss them with your nurse. The unit's nurse manager will also be happy to work with you to address any concerns regarding nursing care.

Occupational/Physical Therapists

Occupational therapy (OT), physical therapy (PT), and speech and language pathology (SLP) are available to assess your rehabilitative needs. These disciplines complete thorough evaluations of your current level of function in regards to strength, endurance, self-care, oral motor needs, and mobility. Together with you and the team, these evaluations determine your need for acute rehabilitation, home therapeutic service or outpatient therapy. If you demonstrate difficulty with oral feeding, OT, SLP and PT are available to collaborate and complete a comprehensive evaluation of your feeding abilities.

Respiratory Specialists

The Respiratory Care Department at Tufts Medical Center is staffed with respiratory specialists who are available 24 hours a day, 7 days a week. These specially trained therapists provide routine and emergency

pulmonary care for Tufts Medical Center patients. In addition, the respiratory therapists act as an educational resource about pulmonary health for patients and their families.

Rapid Response Team [RRT]

Tufts Medical Center's Rapid Response Team consists of a physician, nurse and respiratory therapist who respond to calls to evaluate sudden significant changes in a patient's condition. Once they have assessed you, they make recommendations to the health care team for care. The RRT does not take the place of the attending physician who remains in charge of your care.

Families are encouraged to bring all concerns or questions regarding sudden significant changes in a patient's condition to the attention of the registered nurse so that together a plan can be made to call the Rapid Response Team if indicated.

If you have any questions regarding the Rapid Response Team, please ask your physician or nurse.

Interpreters

To improve communication between patients, parents and caregivers, the Medical Center provides interpreters in more than 30 languages, as well as video sign language interpreting services. You can request an interpreter by asking the unit secretary to call 617-636-5547. At night and on weekends, interpreters are available for emergencies only. Phone interpreters are also available. Please see a list of languages offered and their phone numbers on the inside front cover of this guide.

Social Workers

As a member of the health care team, a clinical social worker is available to help you cope with the stress that can often accompany illness and hospitalization. Social workers offer a variety of services ranging from individual, family or group counseling to providing resource information and referrals. If you wish to speak with a social worker, you can ask a member of your health care team or call the Tufts Medical Center Department of Social Work Services at 617-636-5136.

Pharmacists

The Department of Pharmacy at Tufts Medical Center is open 24 hours a day to process medication orders for hospitalized patients.

A pharmacist reviews all medication orders to assure appropriateness for your needs throughout your hospital stay. Our pharmacists often participate on rounds and provide recommendations to ensure you receive the safest and most effective medication therapy.

Case Manager

The case manager collaborates with all members of the multidisciplinary team to address your needs during your hospitalization and at discharge and facilitates coordination of care as needed. The case manager also provides the necessary information to your insurance company to ensure appropriate coverage of your hospitalization and discharge needs based on your health insurance plan.



PATIENT *and family resources*

Waiting Areas

Tufts Medical Center offers family waiting areas that provide comfortable settings in which family members may talk or rest, away from a patient's room. These waiting areas are located throughout the hospital. Additionally, you can contact your care provider or nurse should you need additional assistance or other places to wait. All waiting areas have wireless internet access.

CarePages

CarePages are private, personalized, fully secure web pages that patients and families can create to inform people about their individual situations. The pages are password-protected and comply with all patient privacy regulations. CarePages is provided as a free service to all Tufts Medical Center and Floating Hospital for Children patients.

Using CarePages, our patients and their families can:

- > Receive support from friends and family
- > Update multiple friends, relatives and other loved ones at the same time without repeated phone calls
- > Control the flow of information
- > Keep in touch before, during and after hospitalization.

Tufts Medical Center patients or their family members can create a CarePage in about 10 minutes by accessing www.tuftsmedicalcenter.org/CarePages. User support is available online at www.carepages.com or by calling 1-888-852-5521, Monday through Friday from 8:00 am to 5:00 pm

Volunteer Services

Volunteers are available during the day to provide activities and companionship for inpatients.

Visitors may request a complimentary newspaper or borrow magazines, books, puzzles, playing cards and games directly from Volunteer Services by calling 617-636-1377, weekdays from 9:00 am to 5:00 pm.

Volunteers work throughout the hospital in many different capacities, and new volunteers are always welcome. If you or a friend is interested in volunteering, please call the Volunteer Office at 617-636-1377.

Chaplains/Pastoral Care

Chaplains of various faiths can visit you and your family to offer emotional and spiritual support. If you wish to speak with a chaplain, ask the nurse or other staff member on your unit to make arrangements, or call 617-636-5111 and ask the operator to page the chaplain.

Blood Banking Services

The Red Cross has blood collection facilities at 25 Stuart Street near the Medical Center. Relatives and others are encouraged to donate blood at this location. Call 617-556-2200 for additional Red Cross information.

Ethics Consultation Service

The Ethics Consultation Service is available to assist families who may be facing difficult decisions regarding the care of their loved one. Consultation may also be helpful if issues arise relating to communications or disagreements with the medical team supervising your loved one's care.

To speak with a member of the ethics committee, or request an ethics consultation, please contact the ethics coordinator through the Pastoral Care office at 617-636-2500.

Meditation Room

The Marjorie Hanna Cleveland Meditation Room, located on the 6th floor of Floating Hospital, is available for prayer, meditation and quiet conversation. Special services are held on religious holidays. Listings of churches, mosques and synagogues in the area can be obtained by calling the Department of Social Work Services at 617-636-5136.

Banking

The unit secretary can direct you or your visitors to 24-hour banking facilities (automated teller machines) located within the Medical Center. A Sovereign Bank ATM is located on the Floating Plaza Level in the Floating Hospital at 755 Washington Street. There are two Bank of America ATMs; one is in Tufts Medical Center's North Building first floor corridor outside the Walter M. and Dorsey S. Cabot Emergency Department and the other is located in the Farnsworth Building at 171 Harrison Avenue. There is also a Citizen's Bank ATM located on the 3rd floor level of the Main Atrium.

Gift Shop

Gift shops are located in the Atrium Lobby at the 800 Washington Street entrance and the Plaza Level of the Floating Hospital at the 755 Washington Street entrance. The shops sell newspapers, flowers, candy, magazines, and a wide variety of gifts and snacks. The Atrium Gift Shop is open Monday through Friday from 7:00 am to 8:00 pm. On Saturdays, Sundays and holidays the hours are from 10:30 am to 6:00 pm. The Floating Gift Shop is open Monday through Friday from 9:00 am to 5:00 pm. It is closed Saturdays, Sundays and on holidays.

Mail and Gifts:

Patient mail should be addressed as follows:

Patient's name, Unit name
at Tufts Medical Center
800 Washington Street
Boston, MA 02111

Places to eat

The Medical Center has a number of cafés, eateries and snack shops located throughout its buildings.



IN THE HOSPITAL

Visit our Atrium lobby which offers a variety of food choices to meet all your dining needs.

● Chopped and Topped

Atrium 3rd Floor

Open Monday through Friday from 7:00 am to 7:30 pm offering breakfast items each morning and a variety of custom-prepared sandwiches and signature salads.

● Dunkin' Donuts

Proger Building, 1st Floor

Donuts, breakfast sandwiches, pastries, coffee. Monday through Friday, 6:00 am – 10:30 pm.

● Floating Hospital Café

Plaza Level of Floating Hospital

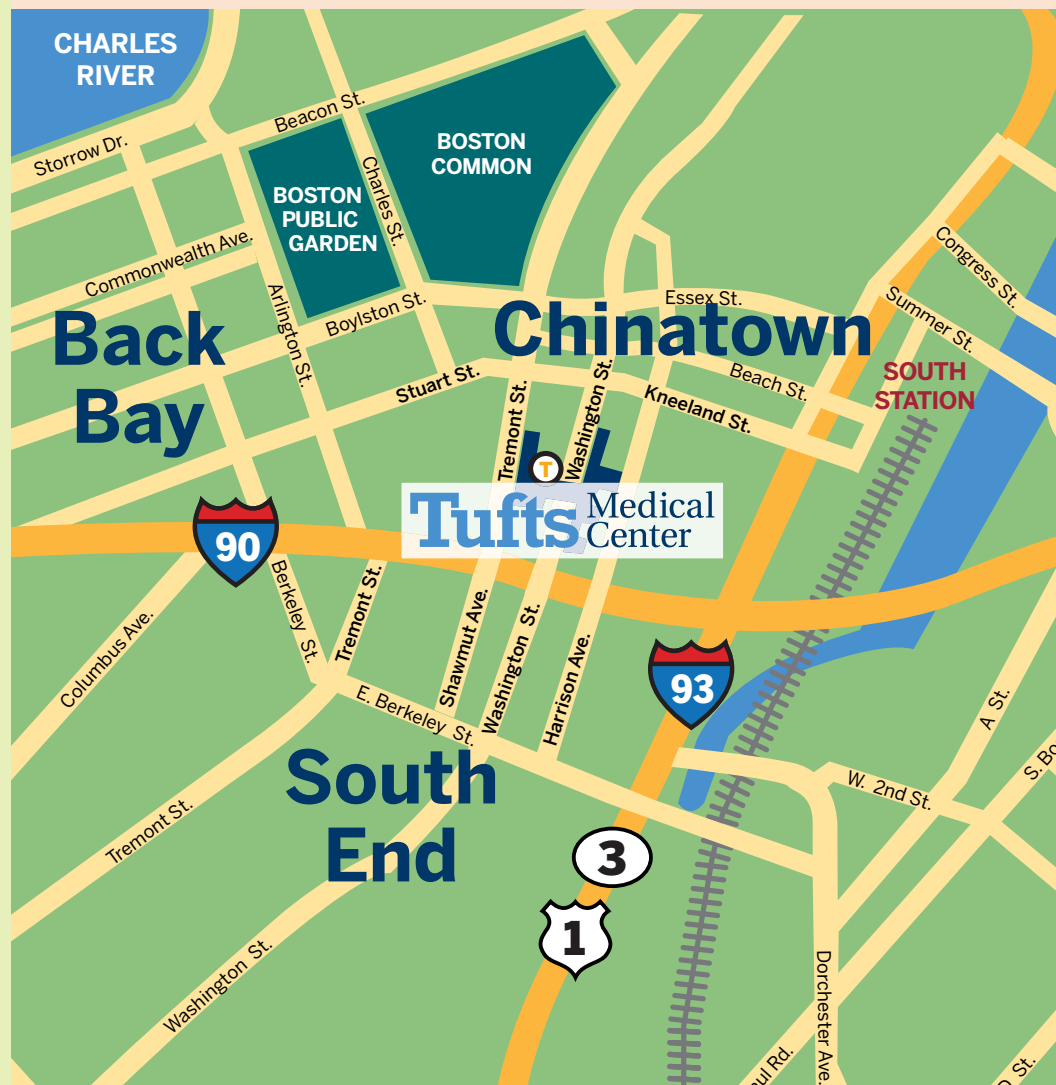
Full-course meals, breakfast and lunch, sandwiches, snacks Monday through Friday, 7:30 am – 2:30 pm.

● Vending machines

Our main vending area is located directly adjacent to the Emergency Department waiting area, at the 830 Washington Street entrance, and a variety of machines are available throughout the hospital all week long, 24 hours a day.

AROUND THE HOSPITAL AREA

There are also numerous restaurants in the immediate vicinity including those located on the ground floor of the Transportation Building on Stuart Street, as well as along the rest of Stuart and Kneeland Streets and in Boston's Chinatown.





GOING *home*

Discharge Planning

At Tufts Medical Center, we make every effort to ensure a smooth transition for you to go home with or without home care, or care through an acute hospital, rehabilitation center or skilled nursing facility. Whenever possible, discharge plans begin as soon as you are admitted. During your stay, your physician and nurse will arrange for you to learn how to care for yourself at home.

Discharge

Whenver possible, your discharge will be confirmed the evening before it is scheduled to occur. Your physician, nurse and/or case manager will review the plans for the day of discharge and the anticipated discharge time. Don't hesitate to ask questions. Please plan to leave the hospital by 10:00 am on discharge day, and make transportation arrangements in advance to ensure

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a timely departure. Hospital staff will assist you in acquiring medications and supplies, if needed.

If you anticipate needing any help arranging for transportation after discharge, please talk to your case manager and/or nurse.

You will also be provided with a post-hospitalization visit with your primary care physician (PCP). This visit is important as your PCP will assess your transition from hospital to home, by assessing your condition, medications and treatments, updating them as necessary. Please mark your calendar with the PCP appointment date.

Pharmacy Prescription Services

Once a plan is completed for discharge, it is very common for new medication therapy to be prescribed for use following the hospitalization. You will find that our Atrium 3 Pharmacy is a very convenient location to use for filling these prescriptions.

If you wish to use this pharmacy, your prescriptions can be sent to the pharmacy so they are ready for pick-up as you depart the hospital. The pharmacy is located on the 3rd floor of the Atrium building.

Our pharmacy accepts most prescription plans; credit cards and checks are also accepted.

Patient Satisfaction

Thank you for choosing Tufts Medical Center for your health care. We recognize that every patient has unique needs, and we strive to meet them with respect for your individuality and dignity. Your feedback about the care and service you received while in the hospital is important to us. If you receive a customer satisfaction survey in the mail after discharge, please fill it out and send it back. Your comments and recommendations will assist us in continuously improving our care.

Billing

If You Have Insurance:

Tufts Medical Center will collect your health insurance information before your scheduled admission. We may request a deposit before admission if your insurance does not cover all charges.

If you are covered by health insurance, we will submit a claim to the insurance carrier on your behalf. This saves you the time and inconvenience of preparing and filing a claim.

With certain exceptions, Tufts Medical Center will not bill you directly for charges incurred during your hospitalization until after your insurance carrier has paid its share, or as occasionally happens, payment is denied.

In addition to the bill from Tufts Medical Center, you may receive separate statements from one or more physician groups within the hospital depending on the type of insurance you have and the services received.

If you are a member of a managed care plan (e.g., Tufts Associated Health Plan, HMO Blue, Harvard Pilgrim Healthcare, Mass Health or Neighborhood Health Plan) your plan may require that services be authorized by your physician or by the plan. Elective (planned) admissions must be authorized in advance.

If you are admitted as an “observation” patient, your bill will be processed as an outpatient visit in accordance with the reimbursement guidelines of your managed care plan.

Please be aware that your admission status either “observation or inpatient” may change over the course of your hospital stay, based on the severity of your condition. Your physician and case manager collaborate to accurately assign you to the appropriate admission status for your stay.

If You Are Uninsured:

If you do not have health insurance, please ask your nurse to speak with a social worker or financial counselor.

If paying the bill presents a serious financial hardship, please call our financial counselors at 617-636-6013. The counselors will try to assist you with the resolution of your bill.

If You Need a Referral

You may need a referral or authorization in order for you to receive services at Tufts Medical Center. You may also be responsible for a co-payment for some follow-up services. Please make sure you are aware of these requirements. Contact your insurance carrier to better understand your benefits and requirements.

PATIENTS'

rights and expectations

Quality and Patient Safety

Tufts Medical Center and Floating Hospital for Children are committed to the highest standard of care and service for all members of our community. One part of this commitment is patient safety. Your safety is our #1 priority. You can play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

“SPEAK UP”

We encourage all patients to be active participants in their care... **Speak Up**

Things You Can Do to Prevent Infections in the Hospital

Germs are everywhere. Most of the time they don't make us sick because our bodies have strong defenses — like our skin and immune system. In the hospital, a person can be at greater risk of infection because the skin may have open or closed wounds from surgery or have inserted catheters/tubes or the immune system may be weakened from underlying illness, medications, or stress.

Hospitals are places where germs and people at risk for infection come together. This gives germs a chance to move from one person to another. Fortunately, there are things your health care team — your doctors, nurses, medical aides and others — can do to prevent them. You — as part of the team — can do some important but simple things to prevent infection.

The most effective thing you, your health care team and your visitors can do to prevent infections is clean your hands.

> **Clean your hands regularly** with soap and water or use an alcohol-based hand rub. Clean your hands before touching or eating food. Clean your hands after using the bathroom, handling trash, changing diapers or handling a pet.

- > **Know that all health care workers should clean their hands** before and after touching you. Don't be afraid to remind everyone on your team, including your doctor, nurses, and aides who help you, to clean their hands.
- > **Remind your visitors to clean their hands.** If you are visiting a patient, make sure to wash your hands or to use the alcohol hand sanitizer before entering the room. Clean your hands as you leave the room. This practice promotes good health for you and your visitors.
- > **Cover your mouth and nose.** Many diseases are spread through sneezes and coughs. When you sneeze or cough germs can travel three feet or more! Cover your mouth and nose to prevent the spread of infection.
- > **Use a tissue!** Keep tissues handy. Be sure to throw away used tissues and then clean your hands. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash them right away.
- > **Protect Your Skin.** Your skin is a natural defense against infection because it keeps germs out. To prevent infection, make sure all open wounds and cuts are covered and bandages changed regularly. This will keep them clean and protected from infection so they can heal.

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Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have the right to know.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Don't assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

Use a hospital, clinic, surgery center or other type of organization that has undergone a rigorous on-site evaluation such as that provided by The Joint Commission. (Tufts Medical Center has been evaluated and approved by The Joint Commission.)

Participate in all decisions about your treatment. You are the center of the health care team.

Your safety is our #1 priority

Patients' Rights continued:

If You Have a Catheter

A catheter is a small tube that can be used to deliver fluids, medication or nutrition into your body through the blood. A catheter can also be used to drain fluids from wounds or remove urine from your bladder. If you have a catheter or drain inserted, you may need to go home with it in place. So prevention of infection continues after you leave the hospital. Ask your doctor or nurse why you need a catheter or drain, how long you will need it in place, and how to work with your health care team to keep it working and uninfected. Check your catheter or drain often. If the bandage becomes wet or dirty, or the catheter or drain falls out, tell your doctor or nurse.

If You Are Placed on Precautions

Your health care team will routinely wear gloves and sometimes face shields or gowns to prevent contact with blood, non-intact skin, or other body fluids. Certain conditions may require additional or special precautions. Gloves, face shields or gowns may be worn even to enter your room. A sign will be posted at your door to alert health care workers of these additional precautions. If you have any questions about your precautions, please ask.

Remember, everyone on your health care team is working to prevent infection in the hospital. Always feel free to speak up and ask your doctor and others on your team what you can do to help prevent infection.

Fall Prevention

While at Tufts Medical Center you may be identified by your nurse as someone who is at risk for falling. Falls can cause serious injuries and our goal is to keep you as safe as possible while you are here. Your safety is our number one priority. The nursing staff will ask you questions about your mobility and any history of previous falls. If you are at risk for falls, the nurse will implement a variety of measures to keep you from falling. Things that you can do to decrease your risk for falling while in the hospital are:

- > Wear non-skid slippers/shoes
- > Wear your glasses/hearing aids when awake
- > Rise slowly when getting out of your bed/ chair to prevent dizziness
- > Keep a light on near your bed
- > Use the call bell to request assistance
- > Use a walking aid (cane/walker)

Safe Surgery

You will be asked to sign an informed consent. Read it carefully. Make sure everything on the form is correct. Make sure all of your questions have been answered. If you do not understand something on the form, ask someone to explain.

The staff may ask you the same questions many times. They will ask: your name, what kind of surgery you are having and the part of your body to be operated on. This is for your safety.

A health care worker will mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes.

Marking usually happens when you are awake. Your surgeon will take a "time out" just before surgery. This is done to make sure they are doing the right surgery on the right body part on the right person.

Concerns About Your Care?

Patients and families are encouraged to speak with their health care provider if they have questions or concerns regarding safety and quality of care. They may also contact the hospital's Quality and Patient Safety Department at 617-636-6465.

Patients and families may also contact The Joint Commission if they have concerns about patient safety and the quality of care:

**The Joint Commission
Office of Quality Monitoring**
1 Renaissance Boulevard
Oak Brook Terrace, Illinois 60181
1-800-994-6610

Patients' Rights

The staff at Tufts Medical Center is committed to providing you with excellent medical care and delivering this care with respect for your individuality and dignity. We believe that effective patient care begins with the establishment of a partnership between the patient, his or her family and the staff at the Medical Center.

A Patients' Bill of Rights was signed into law in 1979 by the Massachusetts legislature. (Massachusetts General Laws Chapter 111, Section 70E). The law appears in its entirety at the end of this information. In addition, copies of the Massachusetts Patients' Bill of Rights are available in the Admitting Department on the first floor of the Proger Building.

More recently, the Health Care Financing Administration (HCFA) has promulgated patients' rights regulations. A summary of the Massachusetts law and federal regulation, and a statement of your responsibilities as a partner in your care at the Medical Center are provided below.

In addition, under the federal Health Insurance Portability and Accountability Act and regulations (HIPAA), you have specific rights with respect to your health information. Please refer to the Tufts Medical Center Notice of Privacy Practices for details on these rights and how you may exercise them. This notice is provided to all patients upon first service delivery at Tufts Medical Center and is posted in prominent locations. You may request another copy of the notice from the Admitting Department or the Medical Center's Privacy Officer at any time.

Your Rights

You have, among other rights, the right to:

- > Be treated considerately and with respect and to have questions or requests for information answered courteously
- > Be informed of your health status and participate in the development and implementation of the plan of care
- > Request the name and specialty of the doctor responsible for coordinating your care and the role of all others involved in that care
- > Make informed decisions regarding your care
- > Refuse diagnostic and treatment procedures; nevertheless, to still receive the best help that your health care team can offer under the circumstances
- > Be given a full explanation of any research study or training program before agreeing to participate in it, as well as the right to refuse to participate
- > Personal privacy
- > Receive care in a safe environment and to be free from all forms of abuse or harassment
- > Formulate advance directives and have hospital staff comply with these directives to the extent provided by law
- > Have a family member or personal representative and your own physician notified of your admission to the hospital

- > Be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff
- > Obtain assistance in planning for personal safety and accessing protective services
- > Examine a copy of an itemized hospital bill and receive an explanation of it
- > Inquire about the possible financial aid available to help in paying the bill and to receive prompt and courteous assistance in obtaining any aid for which you are eligible
- > Confidentiality of all records and communications to the extent provided by law
- > Informed consent to the extent provided by law
- > Upon request, to inspect and receive a copy of medical records
- > File written or verbal grievance about care rendered in the hospital
- > Receive prompt life-saving treatment in an emergency without discrimination on account of economic status or source of payment
- > Complete information on alternative treatments which are medically viable, if you are a breast cancer patient
- > Receive medically and factually accurate information about emergency contraception if you are a female sexual assault victim of childbearing age and, if desired, expect to be promptly offered emergency contraception

Grievance Procedure

When an issue of care is not being resolved to your satisfaction, or if you feel your rights have been violated, any patient dissatisfied with patient care or safety at Tufts Medical Center for any reason may file a written or verbal grievance with the Patient Liaison through the:

Office of the President

Tufts Medical Center
800 Washington Street, Box 451
Boston, MA 02111
617-636-9590

If the concerns and grievances cannot be resolved through the hospital, patients may contact the following:

The Massachusetts Department of Public Health

Division of Health Care Quality
99 Chauncy St.
Boston, MA 02111
617-753-8150

The Massachusetts Board of Registration in Medicine

Office of Consumer Affairs and Business Regulation, 560 Harrison Ave.
Suite G-4, Boston, MA 02118
617-727-3086

Your Responsibilities as a Partner in Your Care

As a patient at the Medical Center, you have among other responsibilities, the responsibility to:

- > Be on time for scheduled appointments and telephone the Medical Center when you are late or have to reschedule an appointment
- > Bring with you information about your present and past illnesses, hospitalizations, medications, and other matters relating to your health. Be open and honest about your health and medical history, so that, together informed decisions can be made about your care
- > Ask any questions you or your family members may have regarding your health. Tell the staff immediately if you do not understand any information or instructions you receive regarding your health or if you think you will be unable to carry out any instructions
- > Follow your physician's advice and instructions and take all medication as prescribed. Let the staff know immediately about any changes in your symptoms or general condition. We are partners in your care during your stay in the hospital as well as afterwards
- > Promptly pay the Medical Center bill and provide Tufts Medical Center with any information you have about your health insurance so that the bill can be processed quickly and appropriately
- > Be considerate of other patients and their needs
- > Observe "No Smoking" rules

Massachusetts Patients' Bill of Rights

Massachusetts General Laws, Chapter 111, Section 70E

Section 70E. As used in this section, "facility" shall mean any hospital, institution for the care of unwed mothers, clinic, infirmary maintained in a town, convalescent or nursing home, rest home, or charitable home for the aged, licensed or subject to licensing by the department; any state hospital operated by the department; any "facility" as defined in Section three of Chapter one hundred and eleven B; any private county or municipal facility, department or ward which is licensed or subject to licensing by the department of mental health pursuant to Section nineteen of Chapter nineteen or by the department of mental retardation pursuant to Section fifteen of Chapter one hundred and twenty-three; the Soldier's Home in Holyoke, the Soldier's Home in Massachusetts' and any facility set forth in Section one of Chapter nineteen or Section one of Chapter nineteen B.

The rights established under this section shall apply to every patient or resident in said facility. Every patient or resident shall receive written notice of the rights established herein upon admittance into such facility, except that if the patient is a member of a health maintenance organization and the facility is owned by or controlled by such organization, such notice shall be provided at the time of enrollment in such organization, and also upon admittance to said facility. In addition, such rights shall be conspicuously posted in said facility.

Every such patient or resident of said facility shall have, in addition to any other rights provided by law, the right to freedom of choice in his selection of a facility, or a physician or health service mode, except in the case of emergency medical treatment or as otherwise provided for by contract, or except in the case of a patient or resident of a facility named in Section fourteen A of Chapter nineteen; provided, however, that the physician, facility, or health service mode is able to accommodate the patient exercising such right of choice.

Every such patient or resident of said facility in which billing for service is applicable to such patient or resident, upon reasonable request, shall receive from a person designated by the facility an itemized bill reflecting laboratory charges, pharmaceutical charges, and third party credits and shall be allowed to examine

continued

Massachusetts Patients' Bill of Rights continued:

an explanation of said bill regardless of the source of payment. This information shall also be made available to the patient's attending physician.

Every Patient or Resident of a Facility Shall Have the Right:

- (a) Upon request, to obtain from the facility in charge of his care the name and specialty, if any, of the physician or other person responsible for his care or the coordination of his care
- (b) To confidentiality of all records and communications to the extent provided by law
- (c) To have all reasonable requests responded to promptly and adequately within the capacity of the facility
- (d) Upon request, to obtain an explanation as to the relationship, if any, of the facility to any other health care facility or educational institution insofar as said relationship relates to his care or treatment
- (e) To obtain from a person designated by the facility a copy of any rules or regulations of the facility which apply to his conduct as a patient or resident
- (f) Upon request, to receive from a person designated by the facility any information which the facility has available relative to financial assistance and free health care
- (g) Upon request, to inspect his medical records and to receive a copy thereof in accordance with Section seventy, and the fee for said copy shall be determined by the rate of copying expenses except that no fee shall be charged to any applicant, beneficiary or individual representing said applicant or beneficiary for furnishing a medical record if the record is requested for the purpose of supporting a claim or appeal under any provision of the Social Security Act or federal or state financial needs-based benefit program, and the facility shall furnish a medical record requested pursuant to a claim or appeal under any provision of the Social Security Act or any federal or state financial needs-based benefit program within thirty days of the request; provided, however, that any person for whom no fee shall be charged shall present reasonable documentation at the time of such records request that the purpose of said request is to support a claim or appeal under any provision of the Social Security Act or any federal or state financial needs-based benefit program
- (h) To refuse to be examined, observed, or treated by students or any other facility staff

without jeopardizing access to psychiatric, psychological, or other medical care and attention

- (i) To refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic
 - (j) To privacy during medical treatment or other rendering of care within the capacity of the facility
 - (k) To prompt life saving treatment in an emergency without discrimination on account of economic status or source of payment and without delaying treatment for purposes of prior discussion of the source of payment unless such delay can be imposed without material risk to his health, and this right shall also extend to those persons not already patients or residents of a facility if said facility has a certified emergency care unit
 - (l) To informed consent to the extent provided by law
 - (m) Upon request to receive a copy of an itemized bill or other statement of charges submitted to any third party by the facility for care of the patient or resident and to have a copy of said itemized bill or statement sent to the attending physician of the patient or resident; and
 - (n) If refused treatment because of economic status or the lack of a source of payment, to prompt and safe transfer to a facility which agrees to receive and treat such patient. Said facility refusing to treat such patient shall be responsible for: ascertaining that the patient may be safely transferred; contacting a facility willing to treat such patient; arranging the transportation; accompanying the patient with necessary and appropriate professional staff to assist in the safety and comfort of the transfer, assure that the receiving facility assumes the necessary care promptly, and provide pertinent medical information about the patient's condition; and maintaining records of the foregoing.
- Every Patient or Resident of a Facility Shall be Provided by the Physician in the Facility the Right:
- (a) To informed consent to the extent provided by law
 - (b) To privacy during medical treatment or other rendering of care within the capacity of the facility
 - (c) To refuse to be examined, observed, or treated by students or any other facility staff

without jeopardizing access to psychiatric, psychological or other medical care and attention

- (d) To refuse to serve as a research subject, and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic
 - (e) To prompt life-saving treatment in an emergency without discrimination on account of economic status or source of payment and without delaying treatment for purposes of prior discussion of source of payment unless such delay can be imposed without material risk to his health
 - (f) Upon request, to obtain an explanation as to the relationship, if any, of the physician to any other health care facility or educational institutions insofar as said relationship relates to his care or treatment, and such explanation shall include said physician's ownership or financial interest, if any, in the facility or other health care facilities insofar as said ownership relates to the care or treatment of said patient or resident
 - (g) Upon request to receive an itemized bill including third party reimbursements paid toward said bill, regardless of the sources of payment
 - (h) In the case of a patient suffering from any form of breast cancer, to complete information on all alternative treatments which are medically viable
- Except in cases of emergency surgery, at least ten days before a physician operates on a patient to insert a breast implant, the physician shall inform the patient of the disadvantages and risks associated with breast implantation. The information shall include, but not be limited to, the standardized written summary provided by the department. The patient shall sign a statement provided by the department acknowledging the receipt of said standardized written summary. Nothing herein shall be construed as causing any liability of the department due to any action or omission by said department relative to the information provided pursuant to this paragraph. The department of public health shall:
- (1) Develop a standardized written summary, as set forth in this paragraph in layman's language that discloses the side effects, warnings, and cautions for a breast implantation operation within three months of the date of enactment of this act
 - (2) Update as necessary the standardized written summary

(3) Distribute the standardized written summary to each hospital, clinic and physician's office and any other facility that performs breast implants

(4) Provide the physician inserting the breast implant with a statement to be signed by the patient acknowledging receipt of the standardized written summary

Every maternity patient, at the time of preadmission, shall receive complete information from an admitting hospital on the annual rate of primary caesarean sections, annual rate of repeat caesarean sections, annual rate of total caesarean sections, annual percentage of women who have had a caesarean section who have had a subsequent successful vaginal birth, annual percentage of deliveries in birthing rooms and labor-delivery-recovery or labor-delivery-recovery-postpartum rooms, annual percentage of deliveries by certified nurse-midwives, annual percentage which were continuously externally monitored only, annual percentage which were continuously internally monitored only, annual percentage which were monitored both internally and externally, annual percentages utilizing intravenous, inductions, augmentation, forceps, episiotomies, spinal, epidurals and general anesthesia, annual percentage of women breast-feeding upon discharge from said hospital.

A facility shall require all persons, including students, who examine, observe or treat a patient or resident of such facility to wear an identification badge which readily discloses the first name, licensure status, if any, and staff position of the person so examining, observing or treating a patient or resident; provided, however, that for the purposes of this paragraph, the word facility shall not include a community day and residential setting licensed or operated by the department of mental retardation.

Any person whose rights under this section are violated may bring in addition to any other action allowed by law or regulation, a civil action under Sections sixty B to sixty E, inclusive, of Chapter two hundred and thirty one. No provision of this section, relating to confidentiality of records shall be construed to prevent any third party reimbursed from inspecting and copying, in the ordinary course of determining eligibility for or entitlement to benefits, any and all records relating to diagnosis, treatment, or other services provided to any person, including a minor or incompetent, for which coverage, benefit or reimbursement is claimed, so long as the policy or certificate under which

the claim is or reimbursement is claimed, so long as the policy or certificate under which the claim is made provides that confidentiality of records shall be construed to prevent access to any such records in connection with any peer review or utilization review procedures applied and implemented in good faith. No provision herein shall apply to any institution operated by and for persons who rely exclusively upon treatment by spiritual means through prayer for healing, in accordance with the creed or tenets of a church or religious denomination, or patients whose religious beliefs limit the forms and qualities of treatment to which they may submit. No provision herein shall be construed as limiting any other right or remedies previously existing at law.

Medicare Information

Department of Health and Human Services,
Health Care Financing Administration

An Important Message About Medicare: Your Rights as a Medicare Hospital Patient

You have a right to receive all the hospital services necessary for the proper diagnosis and treatment of your illness or injury. Your discharge date should be determined solely by your medical needs, not by a "diagnostically related group" classification (DRG) or by Medicare payments. You have the right to be fully informed about decisions affecting your Medicare coverage or payment for your hospital stay and for any post-hospital services. You have a right to appeal any written notices you receive from the hospital or Medicare stating that Medicare will no longer pay for your care.

Talk to Your Health Care Team

You and your health care team know more about your condition and your health care needs than anyone else. If you have questions about your medical treatment, your need for continued hospital care, your discharge or your need for post-hospital care, consult your health care team.

These decisions should be made between you and your health care team.

If you have questions or concerns about hospital services, you should ask to speak to the hospital's patient liaison. Don't hesitate to ask questions about your care, your stay in the hospital and your planned discharge.

Peer Review Organizations

Peer Review Organizations (PROs) are groups of doctors who are paid by the federal government to review medical necessity, appropriateness and the quality of hospital treatment furnished to Medicare patients. Peer Review Organizations will respond to your request for review and appeal of written notices stating that Medicare will no longer pay for your hospital stay.

If you think you are being asked to leave the hospital too soon, ask a hospital representative for a written notice of explanation immediately, if you have not already received one. The hospital's written notice is necessary if you decide to appeal to the PRO. The written notice must describe how you appeal. If you decide to appeal, do so immediately by either calling or writing the PRO.

If you lose the appeal, you may be billed for all costs of stay beginning with the third day after you receive the written notice. The PRO will inform you in writing of its decision on the review. You cannot be made to pay for your hospital care until the PRO makes its decision if you request the review by noon of the first working day after you receive the notice.

Remember: Without a written notice from the hospital, you have no right to appeal.

Post-Hospital Care

When your doctor determines that you no longer need all the specialized services provided in an acute tertiary hospital, you may be transferred to a hospital in your community, an acute rehab or skilled nursing facility. You may also be discharged home with home care services when needed. Your nurse will help arrange for the services you need after your discharge with assistance from the case manager as needed. Consult with your doctor and nurse when making preparations for care after you leave the hospital. Don't hesitate to ask questions.

Disclosure of PRO Confidential Information

Any medical data collected by MassPRO pertaining to a specific beneficiary will not be disclosed to anyone except in accordance with Federal Regulations 42 CFR 476.116 (b). For further information concerning confidentiality of your medical data, contact the Confidentiality Officer at MassPRO.

continued

Patients' Rights continued:

The Peer Review Organization for this area is:

Massachusetts Peer Review Organization
 Manager, Reconsideration,
 MassPRO, 300 Bear Hill Road
 Waltham, MA 02154
 Telephone: 781-890-0011, ext. 2830

Rights of Medicare Beneficiaries Under Massachusetts Law

Under Section 51D of Chapter 111 of the Massachusetts General Laws, you have certain rights as a Medicare beneficiary. The following is a summary of these rights:

Acute Care hospitals cannot discriminate against Medicare patients with regard to admission, availability of services, treatment, transfer or discharge. Hospitals must treat Medicare patients in the same way that all patients with comparable medical needs are treated. In addition, acute care hospitals are required to create individualized discharge plans consistent with medical discharge orders and identified patient needs.

An advocacy office for handling complaints of alleged violations of the provisions of this section has been established by the Massachusetts Department of Public Health. This office is located at 99 Chauncy St, Boston, 617-753-8000 or 800-462-5540. The Attorney General has been authorized to bring a civil action to enforce the provisions of this section.

The rights of Medicare patients under this section are in addition to any other rights provided by law to Medicare patients.

If you have questions concerning your medical rights or if you would like a copy of the full text of section 51D, please contact the Medical Center's Admitting/Registration areas.

We Welcome Your Support
 Charitable support makes a difference.

Was there a nurse, physician, a team of caregivers or another staff member at Tufts Medical Center that stood out as having gone that "extra mile" for you during your stay? We hope you'll consider helping us continue to provide the best care to our patients and the community by making a tribute gift in honor of a member of our staff who deserves extra recognition for his or her compassionate care. For more information, visit www.tuftsmedicalcenter.org/give or call 617-636-7656.

Telephone Directory

When you are calling from inside Tufts Medical Center and Floating Hospital for Children, dial 6 and the last four digits of the number.

Admitting Department

617-636-6000

Chaplain

617-636-2500

Room Service

617-636-2222

Financial Coordination

617-636-6013

Gift Shop, Atrium

617-636-9820

Gift Shop, Floating

617-636-6037

Information Desk, Atrium

617-636-6033

Interpreter Services

617-636-5547

Parking Office

617-636-5580

Patient Information

617-636-6033

Patient Liaison

617-636-9590

Pharmacy

617-636-5378

Quality and Patient Safety

Department

617-636-6465

Security/Emergencies

617-636-5100

Security Office Non Emergencies

617-636-7700

Social Work Services

617-636-5136

Volunteer Services

617-636-1377

Floor Directory

Labor and Delivery Unit

Proger Building, 2nd Floor

Mother Infant Unit

North Building, 3rd Floor

Neonatal Intensive Care Unit

North Building, 2nd Floor

Coronary Care Intensive Care Unit

Proger Building, 6th Floor

Surgical Intensive Care Unit

Proger Building, 5th Floor

Cardiothoracic Intensive Care Unit

Proger Building, 5th Floor

Medical Intensive Care Unit

Pratt Building, 7th Floor

Post Anesthetic Care Unit

South Building, 5th floor,
Floating Building, 5th Floor

Adult Inpatient Rooms

North Building, Floors 3, 4, 6, 7, 8

Proger Building, Floors 5N and 7

Pratt Building, Floors 2 and 8

Operating Room Waiting Area

Floating Hospital, 6th Floor

Inpatient Family Waiting Areas

All inpatient family waiting areas are located in close proximity to the unit where your loved one is staying.