Was there a nurse, physician, a member of your care team or another staff member at Tufts Medical Center who stood out as having gone that “extra mile” for you or your family 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.

Important Telephone Numbers
When you are calling from inside Tufts Medical Center, dial 6 and the last four digits of the number.

- Main Number: 617-636-5000
- Admitting Department: 617-636-6000
- Chaplain: 617-636-2500
- Child Life Services: 617-636-5232
- Room Service: 617-636-2224
- Financial Coordination: 617-636-6013
- Gift Shop (Atrium): 617-636-9820
- Gift Shop (Floating Hospital): 617-636-6037
- Information Desk (Atrium): 617-636-6033
- Interpreter Services: 617-636-5547
- Office of Patient Experience: 617-636-9590
- Inpatient Pharmacy: 617-636-5389
- Outpatient Pharmacy: 617-636-5787
- Public Safety/Emergencies: 617-636-5300
- Public Safety/Non-Emergencies: 617-636-7700
- Social Work Services: 617-636-5136
- Volunteer Services: 617-636-1377
- Inpatient Pharmacy: 617-636-5389
- Outpatient Pharmacy: 617-636-5787
- Public Safety/Emergencies: 617-636-5300
- Public Safety/Non-Emergencies: 617-636-7700
- Social Work Services: 617-636-5136
- Volunteer Services: 617-636-1377

Financial Coordination: 617-636-6013
- Inpatient Pharmacy: 617-636-5389
- Outpatient Pharmacy: 617-636-5787
- Public Safety/Emergencies: 617-636-5300
- Public Safety/Non-Emergencies: 617-636-7700
- Social Work Services: 617-636-5136
- Volunteer Services: 617-636-1377

A GUIDE FOR OVERNIGHT PATIENTS, THEIR FAMILIES AND FRIENDS

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www.tuftsmedicalcenter.org
Welcome to Tufts Medical Center

This guide was designed with you in mind. We want your stay with us to be as comfortable and positive as possible for both you and your family. The goal of this guide is to help you navigate your stay by introducing you to the daily hospital routine, the caregivers you will meet and the many services available to you and your family at Tufts Medical Center.

If you have any questions at all during your stay, please feel free to talk to any clinician or staff member. We are here for you.

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.
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Who We Are

Tufts Medical Center is a 415-bed internationally respected academic medical center—a teaching hospital where we pride ourselves not only on the sophistication of the care we provide but on the compassionate way in which we provide it. We care for all patients from the tiniest newborns at our full-service pediatric hospital, Floating Hospital for Children, to centenarians in our specialized geriatrics clinic.

We are the principal teaching hospital for Tufts University School of Medicine; we conduct groundbreaking medical and health policy research and are in the top 15 percent of independent institutions receiving federal research funding.

Rooted in History

Tufts Medical Center’s founding institution was the Boston Dispensary, established in 1796 by early American patriots including Paul Revere and Samuel Adams. This makes us the oldest permanent medical facility in the country. Floating Hospital for Children, our onsite pediatric hospital, began its life as a hospital ship in the Boston Harbor in 1894 before coming onshore permanently in 1931.

An Academic Medical Center Centered Around You

Because we are an academic medical center, you can expect to have a care team of providers focused on you. We all work together with you and your family to provide the highest quality of care. At Tufts Medical Center, we practice patient- and family-centered care, which brings the perspectives of our patients and families directly into the planning, delivery and evaluation of health care. We believe the best outcomes happen through close, collaborative relationships between health care professionals and patients and their families.

Paul Revere was a contributor to the original Boston Dispensary, forerunner of Tufts Medical Center.
What to Bring with You

We understand that your hospital stay can be stressful, and we encourage you to bring a few personal items that will make your experience more comfortable. You may want to bring:

▶ Books, magazines or other reading materials
▶ Favorite pajamas and slippers
▶ Favorite foods or snacks (if permitted)
▶ Cell phone charger
▶ Photos of your family

Please do not bring jewelry, large sums of cash, credit cards, electrical appliances and anything else you would deem valuable. The Medical Center cannot assume responsibility for any personal possessions. If you must bring valuables or large sums of money, they will be secured by Public Safety in the dispatch safe. To reach Public Safety, please call 617-636-7700.

Medications to Bring

Please make sure to bring a list of all medications you are currently taking. We ask that you not bring actual medications with you; however, if you do, we will hold them in a safe location until you are discharged. It is important that we know about both prescriptions and over-the-counter medications like Tylenol, Motrin and/or any vitamins or other supplements you take. If you are unsure of the doses or the names of the medications, your pharmacy or your primary care physician may need to be contacted to obtain the information.

Please let us know if you have any food or drug allergies and what kind of allergic reaction you experience. It is important that we have all this information so that you receive the safest and most appropriate care possible.

Take some time to review what is in this booklet. Many patients are calmer when they feel informed and in control.
getting here and being admitted

Location

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 (I-90), the Central Artery and the Southeast Expressway (I-93).

The main entrance for patients and visitors at Tufts Medical Center is located at 800 Washington Street, Boston, MA 02111. Emergency services for adult and pediatric patients are located in the North Building, 830 Washington Street. If you are using a GPS, please use the address 274 Tremont Street, Boston, MA 02111.

Parking and Valet Service

Parking is available in the Medical Center’s garage at 274 Tremont Street, next to the Citi Performing Arts Center, and is open 24 hours per day. All inpatient families will be accommodated. Bring your parking ticket with you when coming into the hospital. It can be validated on the unit for reduced parking rates. If you have any issues paying for transportation, please speak with a social worker, who can help you.

Patient Valet Parking Service is available weekdays from 6 am to 6 pm between the Medical Center’s North and South Buildings, at 830–860 Washington Street. Call 617-636-8970 for additional information.

Being Admitted

When you arrive at Tufts Medical Center, please go to our Admitting Office (617-636-6000), 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. After you are admitted:

▶ Our staff members will help you become familiar with your surroundings.
▶ You will be provided a personal hygiene packet with items including a toothbrush, toothpaste, comb, socks and earplugs.
▶ You will receive an identification (ID) bracelet with your name, date of birth and medical record number. Please wear this band at all times for your safety and protection. Prior to any procedures, treatments or medications, we will ask you your name and other information that appears on your ID band. We know that this practice is repetitive; however, it ensures your well-being and is a critical component of our safety protocols.
▶ Physicians, nurses and other members of your care team will come by and talk with you about your health history and current medications you are taking.
▶ If you are admitted after a procedure, we may spend some time assessing your medical condition and managing any discomfort you may have.
▶ Don’t be afraid to ask us questions. Stay informed about your treatment. Our staff will work with you and explain any aspect of care that you do not understand.
Directions

From the Airport
The Medical Center is a 15-minute cab ride from Logan Airport.

From the North (I-93 Southbound)
▶ Take Exit 20A (South Station exit) onto Purchase Street. Continue along Purchase Street (becomes Surface Artery).
▶ Turn right 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.

From the South (I-93 Northbound/Southeast Expressway)
▶ 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 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.

From (I-90 Mass Turnpike)
▶ Take Exit 24A (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.

By Public Transportation
Tufts Medical Center MBTA station on the Orange Line is directly across from the main entrance to the hospital at 800 Washington Street. This entrance has connections to all other inpatient and outpatient buildings. If you are going to Floating Hospital for Children, the MBTA stop is on the same side of the street with the main entrance of Floating Hospital at 755 Washington Street. Other nearby MBTA stations are Downtown Crossing on the Red and Orange Lines and Boylston on the Green Line. Tufts Medical Center is within walking distance of South Station and is convenient to bus lines 3, 11, 43, 55 and the Silver Line.

If you have family staying at a nearby hotel, be sure to ask for the “medical rate.” Sometimes the hotel will require a note from the Medical Center. If that is the case, please have your family member contact the Social Work department.
Navigating a hospital when you don’t feel well or when you are anxious to find a family member can be stressful. If you need help, don’t hesitate to ask any employee—you can spot us by our badges. We all consider it part of our jobs to help visitors with directions. You can also ask our Information Ambassadors at the main entrances of the hospitals.

**Information Ambassadors**

Information Ambassadors are available to help you get around the hospital as easily as possible. Information Ambassador desks are located at:

- **Tufts Medical Center Atrium**
  First floor, 800 Washington Street
- **South Building**
  First floor, 860 Washington Street
- **Biewend Building**
  First floor, 260 Tremont Street
- **Floating Hospital**
  Plaza level, 755 Washington Street

All Information Ambassador desks have campus maps available.

**Wheelchair Access**

There are wheelchairs available at all major entrances of the Medical Center for your convenience and assistance. If you cannot locate a wheelchair, please call 617-636-2636 and provide your location within the Medical Center. We will bring a wheelchair to you.

**Directory**

- **Ambulatory Surgery Center,** South Building, 5th floor
- **Cardiomyopathy Center/Pratt 8**
  Pratt Building, 8th floor, 617-636-3014
- **Cardiothoracic Intensive Care Unit (CTU)**
  Proger Building, 6th floor, 617-636-5594
- **Coronary Care Intensive Care Unit (CCU)**
  Proger Building, 6th floor, 617-636-6407
- **Labor, Delivery & Recovery Unit (LDR)**
  Proger Building, 2nd floor, 617-636-4250
- **Maternal Special Care Unit (MSCU)**
  Proger Building, 2nd floor, 617-636-5993
- **Mother Infant Unit (MIU)**
  North Building, 3rd floor, 617-636-4200
- **Neonatal Intensive Care Unit (NICU)**
  North Building, 2nd floor, 617-636-5008
- **Medical Intensive Care Unit (MICU)**
  Pratt Building, 7th floor, 617-636-6408
- **Neely Neuroscience Center: Neuroscience Critical Care Unit and Neuroscience Intermediate Unit**
  Proger North Building, 6th floor, 617-636-1850
- **North 4/Surgical Care**
  North Building, 4th floor, 617-636-5804
- **North 6/Cardiology Care**
  North Building, 6th floor, 617-636-6002
- **North 7/Medical Care**
  North Building, 7th floor, 617-636-5995
- **North 8/Bone Marrow Transplant (BMT) and Hematology/Oncology**
  North Building, 8th floor, 617-636-6106
- **Operating Room Waiting Area**
  Floating Hospital, 6th floor
- **Post Anesthesia Care Unit (PACU)**
  Floating Hospital, 5th floor, 617-636-6020
- **Pratt2/Psychiatry**
  Pratt Building, 2nd floor, 617-636-5642
- **Proger 5 North/Surgical Care**
  Proger North Building, 5th floor, 617-636-6105
- **Proger 7/Medical Care**
  Proger Building, 7th floor, 617-636-5500
- **Surgical Intensive Care Unit (SICU)**
  Proger Building, 5th floor, 617-636-5807

**Inpatient Family Waiting Areas**

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

**Atrium 3 Pharmacy**
Atrium 3rd Floor
617-636-5385
Monday–Friday 9 am–6 pm
An additional pharmacy is located in the South Building, 8th floor, for oncology and transplant patients; 617-636-1211.

**Banking**
Several 24-hour banking facilities (ATMs) are located throughout the hospital:
- **Sovereign Bank ATM**
  Plaza level in the Floating Hospital at 755 Washington Street
- **Bank of America ATMs**
  • North Building 1st floor corridor outside the Walter M. and Dorsey S. Cabot Emergency Department (enter through 830 Washington Street)
  • Farnsworth Building at 171 Harrison Avenue, first floor
- **Citizens Bank ATM**
  3rd floor level of the Atrium near Chop’d and Top’d

**Blood Banking Services**
The Red Cross has blood collection facilities at 276 Tremont Street adjacent to the Medical Center. Relatives and others are encouraged to donate blood at this location. Call 617-556-2200 for additional Red Cross information.

**CarePages**
Want to update friends and family on your care and progress but don’t have time to reach everyone personally? Tufts Medical Center offers a free service to assist you. CarePages are private, personalized, fully secure web pages that patients or family members can create to inform people about a patient’s medical situation. They are password-protected and comply with all patient privacy regulations.

With CarePages, you enjoy:
- Receiving encouragement and support from friends and family.
- Updating friends, relatives and other loved ones at the same time without repeated phone calls.
- Controlling the flow of information.
- Keeping in touch before, during and after your hospital stay.

You or a family member can create a CarePage in about 10 minutes by accessing www.carepages.com/tuftsmedicalcenter.

Learning as much as I could about my surgery really helped reduce my anxiety. Educating myself allowed me to find my way through a world that was somewhat strange and different.
**Dining Options**

Patients can order meals to be delivered directly to their rooms anytime between 7 am and 6:30 pm by dialing 6-2222. For family members and friends visiting, we have a number of cafés, eateries and snack shops located throughout our buildings.

- **Fresh Life Café**  
  Atrium lobby, 1st floor  
  Open 6 am–6 pm daily  
  *Breakfast, pizza, calzones, yogurt, sushi, grill menu and other items*

- **Au Bon Pain**  
  Atrium lobby, 1st floor  
  Open 24 hours, 7 days a week  
  *Sandwiches, pastries, salads, soups and various other items*

- **Chop’d and Top’d**  
  Atrium, 3rd floor  
  Monday through Friday 6 am–6 pm  
  *Breakfast items each morning and a variety of custom-prepared sandwiches and signature salads*

- **Dunkin’ Donuts**  
  Proger Building, 1st floor  
  Monday through Friday 5:30 am–10 pm  
  Saturday 6 am–8 pm  
  Sunday 6:30 am–7 pm  
  *Donuts, breakfast sandwiches, muffins, coffee and tea*

- **Floating Hospital Café**  
  Plaza level of Floating Hospital  
  Monday through Friday 7:30 am–2:30 pm  
  *Full-course meals, breakfast and lunch, sandwiches, and snacks*

- **Vending Machines**  
  The main vending machine 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.

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**MEDITATION ROOM AND SPIRITUAL RESOURCES**

The Marjorie Hanna Cleveland Meditation Room, located on the 6th floor of Floating Hospital, is available for meditation, quiet conversation or prayer. Special services are held on religious holidays. The Department of Social Work Services can also provide you with a listing of churches, mosques, synagogues, temples and shrines in the area. Please call 617-636-5136 for more information.

We also have interfaith chaplains available to speak with you and your family, and to offer emotional and spiritual support and guidance. If you wish to meet 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.
Gift Shops

Tufts Medical Center has two gift shops with flowers, newspapers, candy and other items you or your family might need during a hospital stay.

Tufts Medical Center Gift Shop
Atrium lobby, 617-636-9820
Monday–Friday 7 am–6 pm; Saturday and Sunday 10 am–4 pm

Floating Hospital for Children Gift Shop
Floating Plaza Level, 617-636-6037
Monday–Friday 10 am–2 pm; closed on weekends

Mail and Packages

Mail should be addressed as follows:
Patient’s name, unit name
Tufts Medical Center
800 Washington Street
Boston, MA 02111

Smoke-Free Environment

At Tufts Medical Center, we’re proud to be tobacco-free. Smoking or tobacco use of any kind, including e-cigarettes, is banned inside or within 25 feet of any buildings owned, leased or occupied by Tufts Medical Center. Our smoke-free environment includes buildings and grounds (building entryways, walkways, parking garages, parking lots) and personal vehicles while on hospital property.

Over-the-counter nicotine replacement products are available to those 18 years and older in the Outpatient Pharmacy on the Atrium 3rd floor (617-636-5385).

If you and your doctor think you would benefit from nicotine replacement therapy, your admitting doctor will assess you for starting a program. During discharge, we’ll also give you information and support to quit smoking—for good.

WiFi/Internet

Tufts Medical Center offers wireless internet access for patients and guests. The service is provided free of charge and is available throughout the hospital.

Patients and visitors who come to the Medical Center with a compatible WiFi device may use the service by connecting to the guest network “TuftsMedGuest.” When you have connected to this network, you will need to open a web browser to agree to the terms of service before you can gain access.

Did you know that Child Life Services are available to your child even if you are the patient receiving care at Tufts Medical Center? Child Life Services will consult with you to help support you, your child and your whole family in any way we can.
Visiting and Visiting Hours

Some patients find having visitors helpful; others need to rest. We have flexible policies to give you options. Official visiting hours are from 8 am to 10 pm daily, but based on your condition we may recommend different hours or adjust the number of visitors at a time. If you prefer not to have visitors, please tell your nurse.

Visitors under age 13 need to be with an adult. Also, visitors 16 years old or younger will be screened for colds and viruses by the front desk staff in the inpatient unit they are visiting before each visit.

To ensure your comfort and privacy, we ask that all visitors check in with a nurse or the unit secretary to confirm that you are accepting visitors at that time. To protect patients, anyone who is sick or has been in contact with a contagious disease (such as chicken pox) shouldn’t visit until any danger of spreading the infection has passed.

The Neonatal Intensive Care Unit and the Pediatric Intensive Care Unit have their own visitor policies. Please check with a nurse before visiting these units.

Public Safety

The Medical Center’s police and public safety officers patrol the hospital 24 hours a day. In addition, all entrances, except the Emergency Department, are locked after 8 pm. For your safety, we ask that visitors please use the Emergency Department entrance, located at 830 Washington Street, for all after-hours arrivals. During the weekend, the Medical Center’s main entrance at 800 Washington Street is open until 8 pm.

All pediatric units are locked at all times. Visitors may ring the doorbell at the entrance of the unit to let staff know who they are and who they are visiting.

If you (or a visitor) need Public Safety for an issue that is not an emergency, call 617-636-7700. In an emergency, call 617-636-5100 any time of day or night.

Keeping Valuables Safe

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. If you must bring something valuable, it will be secured by Public Safety in the dispatch safe. To reach Public Safety, please call 617-636-7700.

Interacting with the Media

If a member of the media (TV station, newspaper reporter, etc.) is interested in covering any story related to your care and wants to come on-site, please contact the Public Affairs and Communications Office by calling 617-636-5000 and asking the operator to page the Public Affairs representative on call; a representative is available 24 hours a day, 7 days a week. Media members are escorted by employees while in the Medical Center to ensure the privacy of all patients and their families. It is each patient’s choice whether or not to participate in media-related interviews.
A Peaceful and Calm Environment for Our Patients

At Tufts Medical Center, we want patients to enjoy quality health care in a comfortable, peaceful environment. If another patient, staff member, or visitor is too noisy, let someone on your care team know. Please also remember the other patients around you. By keeping conversations and TV volume low, you can make a huge difference in another person’s care experience.

Basic Necessities and Toiletries

When you are admitted, you will receive a personal hygiene packet that includes a toothbrush, toothpaste, comb, socks, and earplugs. Our gift shops (see page 10) and pharmacy (please refer to page 8 for location and hours) offer additional amenities you may need to make your stay more comfortable.

Internet Access/WiFi

Patients and visitors who come to Tufts Medical Center with a compatible WiFi device may use our internet service free of charge by connecting to the Guest Network “TuftsMedGuest.” Perform the following steps to connect to our WiFi:

1. Using your device, locate the network “TuftsMedGuest” and select it.
2. Wait for your browser to open and accept the terms and conditions.
3. Confirm you have a WiFi signal.
4. Enjoy your complimentary internet access.

Patient Room Service

We would like for you to have your meals when you want them, so we created on-demand room service. You can order meals for delivery between 7 am and 6:30 pm by dialing 6-2222. Menus are available on your unit and from your meal server. Meals are delivered directly to you approximately 30 minutes from the time of your order. Boxed meals are available for patients after 6:30 pm. Please talk to the nursing staff about receiving a boxed meal.

A kitchen and refrigerator are located on every patient floor, and they contain basics such as crackers, juices, water, milk and popsicles for the comfort and convenience of patients and family members. Additionally, you are welcome to bring your own food or store takeout or leftovers in the refrigerator. Just remember to label any items with your last name.
Telephone Service
There is a telephone in your room for your convenience making calls within the 617 area code: just dial 9-617, and remaining seven digits of the number. Please refer to the card inserted in the back of this guide for the most up-to-date information regarding long-distance telephone service at Tufts Medical Center.

Television Service
Each patient room is equipped with a television mounted on the wall. Please refer to the card inserted in the back of this guide for instructions on using your television as well as the most up-to-date channel guide.

Waiting Areas
In addition to surgical waiting rooms, Tufts Medical Center offers family waiting areas that provide comfortable settings for family members to 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. Just log on to our “TuftsMedGuest” network.

Whiteboards
We value clear communication with our patients. To assist with communication, each patient room is equipped with a dry-erase whiteboard. The whiteboard is used to list the names of the different members of your care team and the role each plays. It also contains your care plan for the day and the plan for discharge, and it provides a place for you or your family members to ask questions and leave pertinent information, such as cell phone numbers and important contact information.

TUFTS MEDICAL CENTER INPATIENT PORTAL
Tufts Medical Center now offers a way for patients staying in our hospital to easily access their private medical records online through the Tufts Medical Center Inpatient Portal at https://inpatient.tuftsmedicalcenter.org.

How Can I Get Access?
Once you’ve been admitted for treatment at Tufts MC, one of our staff members will ask if you would like to have access to your online medical record. The staff member will then give you a sheet of paper with a special confirmation code for your specific account and will send an email to your personal email address with a link to help you complete your sign-up.

What Can the Inpatient Portal Do?
With the Tufts MC patient portal you will have access to summaries of the care that you receive at the hospital. These summaries include information about your:
- Symptoms and diagnoses
- Lab tests and results
- Medications and prescriptions
- Procedures and outcomes
- Allergies
- Immunizations
- Treatment team
- Overall health and other relevant details about you.

If you have been locked out of your account, please email inpatientportal@tuftsmedicalcenter.org.
Depending on your needs, members of your care team may include:

> **Attending Physicians** are the head of the physician team. Your attending physician keeps your primary care doctor informed during your stay and after you go home.

> **Fellows** are physicians who have completed a residency and are working to become a specialist in a particular field.

> **Residents** are doctors who have completed medical school and are in their second or third year of training. They supervise interns and help lead the team.

> **Interns** are doctors who are in their first year of training after medical school.

> **Medical Students** are closely supervised by the residents and attending physicians as they prepare to become doctors.

> **Nurses** help you and your family meet most of your needs during your hospital stay. They perform frequent assessments, answer questions, provide information and education, and are always on the floor or at the bedside. They will help you understand the nature of your illness, its treatment and the care needed after discharge.

> **Social Workers** are available to help you and your family cope with the stresses that can accompany illness and hospitalization. They support families while in the hospital with information, counseling and community resources.

> **Case Managers** are registered nurses who help ensure your care is coordinated and prepare you for discharge, facilitate placement to your next level of care and identify other resources to help you with your transition when you leave the Medical Center.

> **Pharmacists** review all medication orders to assure appropriateness for your needs throughout your hospital stay. Our pharmacists work closely with your care team and provide recommendations to ensure you receive the safest and most effective medication therapy.

> **Dieticians** make sure you receive the best possible nutrition while in the hospital and are available to answer any questions or address concerns about your nutritional status.

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<thead>
<tr>
<th>Abbreviation/Definition/Color Code</th>
<th>MD</th>
<th>RN</th>
<th>CCT</th>
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</thead>
<tbody>
<tr>
<td>AUD Audiologist Teal</td>
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<td></td>
</tr>
<tr>
<td>CCT Clinical Care Technician Orange</td>
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<tr>
<td>CPhT Certified Pharmacy Technician Green</td>
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<td>CRNA Certified Registered Nurse Anesthetist Navy Blue</td>
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<tr>
<td>CT CAT Scan Technologist Medium Gray</td>
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<td>DO Doctor of Osteopathy Dark Green</td>
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<td>IR Interventional Radiologist Medium Gray</td>
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<td>LAB Laboratory Personnel Dark Purple</td>
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<td>LCSW Licensed Clinical Social Worker Aqua</td>
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<td>LICSW Licensed Independent Clinical Social Worker Aqua</td>
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<td>LPN Licensed Practical Nurse Slate Blue</td>
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<td>MA Medical Assistant Gold</td>
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<td>MD Medical Doctor Dark Green</td>
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<td>MHC Mental Health Counselor Light Magenta</td>
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<td>MHW Mental Health Worker Light Magenta</td>
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<tr>
<td>MRI Magnetic Resonance Imaging Technologist Medium Gray</td>
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<td>NM Nuclear Medicine Technologist Medium Gray</td>
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<td>OT Occupational Therapist Teal</td>
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<td>PA Physician Assistant Olive Green</td>
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<td>PCSA Patient Care Safety Aide Burgundy</td>
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<td>PT Physical Therapist Teal</td>
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<td>PTA Physical Therapist Assistant Teal</td>
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<td>Resp Respiratory Therapist Dark Gray</td>
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<td>RD Registered Dietician Lavender</td>
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<td>RN Registered Nurse Blue</td>
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<td>RPh Registered Pharmacist Green</td>
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<td>SLP Speech Language Pathologist Teal</td>
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<td>US Ultrasound Technologist Medium Gray</td>
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<td>XRAY Radiologic Technologist Medium Gray</td>
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INTERPRETERS improve communication between patients, parents and caregivers. We provide interpreters in more than 40 languages, video sign language interpreting services and phone interpretation services that can translate more than 180 languages.

OCCUPATIONAL/PHYSICAL THERAPISTS and SPEECH LANGUAGE PATHOLOGISTS assess your rehabilitative needs. These specialists complete thorough evaluations of your current level of function in regards to strength, endurance, self-care, speech, swallowing and mobility.

PALLIATIVE CARE SPECIALISTS focus on reducing symptoms, relieving pain and improving quality of life. This type of holistic care is available to all patients and is provided at the same time you are receiving treatment for your illness. These clinicians also work with your medical team to assist in making a smooth transition between the hospital and other services, such as home care or nursing facilities.

PATIENT LIAISONS are available to assist patients and their families with any nonmedical questions or concerns that relate to their overall experience at Tufts Medical Center. All interactions between patients and families and our patient liaisons are kept confidential.

RESPIRATORY THERAPISTS are specially trained therapists who evaluate and work with physicians and the care team to optimize a patient’s breathing while in the hospital and to provide emergency pulmonary care when needed.

RAPID RESPONSE TEAM members consist of a physician, nurse and respiratory therapist who respond to calls to evaluate sudden significant changes in a patient’s health condition. They work in concert with a patient’s care team.

SPIRITUAL CARE PROVIDERS/CHAPLAINS of various faiths can visit you and your family to offer emotional and spiritual support.

VOLUNTEERS are available to provide activities and companionship on evenings and weekends. You may request a complimentary newspaper or borrow magazines, books, puzzles, playing cards and games directly from Volunteer Services.

WHAT IS AN ACADEMIC MEDICAL CENTER?

An academic medical center, also referred to as a teaching hospital, provides advanced treatments by expert clinicians, has large research programs and prepares the next generation of clinical leaders. At Tufts Medical Center, you will always have a team of providers caring for you. Because we are a teaching hospital, the attending (senior) physician is assisted by members of the “house staff”—residents and interns—who are physicians receiving specialized medical training. These physicians, nurses and others work together to provide the highest quality of care to you.
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.

Infection Prevention: What You Can Do

Germs are everywhere, and at Tufts Medical Center we are dedicated to preventing the transmission of infections to our patients, visitors and staff. To meet this goal, we have created a comprehensive infection prevention program, which encompasses all of our inpatient and outpatient locations. The program allows us to address infection prevention from several different angles: It includes education for all of our staff as well as for our patients, families and visitors. The program also supports a microbial management team to ensure optimal antibiotic usage, which in turn can help reduce the risk of infections with drug-resistant bacteria and C. difficile. Our staff has among the highest vaccination rates in the state.

Tufts Medical Center also monitors key practices aimed at preventing drug-resistant infections (such as MRSA), including good hand hygiene and adherence to Standard and Contact Precautions. We monitor the rates of infections associated with vascular catheters and urinary catheters, as well as with ventilator-associated pneumonia. We have implemented evidence-based protocols to reduce the risk of these infections as well as to reduce the risk of wound infections after surgery.

We recommend the following steps to help you prevent infections:

▶ Remind caregivers to wash their hands before examining or treating you.
▶ Ask family members or friends not to visit if you feel ill.
▶ Ask your doctor if you should receive a flu or pneumonia vaccine.
▶ Wash your hands carefully after handling any type of soiled material. Hand washing is especially important after you have used the bathroom.
▶ Wash your hands before eating and/or touching your face.
▶ Tell a nurse promptly if any of your dressings become wet or loose.
▶ Tell a nurse promptly if any of your catheters or tubes become loose or dislodged.
▶ Carefully follow your doctor’s instructions about breathing treatments and getting out of bed.

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.
Concerns About Your Care?

We want to make sure you are confident that you are in the best hands possible for your health care. To that end, if you have any concerns regarding your safety and quality of care, we encourage you to speak with your health care provider. You can also contact the hospital’s Quality and Patient Safety Department at 617-636-6465.

You or your family members may also contact the Joint Commission with concerns about patient safety or the quality of care:

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

Hand Hygiene

We consider hand hygiene a top priority and a critical measure in preventing health care-associated infections. Tufts Medical Center’s hand hygiene policy is in compliance with the Centers for Disease Control and Prevention’s guidelines that require hand washing or use of alcohol hand rub before and after all patient contact and after contact with contaminated patient equipment. Our staff is educated and monitored on an ongoing basis. You can also see our commitment to hand hygiene throughout the Medical Center including bright, colorful posters and callouts with simple hand-washing reminders, handouts given to new patients and information within all staff break rooms.

Fall Prevention

Patient falls are common in the hospital and in the community. As part of our fall prevention program, our nursing staff assesses every patient, every day, for the risk of falling. Based on your individual risk, we may implement a number of strategies to help prevent falls. These include placing a yellow caution sign at the foot of your bed to remind you to ask for help, as well as using an alarm system that notifies staff if you get out of bed. Our nurses will work with you to take other proactive steps, such as offering you the chance to use the bathroom regularly and consulting physical therapists to evaluate and treat possible mobility problems.

All Tufts Medical Center inpatients are asked to wear yellow, nonslip socks while in the hospital, regardless of age. These socks help remind patients—as well as your family and our staff—that you may need assistance walking or getting out of bed.

A Quiet and Restful Environment

As a world-class academic medical center, we use cutting-edge technologies to provide our patients with high-quality care and ensure their safety. However, many of these technologies produce beeps and tones, which combine with other sounds of a busy inpatient setting to contribute to a noisy hospital environment.

We are working to create and promote a more peaceful, quiet and healing environment for our patients. Many of our units have instituted quiet hours daily, when our hallway lights are dimmed and our staff makes a conscious effort to keep the unit silent, so our patients can have an uninterrupted, restorative period every day.

If it’s not during quiet hours and you feel another patient, staff member or visitor is too noisy, please let someone on your care team know. We’ll speak with the person first. We also offer eye coverings, earplugs and headphones for patients. Just ask us.

Please remember the other patients around you. By keeping conversations quiet and TV volume low, you can make a huge difference in another person’s care experience.
Safe Surgery
We do everything in our power to prevent surgical complications. To that end, we have an active multidisciplinary Surgical Quality and Safety Committee, which is dedicated to keeping patients and staff safe in the operating room. A large part of this commitment involves our Ticket to Safety, a process that ensures that the right patient always receives the right surgical procedure at the right site.

You will be asked multiple times before your surgery for your name, your date of birth, the name of the procedure you are having, and the location on your body where you are being operated. Upon your arrival at Tufts Medical Center, you’ll be asked these questions again, and an identification bracelet will be placed on your wrist. In the preoperative area, we will compare your answers to the information on your medical chart to confirm that your surgical team knows the procedure you are having. We’ll ask you these same questions once you enter the operating room. Before we begin your procedure, the entire surgical team confirms with each other your name, date of birth and medical record number, and the type and location of surgery they are about to perform.

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 to telephone the Medical Center when you are late or have to reschedule.

• 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 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 afterward.

• 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
Discharge Planning
At Tufts Medical Center, we make every effort to ensure a smooth transition home or to another facility. Whether you need a visiting nurse, require further medical care at a rehab facility or simply need time to rest and recover, we’ll be there to help make arrangements and answer any questions you may have.

Whenever 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. Patients usually leave the hospital by 10 am on discharge day. You will want to make transportation arrangements in advance to ensure a timely departure. Our staff can assist you in acquiring medications and supplies, if needed.

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

Followup Care
Arrangements for services after discharge will be made with your nurse or, when needed, by a case manager. They will discuss with you the kind of assistance you feel is needed, what resources are available and which services may be reimbursable by your insurer.

Prior to your discharge you will be given written instructions that include information on medications, diet, other services to be provided, follow-up health care appointments and special directions. We will also provide you with a list of telephone numbers to call should you have questions after you leave.

On-site Pharmacy
Once a plan is completed for discharge, it is very common for new medicines to be prescribed for use following your hospitalization. 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 to be picked up as you depart the hospital. The pharmacy is located on the 3rd floor of the Atrium.

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

Patient Experience
At Tufts Medical Center, our care teams aim to exceed our patients’ expectations in all the care we provide. We want our patients and families to experience seamless, coordinated care delivered by a cohesive and approachable care team. To that end, you should consider yourself a vital member of our team. In order for us to continue to provide this type of care, please speak up and let us know about the care and service you received while at the Medical Center. If you receive a customer satisfaction survey in the mail or in an email following discharge, please fill it out and send it back. Your comments and recommendations will assist us in continually 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 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.

Financial Assistance
We have financial coordinators available to assist you if you do not have insurance coverage or do not have enough coverage and are having difficulty paying your bills. These coordinators can help you by:

▶ Reviewing eligibility criteria with you to see if you qualify for any assistance programs such as Medicaid or Medicare.
▶ Assisting you with the application process to obtain Medicaid and/or disability services.
▶ Working with you to arrange a payment schedule in order to avoid delinquency.

Our coordinators are available at 617-636-6013, Monday through Friday from 8 am to midnight.
Patient Rights and Current Laws

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). Copies of the Massachusetts Patients’ Bill of Rights are included in the back pocket of this brochure and are also available in the Admitting Department on the first floor of the Proger Building.

More recently, the Health Care Financing Administration (HCFA) published patient rights regulations. A summary of the Massachusetts law and federal regulation can be found for review at www.tuftsmedicalcenter.org/billofrights. A statement of your responsibilities as a partner in your care at the Medical Center is outlined on page 18.

In addition, under the federal Health Insurance Portability and Accountability Act (HIPAA) and regulations, 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.

Grievance Procedure

Any patient dissatisfied with patient care or safety at Tufts Medical Center for any reason may file a written or verbal grievance with the Office of Patient Experience:

Office of Patient Experience
Tufts Medical Center
800 Washington Street, Box 465
617-636-9590

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

Massachusetts Department of Public Health
Division of Health Care Quality
99 Chauncy Street
Boston, MA 02111
617-753-8150

Massachusetts Board of Registration in Medicine
Office of Consumer Affairs and Business Regulation
560 Harrison Avenue, Suite G-4
Boston, MA 02118
617-727-3086
Declaration of Your Rights

You have 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 have the right to refuse to participate.

▶ Be assured 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.

▶ Have confidentiality of all records and communications to the extent provided by law.

▶ Have informed consent to the extent provided by law.

▶ Inspect and receive a copy of medical records upon request.

▶ File written or verbal grievance about care rendered in the hospital.

▶ Receive prompt lifesaving treatment in an emergency without discrimination on account of economic status or source of payment.

▶ Be provided 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.

▶ Receive any visitors you designate, including, but not limited to, a spouse, a domestic partner, another family member or a friend. You may withdraw or deny consent to visitors at any time.
Welcome to Tufts Medical Center

This guide was designed with you in mind. We want your stay with us to be as comfortable and positive as possible for both you and your family. The goal of this guide is to help you navigate your stay by introducing you to the daily hospital routine, the caregivers you will meet and the many services available to you and your family at Tufts Medical Center.

If you have any questions at all during your stay, please feel free to talk to any clinician or staff member. We are here for you.

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.

Was there a nurse, physician, a member of your care team or another staff member at Tufts Medical Center who stood out as having gone that “extra mile” for you or your family 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.
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