

## Patient Guide | Union Hospital



*welcome to  
North Shore Medical Center*

# welcome

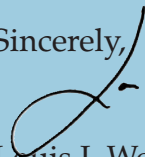
Thank you for choosing North Shore Medical Center's Union Hospital for your care. It is our privilege to care for you. The entire NSMC staff is dedicated to making your stay as comfortable as possible. We want to make certain you and your family are completely satisfied with your care and the level of service we are providing. We believe that you are the central focus of your health care team and have an important voice in your care. We encourage you to be active and involved in your plan of care throughout your hospitalization.

Please let us know if there is anything we can do to improve the care we provide. I encourage you to speak with your nurse, physician or nursing supervisor if you have any concerns about your care, as all of us share the same commitment to provide you with a caring, respectful and healing experience.

If you would like to speak with a Patient and Family Relations Representative to share compliments and/or express concern about your experience at NSMC, you may call 978-354-2025. If there is anything I can do for you, please call my office directly at 781-477-3002. I will do whatever I can to help our staff provide you and your family with the very best experience possible.

On behalf of your care team, all of us wish you the best of health and a brief, comfortable stay in our hospital.

Sincerely,



Louis J. Woolf  
Executive Vice President and Chief Operating Officer

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## YOUR ACCOMMODATIONS

### Your Room

Your room placement at NSMC is based on your admitting diagnosis and bed availability on the day of your admission. We will make every effort to honor your room requests based on bed availability. Please know that you may be moved to another room as your health status changes or to accommodate other patients whose health care needs may also change.

### NSMC is a Tobacco-Free Facility

North Shore Medical Center is dedicated to providing a healthy environment for our patients, visitors and employees. Smoking or any form of tobacco use is NOT allowed in its buildings or on its grounds and parking lots. Please speak with your nurse if you require assistive therapies (nicotine patch or gum) to help you refrain from tobacco use. While you are hospitalized, you may want to consider trying to quit smoking to help you recover and maintain a healthy lifestyle. NSMC offers a very successful smoking cessation program, Quit and Quit for Good. Please ask your nurse for a brochure or for a consultation with our inpatient smoking cessation counselor or call 978-741-4151 to sign up for the next class.

### Your Bed

Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. For your safety, your bedside rails may be raised at night or during the day if you’re resting, recovering from surgery or taking certain medications.

### Calling Your Nurse

A button to call your nurse is located at your bedside. A staff member will respond to your signal as soon as possible. For your safety, if you have a history of falling or are taking medication that makes you dizzy, please call a nurse or staff member to assist you in moving to a chair or to the bathroom.

## Telephones

Telephones are provided in each room. Patients may receive calls in their rooms from 8 a.m. to 10 p.m. Local calls may be made from the room by dialing 9 followed by the area code and the number.

Please dial 0 for operator assistance with long-distance calls. Long-distance calls cannot be charged to your room. You can make a credit card call or charge a long-distance call back to your home number.

TDD equipment is available for the hearing impaired and can be requested by dialing 0.

If you experience issues with your telephone, please contact your nurse or dial 0 for operator assistance.

## Cellular Phones

To maintain a restful, healing environment and to protect patient privacy, we request cellular phone and other wireless communication device usage be kept to public areas. The use of camera phones is prohibited.

## Television

Color television sets featuring 75 channels of Comcast cable television are provided free of charge in each room. Closed captioning is available on all television sets. We ask that you please be considerate of other patients by playing television sets softly and by turning off your set at bedtime.

If you experience issues with your television, please call 781-477-3100.

## Health Education Channel

NSMC is pleased to provide a 24-hour health education channel where you can learn about a range of medical conditions and how NSMC can help you stay healthy. Two half-hour relaxation programs are also offered to help you rest and recover. To access the health education channel, tune to Channel 3. Please ask your nurse for the program schedule for specific health conditions.

## Wireless Internet

Wireless Internet service is available on some units. Instructions for connecting your personal computer, which you may bring in from home, are included as a separate flyer in your Welcome packet. The hospital cannot be responsible for securing your computer when you are not in your room and cannot offer technical assistance for logging on.

## YOUR HEALTH CARE TEAM

### Physicians

As an NSMC patient, your medical care is a team effort coordinated by highly trained experts who work together to meet your needs. Your attending physician may be your surgeon, cardiologist, obstetrician, psychiatrist, hospitalist or other specialty physician. Your physician's team may also include nurse practitioners, physicians assistants, and residents – physicians who have graduated from medical school and are practicing medicine under the supervision of attending physicians. All examinations, tests, medications, treatments and consultations with other specialists will be ordered and coordinated under the direction of your attending physician.

### Hospitalists

Many patients who are hospitalized at NSMC will have their care managed by the hospitalist team. Hospitalists are physicians and nurse practitioners who specialize in the care of a hospitalized patient. Hospitalists manage your hospital stay, coordinating and consulting with specialists, monitoring your progress and staying in close touch with you, your family and your primary care physician. The hospitalist team updates your primary care physician and coordinates a smooth transition back to your doctor after you are discharged from the hospital.

The hospitalist team is in the hospital 24 hours a day, seven days a week. You will have one primary hospitalist assigned to you and he/she will transition your care to another member of the team when he/she goes off duty to maintain the continuity of your care. If you or your family members would like to speak with your hospitalist, please ask the nurse to contact your hospitalist or the hospitalist on call.

### Nurses

A team of professional nurses, certified nursing assistants and technical nursing assistants provides 24-hour nursing care. Nurses continually monitor, assess and record your condition; administer medications and treatments; and meet numerous medical and personal needs to ensure your comfort and physical well-being. Your nurses will discuss your care with you, and when appropriate, with other family members. In addition to the nurses who provide your daily care, there is a nurse manager on each unit who is responsible for directing and coordinating nursing care. Please feel welcome to contact your nurse or the nurse manager if you have questions or concerns.

### Critical Response Team

NSMC has a designated team of specialists that can be called to your bedside in the event of an emergency to assist your nurse in managing the situation. You can ask your nurse to call the team if you are concerned about yourself or your loved one and feel that it is a medical emergency.

### Case Managers

Case managers are experienced nurses and social workers who meet with you throughout your stay and who work in close collaboration with physicians and other health care team members. Case managers help patients and their families navigate the healthcare system and act as a liaison between the patient, physicians, caregivers and insurance providers. Your case manager will complete an assessment and work with you to develop an individualized care plan from the day you are admitted to ensure a smooth stay, including the transition after you are discharged from the hospital.

Case managers can link you and your family with community resources such as home-health visits, outpatient treatments, homemakers, meal delivery or medical transportation to ensure a safe transition home. They can also arrange for your placement in an extended-care rehabilitation or nursing home facility if you need longer-term assistance. If you have a question or concern, please call the case management department at 781-477-3264 or speak with your nurse.

### Patient and Family Relations

NSMC is committed to making sure that every patient and family has a positive experience. We recognize that, at times, questions or concerns may arise. We encourage you to speak with the people involved in your care, such as your physician, primary nurse or case manager who in many cases will be able to resolve your concerns.

If there is a concern that is not being resolved to your satisfaction or that you would prefer to discuss with someone not directly involved in your care, the Patient and Family Relations staff is available to assist you. They can help to clarify issues, obtain information, facilitate communication and resolve special concerns.

The Patient and Family Relations staff is available by phone at 978-354-2025 during regular business hours or by mail at Patient and Family Relations, North Shore Medical Center, 500 Lynnfield Street, Lynn, MA 01904.

### Human Rights Officer

The Department of Mental Health requires that each psychiatric unit have a Human Rights Officer available to its patients. The Human Rights Officer assists patients in understanding their rights while they are in the hospital, including but not limited to: legal advocacy, admission/discharge processes, and how to file a complaint.

The Human Rights Officer is available Monday through Friday during regular business hours and can be reached at 781-477-3679.

### Other Hospital Staff

During your stay many other health care professionals may assist in your care, including: dietitians; pharmacists; phlebotomists; radiology technicians; respiratory, speech, physical and occupational therapists; transporters; housekeepers; financial counselors; chaplain; clinical students and volunteers. They too are committed to the quality and comfort of your stay. If you would like to contact any of these staff members, please talk with your nurse.

\*All hospital employees, vendors and contractors are required to wear a photo identification badge that lists their name and department.

## FOOD AND NUTRITION

### Food and Nutrition Services

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. NSMC makes every effort to provide nutritious meals that are prepared according to your doctor's orders. If you have special dietary needs, please consult the dietitian so we can ensure that those needs are met. Please follow your nurse or dietitian's instructions carefully and ask if you need physician approval to have any food or drink other than what is served in your room.

NSMC offers patients individually ordered, restaurant-style food service. A catering associate will take your order prior to mealtime, personally assemble your tray in the kitchen, deliver the food to your room and then check back with you to see that you are satisfied.

Patients are served breakfast between 7:30 and 9 a.m.; lunch between 11 a.m. and 1 p.m.; and dinner between 4:30 and 6:30 p.m. Occasionally your meal may be delayed if you are scheduled for a test or treatment. Whenever possible, you will be served after your examination or test.

Beverages and light snacks, if allowed by your physician and your special diet, are available on each patient unit. Please ask your nurse for assistance.

If you have questions about your meals or diet, please speak with your nurse.

## SPIRITUAL AND WELLNESS SERVICES

### Chapel

An interfaith chapel is located off the West Ground hallway. The chapel is open to you, your family and visitors at all times.

### Pastoral Care Services

The staff from our Pastoral Care Services department includes chaplains trained in interfaith ministry, a Catholic priest, a Jewish rabbi, a Catholic nun and a Protestant minister. Eucharistic ministers and local clergy from area parishes, congregations and synagogues also assist the staff. The pastoral team aims to support patients and their families within their faith community or meaning that sustains them, whether religious or secular. All discussions with our pastoral care team are confidential.

Pastoral services include: visits with patients and families, sacramental care, pastoral counseling, assistance with an ethical dilemma and prayer. If you or a family member would like to see a chaplain or a clergy person of your faith community, please call Pastoral Care Services at 781-477-3955.

### Wellness and Integrative Medicine

NSMC's Wellness and Integrative Medicine program offers patients and visitors reiki, massage and acupuncture services while staying in the hospital. To learn more about these services or to schedule an appointment for yourself or a family member, please call 978-740-1022.

The Wellness program also offers a wide variety of classes, therapeutic services and a fitness gym that you may enjoy when you return home. For a complete listing of services, please ask for a brochure, log on to [nsmc.partners.org](http://nsmc.partners.org) (click on classes and groups) or call 978-740-1022.

## PATIENT SAFETY

At NSMC, providing you safe care is one of our top priorities. We have created a “Culture of Safety” which promotes an environment where we always look for ways to proactively keep you safe, comfortable and satisfied.

### Why do we ask your name and date of birth multiple times?

During your stay, you will be asked multiple times for your name and birth date, especially before tests or procedures. This is part of our safety system to verify that the right patient is receiving the right treatment.

### Medication Safety

- When you are hospitalized, your nurse and physician will ask you to record the medications you have been taking prior to coming to the hospital.
- All medications you take while in the hospital are:
  - Prescribed by your doctor
  - Dispensed by the hospital pharmacy
  - Administered by your nurse
- Before your nurse gives you your medication, he or she may scan a barcode on your bracelet and on the medication. This is part of our safety system to make sure that patients get the right medication and dosage at the right time.
- When you leave the hospital you will receive a list of medications that you should take at home.

### Falls Prevention

- Falls can happen any time to patients of any age.
- Being in an unfamiliar environment, not feeling well, and/or taking new medications may increase your risk for falls.
- Every patient is screened for the risk of falls upon entry to the hospital and regularly thereafter. A fall prevention plan just right for you will be implemented and adjusted as needed.
- Your bed will be kept in the lowest position possible and you will receive non-skid foot wear.

### “Got Clean Hands?”

Staff and physicians sanitize their hands with Purell hand sanitizer or soap and water before and after caring for each patient. Sometimes the dispenser or sink is out of your view, so feel free to ask staff if they have clean hands. Please encourage your visitors to sanitize their hands too.

## You Play an Important Role in Patient Safety

Tips for participating in your care:

### *Communication:*

- We encourage you to speak up if something about your care doesn't seem right or is not as you anticipated. If you have questions, please talk with your nurse, the nursing supervisor, or you can call the Risk Management department at 978-354-3559 to discuss a safety issue.
- Everyone learns in different ways and being in the hospital can be stressful, so make sure the answers you receive make sense to you. Do not hesitate to ask again if you still have questions or concerns.
- Interpreters are available for non-English speaking patients and visitors. To request an interpreter, please ask your nurse or healthcare provider.

### *Medication:*

- If your doctor told you to bring in your medications, please give them to your nurse when you arrive.
- Do not take any medications on your own while in the hospital without your doctor's knowledge.

### *Falls Prevention:*

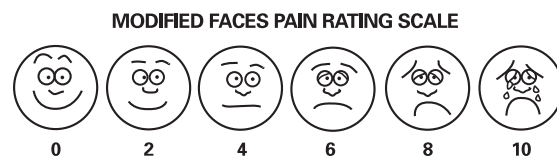
- Make sure you know how to use your call light and can reach your bedside table, remote control and personal items (books, eyeglasses, urinal).
- Request assistance when getting out of or into bed unless your nurse or doctor has expressly told you that you can walk and move to the bathroom or a chair by yourself. You will not be “bothering” anyone by using the call bell. We are here for you.
- Please tell your nurse if you:
  - Have fallen, fainted or had dizzy spells lately
  - Get dizzy when you sit up or stand after lying flat
  - Use a cane or walker

### *Infection Prevention:*

- Family and visitors are encouraged to use the Purell hand sanitizer dispensers regularly.

## PAIN MANAGEMENT

Patients have the right to the appropriate assessment and management of pain. Upon admission, and throughout your stay, your caregiver will ask you to evaluate your pain intensity on a scale of 0 to 10. Not every patient will experience pain, but those who do, can feel better with proper treatment. In fact, patients who get pain relief are better equipped to participate in their treatment and recovery. That's why your pain level will be measured whenever your other vital signs are taken. If your discomfort changes during your stay, it is important that you communicate this to your caregiver.



We encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your doctors and nurses to develop a pain management plan.
- Ask for pain relief when pain first begins.
- Help your doctor and nurse assess your pain.
- Tell your doctor or nurse if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.

## PARTNERING WITH OUR PATIENTS

### Wheelchairs

Wheelchairs are available throughout the hospital, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

### Fire Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is constructed with fire-resistant materials and the staff is well trained to respond in the event of a real emergency.

### Oxygen

Special regulations are in effect in areas where patients are receiving oxygen to protect against fires. Personal electrically-operated equipment and aerosol products are not permitted in these areas.

### Electrical Safety

Personal electrical devices brought in from home that need to be plugged in (electric blankets, fans, heaters, radios, televisions, etc.) are not allowed in the hospital as they could adversely affect nearby patient-care equipment.

### Personal Belongings

The nursing staff should be notified of any assistive items (dentures, eyeglasses, hearing aids, prosthetic devices, canes) that you require during your stay. Please bring your device case with you and mark it with your name.

You are strongly encouraged to leave your personal belongings (clothing, shoes, suitcases) and valuables (cash, credit cards, jewelry) at home. While you may use cell phones and personal computers in some areas of the hospital, please understand that NSMC is not responsible for and cannot guarantee the safety of your belongings during your stay. You should send these items home with family when they are not in use.

## SERVICES FOR PATIENTS AND FAMILIES

### Interpreters

NSMC provides interpreter services at no cost to patients, family members or companions involved in patient care. Trained medical interpreters are available in Spanish, Portuguese, Cambodian/Khmer, French, Haitian Creole, Russian and American Sign Language. For additional languages, NSMC will try to provide in-person interpretation whenever possible. If an interpreter is not available, staff may use a telephone interpreter service that offers up to 140 languages to communicate with you.

American Sign Language interpreters are also available. Hearing impaired persons may elect to bring their own interpreters or NSMC will provide the services of interpreters who are registered with the Massachusetts Commission for the Deaf and Hard of Hearing when available.

If you require an interpreter, please ask your nurse or health care provider to request an interpreter by calling 781-477-3882.

### Mail

Patient mail is delivered each morning to your room. Any mail that arrives after you have been discharged will be forwarded to your home address. Stamps and stationery may be purchased in the gift shop.

### Care Mail

NSMC is pleased to offer an online greeting card service to patients. If a family member is interested in sending a free email card to you while you are staying at NSMC they can log on to the NSMC webpage at [nsmc.partners.org](http://nsmc.partners.org) and follow these directions:

- Click on Patients and Visitors;
- Select Email a Patient;
- Write the greeting and send.

Greetings are delivered Monday through Friday by NSMC volunteers.

### Flowers/Balloons

NSMC volunteers deliver flowers to patient rooms in the afternoon Monday through Friday. Weekend deliveries are made by floral truck drivers. Flowers are not permitted for ICU patients. Only mylar balloons (not latex) are permitted in the hospital.

### Newspapers

Newspapers can be purchased at the gift shop on East 1.

### Patient Room Services

Patient Room Service offers you a wide variety of helpful services aimed at making your stay at NSMC more comfortable. The following services are offered by calling 781-477-4034 or 3215 during regular business hours:

- Newspapers, magazines and books
- Movies and audio tapes
- Gift shop purchases
- Visitor service
- Hair care service

### Gift Shop

The Pine Gift Shop is located on East 1. Volunteers staff the shop Monday through Friday from 9 a.m. to 5 p.m., Saturday 10 a.m. to 4 p.m. and Sunday 10 a.m. to 2 p.m. You can reach the gift shop at 781-477-4038.

Visitors should check with the nurse before bringing gifts of food or drink to patients.

### Cafeteria

Visitors are welcome to use our cafeteria. It is located on East Ground and is open daily from 6:30 a.m. until 6:30 p.m.

### Vending Machines

Food and beverage vending machines are located in the cafeteria on East Ground. They are available 24 hours a day.

### ATM

There is an ATM located near the main lobby on East one.

### Healing Gardens

While you are at NSMC Union Hospital, you and your visitors may find it helpful to visit the Dr. Harvey Zarren Healing Gardens. The Gardens were created to provide a space where patients, families, visitors, caregivers and members of the community are nourished, refreshed and restored by the outdoors. Ask your nurse if you are able and appropriate to visit the Gardens.

## VISITING HOURS AND PATIENT CONDITION UPDATES

### General Visiting Hours

Visitors can be good medicine for patients. Patient care and your ability to rest and recover, however, is our primary concern. Some units may have additional guidelines than the ones listed below. Please check with the nursing staff on that floor for additional information.

- General visiting hours are 11 a.m. to 8 p.m., unless noted on the next page for specialty care units.
- People with colds, sore throats or any contagious diseases should not visit patients.
- Children must be 12 years old and those under 16 years old must be accompanied by an adult.
- Visitors may not smoke or use tobacco anywhere in the hospital or on its grounds.
- No more than two visitors are allowed at the bedside at one time.
- Visitors in semi-private rooms should be considerate of all patients in the room.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.
- For the benefit of the patient, visits may be restricted or shortened if deemed necessary by the nursing staff.

### Patient Condition

Because of privacy regulations, we can only provide a one-word description of a patient's condition (good, fair, serious or critical) to callers. We request that you designate one spokesperson for telephone communication and more detailed condition updates.

Please see page 19 for more information on NSMC's patient privacy and HIPAA (Health Insurance Portability and Accountability Act) policy.

### Visiting Hours for Specialty Care Units

#### *Intensive Care Unit (ICU), Telemetry/Cardiac Unit*

Visits are permitted 24 hours a day for immediate family or designated visitors. Please limit visits to five to 10 minutes each hour. Children younger than 13 are not normally permitted to visit, although special arrangements can be made on a case-by-case basis. Hospital doors are locked at 8 p.m. To enter after hours, please use the Emergency Department entrance and notify the ICU nurses' station (781-477-3222) that you are on your way.

#### *Geriatric Mental Health Unit*

Visiting hours are 2 to 4 p.m. and 6 to 8 p.m. Visitors under 18 years old must be accompanied by an adult. Off-hours visitation can be made in extenuating circumstances upon approval by the patient's physician. Visitors should respect the confidentiality, privacy and safety of all patients. Items brought by visitors for patients must be checked by staff to assure safety.

## TRANSITION FROM ACUTE HOSPITAL STAY

Your physician, with input from your team of caregivers, will determine when you are ready to leave the hospital. Whether you need continued assistance at home or possibly time at a rehabilitation facility, your case manager will work with you and your family to coordinate any necessary community resources.

### Discharge Appointment Program

Many of our patients will be eligible for our Discharge Appointment Program. Your case manager, working with your physician, will review your case the day after admission and agree on a tentative discharge date that will be reassessed daily. The day before your discharge, your case manager will meet with you and your family to establish a discharge time block to help you plan for that day. Our staff will work with you to make this a smooth transition.

### Discharge Instructions

Your physician and your nurse will give you instructions about post-hospital care. If you have questions about your diet, medications, activities or other matters, please be sure to ask.

Your team of caregivers will review any follow-up care and equipment needs. You will also need to make arrangements with your family or friends in advance to provide transportation and assistance at home. If you are going to a rehabilitation facility, your case manager will work with you to arrange transportation.

### Rehabilitation Hospitals and Home Care

There are occasions when patients need additional treatment or care after they are discharged from the hospital. Your case manager will assist you in reviewing your options that may include:

#### *Shaughnessy-Kaplan Rehabilitation Hospital*

Like North Shore Medical Center, Shaughnessy-Kaplan Rehabilitation Hospital (SKRH) is a member of Partners Health Care System and it coordinates with us closely to provide an exceptional patient care experience for you. SKRH is designed for patients who no longer require acute care in a hospital but who need additional short-term care before going home. Rehabilitation and specialized nursing care are emphasized.

#### *Partners Home Care*

Partners Home Care is a full service, Medicare-certified home care agency that supplies nurses/nurse aides, medical social workers, therapists and adult sitter services.

Partners Home Care also provides hospice services for those coping with a life-limiting illness, and Lifeline, an emergency response service.

## STANDARDS FOR PRIVACY OF PROTECTED HEALTH INFORMATION

According to the federal law named the “Health Insurance Portability and Accountability Act” (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate “need to know” may access, use or disclose patient information. Protected health information may be released to other covered health care providers without patient authorization if used for treatment, payment, health care operations, or for public good purposes as permitted by state and federal laws. Disclosures of protected health information for uses and disclosures outside treatment, payment and health care operations require patient authorization.

While receiving care in the hospital, you may ask that your name to not be included in the hospital directory, which means that people asking for you will be told “I have no information about this patient.” If you want to receive phone calls, visitors or deliveries of cards and flowers, you will want your name included in the hospital directory. If you include your name in the hospital directory, your name will appear on a list for clergy members of your faith, though visits are optional.

For a listing of other HIPAA privacy rights, please refer to the Notice of Privacy Practices that was given to you at registration time. If you have concerns regarding your privacy, please call 978-354-4254.

## PATIENT RIGHTS AND RESPONSIBILITIES

We, at NSMC, adhere to the following beliefs regarding patients rights:

- You have a right to be involved in all aspects of your care and treatment.
- You have a right to expect that your pain and symptoms will be assessed and treated with the goal of minimizing your experience of pain and discomfort, to the extent clinically possible.
- You have a right to equitable, considerate, respectful care that includes consideration of your psychosocial, spiritual, cultural and personal values and beliefs.
- You have the right to know the identity and specialty of individuals involved in your care.
- You have a right to refuse to be observed, examined, or treated by students or by any other staff without jeopardizing your access to medical care.
- You have a right to prompt response to all reasonable requests.
- You have a right if suffering from any form of breast cancer, to receive complete information on all alternative treatments, which are medically viable.
- You have a right to receive prompt, life-saving treatment without delay and to receive the most appropriate medical treatment and care available without regard to your economic status or the source of payment.
- You have a right to confidentiality of all records and communications concerning your medical history and treatment to the extent provided by law.
- You have a right to participate or have your designated representative participate in the consideration of ethical issues, which arise in your care.
- You have a right to receive medically and factually accurate information prepared by the Commissioner of Public Health about emergency contraception if you are a female rape victim and of childbearing age, to be promptly offered emergency contraception; and to be provided with emergency contraception upon request.
- You have a right to receive competent interpreter services when seeking care at NSMC.

- You have a right to report safety concerns.
- You have a right to obtain a copy of any rules and regulations of NSMC, which apply to your conduct as a patient, such as the No Smoking Policy.
- You have a right to file a complaint or grievance both internally and externally. Internally, you may file a complaint by contacting the NSMC Patient and Family Relations Department at 978-354-2025. If you have a question about the hospital's business practices, you may call NSMC's Compliance Hotline at 800-856-1983. Externally, you may file a complaint with MA Department of Public Health, Division of Healthcare Quality at 800-462-5540, the Joint Commission at 800-994-6610, or to the Board of Registration in Medicine at 800-377-0550.

## MAKING DECISIONS ABOUT YOUR CARE

### Advance Directives

A time may come, because of an illness or accident, when you are no longer able to make your own decisions about your medical care. In such an event, you do not lose your right to accept or refuse treatment. To ensure your wishes are respected, you can complete an "Advance Directive." This is a document that gives instructions, in advance, about your wishes regarding your health care. The two advance directive forms you need to know about are the "Health Care Proxy" and the "Living Will."

You are not required to complete an advance directive and you will receive the same quality of health care whether or not you complete one. If you become unable to make your own decisions and do not have an advance directive, your family or others close to you may be asked to make decisions for you based on what they believe you would want. If you are under age 18, your parent or guardian usually would make decisions about your medical care.

If you have a completed Health Care Proxy form or another type of advance directive, please give your doctor, nurse, or admitting officer a copy to be placed in your medical record. If you would like more information about Advance Directives or about the hospital's policy regarding decisions about your medical care, please ask your nurse or case manager.

## Health Care Proxy

Under Massachusetts Health Care Proxy Law, you can name another person to make decisions about your health care for you. This person becomes your health care agent. He or she may act for you only if your doctor determines in writing that you are unable to make or communicate your own health care decisions. Your agent would then have the legal authority to make all health care decisions for you, including decisions about life support treatments. He or she would be entitled to information and records from your doctor to help make decisions. The Health Care Proxy Law also allows you to put limits on your agent's authority, such as specifying what types of medical care you would or would not want. You can name an agent by completing a Health Care Proxy form, which is available in the admission packet or upon request from your nurse. Before you complete the form, we urge you to discuss the matter with your doctor, your family, and the person you want to name as your health care agent.

## Living Will

A Living Will provides your doctor, family, and others close to you with written instructions that describe your views and choices about possible future medical treatment. The Living Will provides evidence of your wishes, however, it may not necessarily carry the same legal authority as a health care proxy who can carry out your wishes for you.

## Ethics Advisory Committee

There may be a time when you are called upon to make a health care decision for yourself or a loved one. This can be a confusing and frightening responsibility. NSMC provides an ethics consultation to assist individuals in situations in which they are experiencing moral or ethical dilemmas around patient care with no easily identified solutions.

The Ethics Committee members are prepared to listen and respond to you. They can help get all the facts you need to make a decision, and they can offer feedback and suggestions based upon ethical principles. They will not tell you what to do, however, they will make recommendations, which will be shared with you and the care team. Patients, families or members of the care team may initiate ethics consultations. To get in touch with the Ethics On-call consultation team, please call or ask your nurse or physician to call 978-354-2099.

## HOSPITAL BILLS AND INSURANCE

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges. If there is a question about your insurance coverage, a member of the Patient Accounts team will contact you or a member of your family while you are here.

### Your Hospital Bill

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your insurance policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you received during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services which include items your physician orders for you, such as x-rays or laboratory tests.

Certain charges are not billed by the hospital and will not appear on your hospital statement. These include the professional fees of your attending physician, consulting physicians, surgeons, emergency department physicians, anesthesiologists, cardiologists, radiologists, pathologists and others. If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services provided by these doctors in diagnosing and interpreting test results while you were a patient. Those fees will be billed to you or your insurance directly from the individual private practitioner. If you have questions about these bills, please call the number printed on the statement you receive from them.

### Financial Counseling

A financial counselor is available to discuss payment arrangements with you, as well as your options for Mass Health and other health insurance options. Financial counselors can be reached Monday through Friday, 7 a.m. to 10:30 p.m., and Saturday and Sunday, 11 a.m. to 10 p.m. at 781-477-3555.

## YOUR OPINIONS MATTER

### Patient Surveys

NSMC takes patient satisfaction very seriously. After your stay, you may receive a telephone call from a representative from Quality Data Management, an independent survey company. The representative will ask you questions about the quality of your care and overall satisfaction and experience at NSMC. The results of these surveys are important to us, and help us continue to provide exceptional care in the future.

### Has Someone at NSMC Made Your Day?

At NSMC, we strive to provide excellent service and everyone here takes pride in making your experience as comfortable and stress-free as possible.

As an organization, we also like to acknowledge employees who go above and beyond their normal duties in enhancing the patient experience. That's why we would value your participation in our "Made Someone's Day?" employee recognition program.

If someone at NSMC has made your stay significantly more pleasant, please let us know by calling our hospital recognition phone line at 781-581-4567. Please leave the following information:

- The staff member's name and department
- What they did to make your day
- Your name and a phone number where we can reach you if we need more detailed information

### Donating to NSMC

Some patients feel they want to "give back" to North Shore Medical Center and ask how they can contribute financially. Unlike other businesses or companies in our region, we depend on philanthropic support from the residents of the communities we serve. These contributions provide unrestricted philanthropy to NSMC and are used for new equipment purchases, technology, patient care services, improvements to the facilities and for special program support throughout the Medical Center.

A gift in support of NSMC will help to ensure that we can continue to provide the highest quality patient care in a pleasant and inviting setting.

## IMPORTANT PHONE NUMBERS

\* Within the hospital, you may dial the last four digits of any of the 781-581 and 781-477 phone numbers.

|                              |                                 |
|------------------------------|---------------------------------|
| Main Number                  | 781-581-9200                    |
| To dial outside the hospital | 9 then the area code and number |
| Operator                     | 0                               |
| Billing Inquiries            | 1-888-317-6410                  |
| Case Management              | 781-477-3264                    |
| Compliance Officer           | 978-825-6203                    |
| Development/Fundraising      | 978-741-1242                    |
| Financial Counseling         | 781-477-3555                    |
| Food and Nutrition Services  | 781-477-3663                    |
| Gift Shop                    | 781-477-4038                    |
| Human Rights Officer         | 781-477-3679                    |
| Interpreter Services         | 781-477-3689                    |
| Made Someone's Day Hotline   | 781-581-3882                    |
| Medical Library              | 781-477-3887                    |
| Medical Records              | 781-477-3287                    |
| Pastoral Care Services       | 781-477-3955                    |
| Patient and Family Relations | 978-354-2025                    |
| Physician Finder             | 1-877-676-2637                  |
| Privacy Officer              | 978-354-4254                    |
| TDD Assistance               | 0                               |
| Telephone Issues             | 0                               |
| Television Issues            | 781-477-3100                    |
| Volunteer Services           | 781-477-3215                    |



**North Shore Medical Center** (NSMC) is a multi-site health system headquartered in Salem, Massachusetts, which includes NSMC Salem Hospital, NSMC Union Hospital in Lynn, NSMC North Shore Children's Hospital, NSMC Heart Center, NSMC Women's Center and the physician network known as North Shore Physicians Group. NSMC and Massachusetts General Hospital also collaborated to establish the Mass General/North Shore Center for Outpatient Care and the Mass General/North Shore Cancer Center in Danvers. NSMC is a member of Partners HealthCare, which was founded by Massachusetts General Hospital and Brigham and Women's Hospital.

NSMC Union Hospital  
500 Lynnfield Street  
Lynn, MA 01904

**781-581-9200**

