



Information for Our Patients and Families

Inside

Your Patient Bill of Rights	5
When You Have Concerns	7
For Your Safety	17
Medication Safety	18
Preventing Falls	19
Rapid Response	22



UMassMemorial
Medical Center

A Member of UMass Memorial Health Care

My Care Team

Doctor: _____

Hospitalist: _____
(Hospital-based physician)

Surgeon: _____

Day Shift Nurse: _____

Evening Shift Nurse: _____

Night Shift Nurse: _____

Social Worker: _____

Patient Care Coordinator: _____

Other Staff: _____

Welcome

Dear Patient:

Welcome to UMass Memorial Medical Center, and thank you for choosing our physicians and Medical Center for your health care.

Our entire team is committed to providing you with the best possible experience during your stay with us. This means ensuring your safety and your comfort, and that you receive the very best care and caring. Nothing is more important to us.



During your stay with us, I encourage you to let us know what is most important to you and to your family, so your time with us is as comfortable as possible. Please do not hesitate to ask your physician, your nurse, our patient representatives or any member of your health care team for anything you need, or if you have concerns or questions about tests or treatments.

It is important for us to know that we meet all your health care needs, and treat you with the respect and compassion that you deserve.

If there is anything that I can do to make your stay more comfortable, please do not hesitate to contact me with your concerns or ideas.

A handwritten signature in dark ink, appearing to read "Walter Ettinger, MD". The signature is written in a cursive style.

Walter Ettinger, MD
President, UMass Memorial Medical Center

P.S. Please do not hesitate to ask a question or express a concern. Speak with a member of your care team or, if you prefer, call our patient representatives by dialing 23701 from your hospital telephone or from home at 774-442-3701.

Table of Contents

Important Information for Patients	3	Special Services	24
Release of Patient Information		Patient Representatives	
Health Care Proxy		Social Workers	
Your Patient Bill of Rights		Patient Financial Counseling	
Your Accommodations	8	Patient Education	
Your Hospital Room		Medical Center Ethicist	
Your Hospital Bed		Pastoral Services	
Equipment and Appliances from Home		Interpreter Services	
Television Service		Cancer Resource Center	
Telephones		Home Health Services	
Personal Items and Valuables		Hospice	
Leaving Your Room		Palliative Care	
Noise		Physician Referral Services	
Fire Drills		For Family and Friends	30
Oxygen		Visiting Hours	
Smoking		Out-of-town Visitors	
Your Dining Guide	12	Visitor Dining	
Your Diet		Telephones	
Meals with Family and Friends		Flowers	
Your Health Care Team	14	Smoking	
For Your Convenience	15	Going Home	33
Automated Teller Machines		Planning for Your Discharge	
Gift Shops		On the Day You Leave	
Housekeeping		Let Us Know How You Are Doing	
Reading Materials		Insurance and Billing	
Newspapers		Opportunities for Giving	35
Mail		Volunteer Services	
Notary Service		Patient and Family Advisory Council	
Wireless Laptop Access		Financial Support	
For Your Safety	17	Blood Donor Center	
Getting Involved in Your Care		Telephone Directory	37
Additional Information to Help Ensure		Driving Directions and Parking	38
Patient Safety		Memorial Campus	
Leaving Your Room/Preventing Falls		University Campus	
Preventing Infection in the Hospital		Information for Our Pediatric	
Rapid Response Team		Patients and Families	40
Helping to Relieve Your Pain	22		
Relieving Pain			
Helping Us Help You with Pain Relief			

Special thanks to Jeff Stevens, UMass Memorial Medical Center vice president of human resources, for sharing his photographs from the "Faces of Caring" collection.

Important Information for Patients

Notes

Release of Patient Information

As a patient of UMass Memorial, you have the right to privacy and confidentiality of your condition and status while at our Medical Center. One way we do this is to offer you the opportunity not to have your name listed in our patient hospital directory, which is used by staff to respond to visitor or telephone inquiries about whether an individual is hospitalized at UMass Memorial and what the current condition of a patient is. If you choose not to be listed, anyone who calls to check on your condition will be told: "We have no listing for that patient in our patient hospital directory." Because your name is not listed in our directory, we also will not be able to deliver mail or flowers to you.

If you choose to be listed in our patient hospital directory, our staff will be able to give a family member a general update of your condition. We suggest that you elect one family member to call the patient unit where you are receiving care and have that family member share your condition with others who are interested in your well-being.

Health Care Proxy

An illness or accident may leave you unable to make your own health care decisions. In anticipation of this, many people authorize someone to make these decisions for them should it become necessary.

UMass Memorial encourages you to complete a Health Care Proxy Form, if you have not done this already. The form is a simple legal document that can be completed by all Massachusetts residents who are 18 years or older and competent. It names your health care "proxy" or "agent" — the person you wish to act on your behalf if necessary.

Your health care agent may act for you only if your doctor determines that you are unable to make or communicate your own health care decisions (for example, if you are in a coma). Your health care agent would then have the legal authority to make all health care decisions for you, including decisions about life-sustaining treatment unless you place limitations on your agent's authority in the Health Care Proxy Form.

It is essential that you and your health care agent discuss your values regarding the use of various treatments that may make you more comfortable, and/or may try to keep you alive. You will want your agent to understand what you would wish if your condition were terminal. You should feel comfortable that your agent will be able to apply your philosophy objectively, rather than being so overcome with grief that he/she is unable to carry out your wishes.

Some of the issues you might want to discuss with your health care agent, family and physician are listed here. If you want more information about what they are, members of your health care team will be happy to help you.

- CPR (cardiopulmonary resuscitation)
- Mechanical respiration
- Tube feedings (artificial nutrition)
- Intravenous (IV) lines
- Dialysis
- Surgical procedures
- Comfort care

You are not required to complete a Health Care Proxy in order to receive medical care at UMass Memorial or from any other health care provider. You have the right to receive the same type and quality of health care services whether or not you complete a Health Care Proxy.

If you would like to receive a Health Care Proxy Form, have concerns about how to complete the form, are uncertain who to name as your agent, or wish to revise an existing Health Care Proxy, call your care coordinator or social worker:

- On our Memorial Campus: Dial 46286
- On our University Campus: Dial 30403

Faces of Caring



On the day you are admitted to the hospital, please bring:

- A completed Health Care Proxy, if you have one
- If you have a legal guardian, a copy of the court order
- If you do not have either of the above, we will ask you to identify your legal next of kin to act on your behalf if necessary

Your Patient Bill of Rights

Our staff respects your rights as a patient and recognizes your individual health care needs. We want to be your partner in making decisions regarding your care. It is our responsibility to:

- Provide you with considerate and respectful care
- Ensure that you are fully informed about your condition and treatment
- Maintain your privacy and confidentiality

Every patient has the right:

- To freedom of selection of a physician except for emergency medical treatment, provided that the physician is able to accommodate the patient
- To receive, upon request, an itemized bill reflecting charges from the physician and/or the facility including laboratory charges, pharmaceutical charges, and third party credits and charges
- To obtain, upon request, the name and specialty of the physician or others responsible for your care or coordination of care
- To confidentiality of all records and communication as provided by law
- To have all reasonable requests responded to promptly and adequately within the capabilities of this facility
- Upon request, to obtain an explanation as to the relationship, if any, of UMass Memorial and your physician to any other health care facility or educational institution as it relates to your care or treatment
- Upon request, to receive any information which this facility has available relative to financial assistance and free care as well as any rules that apply to your conduct as a patient at UMass Memorial
- Upon request, to inspect your medical records and to receive a copy for a fee determined by the current rate of copying expenses
- To refuse to be examined, observed or treated by students or any other staff member without jeopardizing access to psychiatric, psychological, or other medical care and attention

Notes

- To refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic
- To privacy during medical treatment or care within the capacity of UMass Memorial
- To lifesaving treatment in an emergency without discrimination because of source of payment or delay due to discussions of source of payment
- To informed consent to the extent provided by law, including the right to accept or refuse medical treatment, including foregoing or withdrawing life-sustaining treatment or withholding resuscitative services
- To appropriate assessment and management of pain
- If you are a female rape victim of childbearing age, to receive medically and factually accurate written information prepared by the Massachusetts commissioner of public health about emergency contraception, to be promptly offered emergency contraception and to be provided with emergency contraception, upon request
- If you have breast cancer, to complete information regarding alternative treatments which are medically viable; if you are having a breast implant, you have the right to know the disadvantages and risks associated with breast implantation, and your physician should discuss this with you at least 10 days before the planned surgery, except in an emergency
- To be free from seclusion, physical restraints and medications that are used as restraints when they are not medically necessary
- To have a family member or other representative and your own physician notified of your admission to the hospital
- To formulate advance directives and revise those directives at any time; in Massachusetts, the tool for implementing your advance directives is a Health Care Proxy
- To receive care in a safe setting free from all forms of abuse or harassment

Faces of Caring



- If you are a maternity patient, to receive statistical information regarding certain aspects of previous deliveries at UMass Memorial
- To interpreter services upon request
- To be informed about the outcomes of care and treatment that was provided, including unanticipated outcomes
- To receive information about your responsibilities while receiving care, treatment and services

When you have concerns:

You also have the right to voice your concerns or complaints regarding the quality of care or services you have received. Voicing a concern or complaint will in no way compromise your access to care or treatment.

If you have a concern or feel your rights have not been respected, contact:

Department of Patient Care Services

UMass Memorial Medical Center

55 Lake Avenue North,

Worcester, MA 01655

Tel: 774-442-3701

Commonwealth of Massachusetts

Board of Registration in Medicine

200 Harvard Mill Square

Wakefield, MA 01880

Tel: 781-876-8200

Consumer Hotline: 800-377-0550

Department of Public Health

Division of Health Care Quality

Patient Advocacy and Complaint Unit

99 Chauncy Street, Second Floor

Boston, MA 02111

Tel: 800-462-5540 or 617-753-8000

Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Tel: 800-994-6610

Notes

Your Accommodations

Your Hospital Room

We know that your hospital stay can be an anxious time for you and your loved ones. While you are at UMass Memorial, we want to make you as comfortable as possible.

Your room is assigned based on your preference for a private or semi-private room, taking into account your diagnosis and what rooms are available on the day you are admitted. Note:

Unfortunately, we are not always able to accommodate requests for a private room. Only a limited number of private rooms are available and we often must use them for patients with medical conditions requiring private accommodations.

If you do wish to have a private room, you should check first with your insurance company, as most policies do not provide coverage for a private room. This means you will be billed an additional daily charge. The exception to this is when your physician determines that a private room is medically necessary and your insurance provider agrees to cover the added charge.

Room Temperature: If you have any concerns related to your room's temperature, please speak with your nurse or patient care assistant immediately, so we can make you as comfortable as possible during your stay with us.

Your Hospital Bed

We understand there is no bed like your own, and we will try to make you as comfortable as possible in your hospital bed. This bed is electrically operated, and adjusts for your best care and comfort. You may find it higher and narrower than your bed at home, so take extra care when you get out of bed. The bedrails may be used for your safety while you are resting.

Faces of Caring



Equipment and Appliances from Home

For your safety, any equipment (e.g., radios, razors, tape players) brought from home should be battery operated, if possible. If the device is not battery operated, our Clinical Engineering Department will need to inspect the device prior to use. To facilitate this review, it would be helpful for you to bring in the manufacturer's information on use for the device.

Television Service

We are pleased to offer television service in your room at no charge. A special feature of our television service is the C.A.R.E. relaxation channel (channel 44), offering relaxing music and images that can help you manage pain and discomfort, reduce the distraction of hospital noise, and ease sleep.

Headsets (earphones) are available for private listening and to ensure you do not disturb other patients in your room. If you have questions related to the television service, speak with a member of your care team.

To report problems with television equipment, service or remote controls, please contact the television repair service.

- On our Memorial Campus: Dial 46595
- On our University Campus: Dial 25396

Your physician or care provider may suggest educational materials for you to review prior to discharge. Some of these materials may be available as educational videos you can watch in your room. Your care team will share the instructions for this with you.

Telephones

Telephone service is available in your room. However, because we want to be sure you receive enough rest while you are with us, we suggest that you ask family and friends to call before 10 pm and after 7 am.

Here is how to use the telephone in your room:

- **Local calls:** Dial 9 + area code + number (there is no charge for local calls)
- **Long-distance calls:** Dial 9 + 0 + 1 + area code + number (long-distance calls require a calling card or for the call to be placed collect)
- **Hospital operator/information:** Dial 0

Television Channels

- 3 – PBS (Local Channel 2)
- 6 – CBS (Local Channel 4)
- 8 – ABC (Local Channel 5)
- 9 – NBC (Local Channel 7)
- 10 – FOX – Channel 25
- 11 – Spanish Channel (Univision)
- 2 – Channel 38
- 13 – Channel 56
- 14 – CNN
- 15 – TBS
- 16 – USA
- 17 – TNT
- 18 – Cartoon Network
- 21 – Weather Channel
- 22 – Discovery Channel
- 23 – AMC Movie Classics
- 29 – TLC The Learning Channel
- 30 – ABC Family Channel
- 31 – NESN (Sports)
- 32 – Disney Channel
- 38 – Fox News
- 40 – 43 – On-demand Patient Education Video (See Nurse)
- 44 – C.A.R.E. Channel (Relaxation)

Mobile and Smart Phones: We ask that you and your visitors take caution when using mobile and smart phones. Please place the phone on vibrate to reduce noise. It must be shut off (not on standby) if you are within three feet (an arm's length) of operating medical equipment. UMass Memorial Medical Center nurses do carry and use mobile and smart phones to enhance the treatment of our patients. They have all been trained on the concerns related to mobile and smart phone use within close proximity to medical equipment.

Public Telephones: For the convenience of your visitors, public pay telephones are located on some patient floors and in other areas of the hospital. Staff members will be happy to point them out.

Assistive devices are available for deaf and hard-of-hearing patients to help communicate with family and friends, as well as with the hospital staff. Devices can be installed in your room if you wish. Amplified handsets, TTYs and pocket talkers are available through Interpreter Services. Please speak with your nurse for assistance.

Personal Items and Valuables

During your hospital stay, we will provide you with johnnies (hospital gowns), slippers and some personal care items. You may bring pajamas or nightgowns, a robe and slippers from home, if you prefer.

Personal items such as eyeglasses or toiletries can be stored in your bedside stand. If you wear dentures, please ask your nurse for a denture cup that is labeled with your name. Be careful not to put dentures or other personal items on your meal tray, as we would not want them to get lost when trays are returned to the kitchen.

It is best if you leave all jewelry and large sums of money at home, or send them home with a family member. Most patients find \$20 a reasonable amount of cash to have on hand. If you bring additional cash with you, we would be happy to put it in the hospital safe, as we are unable to assume responsibility for items unless they are in this safe.

Faces of Caring



We are unable to be responsible for items kept at your bedside. While you may wish to have items such as laptops, mobile phones and iPods with you during your stay, we remind you that we cannot be responsible for their damage or loss.

Finally, we suggest that you do not keep medications from home with you during your stay, unless a different plan is discussed with you. Your care team will ensure you receive all the appropriate medications while hospitalized.

Leaving Your Room

You may walk in the halls outside your room if your treatment plan allows. Please do not leave your area without first speaking with your nurse. We ask for your assistance in protecting you from falls while you are with us. See page 19 for more information.

Noise

The hospital is a very busy place. We make every effort to reduce noise at night from midnight to 5 am to allow you uninterrupted sleep when your condition allows. While we do our best to minimize noise, you may hear overhead paging, health care workers talking or equipment being moved in the hallway outside of your room. To help minimize the effects of the noise, try listening to the C.A.R.E. Channel (channel 44) on your television. The relaxing images and music played softly on this channel helps reduce the perception of noise. Your nurse can also provide you with earplugs if you wish. You can help by keeping the volume on your television or other audio devices low. If the noise level is bothersome to you, please tell your nurse.

Fire Drills

Fire drills are conducted on a routine basis at UMass Memorial to ensure our staff is ready should a real emergency take place. If you hear a drill announced on the overhead speaker, please remain in your room and do not become alarmed. If you have questions regarding the drill, please ask hospital staff.

Notes

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. If oxygen is being used in your room, we will provide you with additional information.

Smoking

To provide a safe and healthful environment for our patients, visitors and employees, UMass Memorial is 100 percent smoke free — both in our buildings and on our grounds. While we encourage our entire community to “kick the habit,” we recognize that some of our patients may need assistance with nicotine withdrawal and cravings to smoke while they are hospitalized with us. If you would like information on nicotine replacement therapy, speak with your doctor or nurse who will arrange a visit from a member of our Tobacco Consultation Service. You may also call yourself: Dial 24372.

Your Dining Guide

Your Diet

“Catering to You” is our patient dining service designed specifically to support our patients’ health, quality of life and the recovery process. This service allows us to cater to your needs and desires by personalizing our offering of menu selections, and adding a special touch to your meal service experience. Our goal is to provide you nutritious meals and snacks that can help your recovery and are coordinated with your medical care. Plus, our dietitians are here to provide you with nutritional counseling.

Faces of Caring



There are many types of diets that our staff can prescribe to meet your needs. You may be on a “regular” diet with foods you are used to eating at home. Sometimes you will be on a special diet that is different from your usual eating habits. Please keep in mind that what you eat contributes to getting better.

Sometimes, tests and medications that are part of your hospital care plan will determine what you are able to eat and drink and the time of your meals.

A catering associate will visit you daily to provide you with personalized service. We also invite you to call our Food and Nutrition Services office between 8 am and 4:30 pm:

- On our Memorial Campus: Dial 46341
- On our University Campus: Dial 23857

Meals with Family and Friends

You may wish to invite your visitors to have a meal with you. Our nutrition representatives can provide details on guest trays and the charges for the meals. In addition, meals and snacks are available as follows:

On our Memorial Campus:

- Food and Nutrition Services Office, open daily 6 am – 6 pm
- Cafeteria: First floor, Memorial Building, open daily 6:15 am – 6:30 pm
- Atrium Coffee Shop: Main Lobby, East Building, open 8 am – 9 pm weekdays only
- Vending machines: Located in the first floor cafeteria, the East Building lobby, emergency room waiting area and most patient floors
- Snacks are also available in the gift shop

On our University Campus:

- Cafeteria: First floor, open 6:30 am – 10 pm weekdays, and 7:15 am – 6 pm weekends and holidays
- Pavilion Café: Remillard Family Pavilion (main lobby), open 6:30 am – 8:30 pm, weekdays only
- Vending machines: Located adjacent to the cafeteria, in the emergency room waiting area and all patient floors
- Snacks are also available in the gift shop

Notes

Your Health Care Team

Many team members work to provide you with the care you need. To help you understand each team member's role, we have defined a number of positions here. If you have questions, please ask any member of your health care team.

Attending Physician – the doctor who is ultimately responsible for a patient's care and directs each patient's health care team

Care Coordinator – a care team member who works to bridge the transition to home or to an alternate setting when it is time to be discharged from the hospital

Catering Associate – a member of the dietary team responsible for your menu selections and food service delivery

Clinical Nurse Specialist – a registered nurse with advanced education in a clinical specialty who serves as a consultant, educator and researcher

Fellow – a doctor who is doing additional training in a specialized area of medicine or surgery after completing his/her residency training

Hospitalist – a doctor who specializes in the care of hospitalized patients, while communicating closely with the patient's own doctor

Licensed Practical Nurse (LPN) – a member of the care team who is licensed to carry out technical nursing care duties

Medical Student – because UMass Memorial is the partner of UMass Medical School, medical students sometimes join the care team as part of their education

Nurse Administrator – an experienced registered nurse who is the administrative manager responsible for overseeing patient care issues during the evening and night shifts, as well as weekends and holidays

Nurse Educator – a registered nurse with advanced education who is a clinical resource to the staff nurses for nursing procedures and education

Nurse Manager – an experienced registered nurse who provides leadership on the patient care unit and is responsible for the overall functioning of the unit

Nurse Practitioner (NP) – a registered nurse with advanced education who collaborates with a supervising physician to provide diagnostic and therapeutic care and education to patients

Patient Care Assistant (PCA) – a member of the care team who assists in technical and support duties for patient care

Patient Financial Counselor – a counselor who helps get health insurance coverage or government benefits for patients who do not have health insurance or who are underinsured

Pharmacist – a licensed professional responsible for dispensing patient medications

Physician Assistant (PA) – a graduate of an approved school who works under the general direction of a supervising physician to provide specific diagnostic and therapeutic services

Registered Nurse (RN) – a nurse with the education and the licensing to plan, coordinate and provide your nursing care

Rehabilitation Specialist – physical, occupational or speech therapist who helps restore function and prevents or limits permanent physical disabilities

Resident/Intern – a doctor who is receiving additional training after completing medical school

Respiratory Therapist – a respiratory care practitioner who evaluates, treats and cares for patients with breathing or other cardiopulmonary disorders under the direction of the physician

Social Worker – a care team member who helps with personal, family, financial (including insurance information and government benefits), emotional and other issues related to hospitalization

Unit Clerk – nursing unit secretary who greets patients and visitors at the nursing station, and also answers the telephone and performs a variety of clerical tasks

For Your Convenience

Automated Teller Machines (ATM)

For your convenience, ATMs are in the following locations:

- On our Memorial Campus: Sovereign Bank, East Building, ground level, across from cashier
- On our University Campus: Bank of America, first floor, outside of the cafeteria

Gift Shops

Our gift shops carry magazines, books, newspapers, cards, gifts, clothing, snack foods, plants and flowers, and health and beauty supplies. The hours are:

- On our Memorial Campus: Monday – Friday, 9 am – 8:30 pm; weekends, 9 am – 8 pm
- On our University Campus: Monday – Friday, 8 am – 8 pm; Saturday, 10 am – 7 pm; Sunday, 10 am – 6 pm

Housekeeping

Our Housekeeping Department cleans your room thoroughly prior to your admission, and takes pride in keeping all areas of the hospital neat, tidy and clean. Your room is cleaned daily and as needed. If you have a special request about your room or housekeeping, we hope you will speak with your nurse. You may also call our Housekeeping Department.

- On our Memorial Campus: Dial 46519
- On our University Campus: Dial 62721

Reading Materials

Our volunteers visit patient rooms with our library cart that includes soft cover books and magazines. If you would like to make a special request for a visit, call 32558 from your hospital telephone.

Newspapers

Newspapers can be purchased outside of the University Campus main entrance and at the south entrance on the Memorial Campus.

Notes

Mail

Letters and packages sent to you while you are with us will be delivered directly to your room. Mail for you that arrives after you are discharged is forwarded to your home.

Your mailing address while you are in the hospital is listed below. Letters should be addressed to the Medical Center campus where you are receiving care.

On our Memorial Campus:

Your name

Room number if known

UMass Memorial Medical Center – Memorial Campus

119 Belmont Street

Worcester, MA 01605

On our University Campus:

Your name

Room number if known

UMass Memorial Medical Center – University Campus

55 Lake Avenue North

Worcester, MA 01655

If you would like to buy stamps and stationery, they are available in our gift shops.

If you have letters to mail, your nurse or other health care team member will be happy to put them into our outgoing mail.

Faces of Caring



Educate yourself about your condition, treatment plan and any medical test you are having.

- Read all medical forms thoroughly and make sure you understand them before you sign anything. If you do not understand, ask your doctor or nurse to explain.
- Make sure you and your physician agree on exactly what will be done during your hospitalization.
- If you are having surgery on one side of your body, your physician will “mark” the appropriate site for surgery.
- Your doctor should tell you about the risks, benefits and alternatives to the procedure, surgery or care plan.
- Ask a trusted family member or friend to be with you for support. This individual can help you remember information you have received and write down questions you would like to ask and the answers you receive.

Know the medications you take and why you take them.

- Make sure you are getting the right medications. Do not hesitate to tell the nurse or doctor if you think you are about to receive a wrong medication.
- If you do not recognize a medication, verify that it is for you.
- Tell your doctor and nurse if you are taking over-the-counter medications such as aspirin, ibuprofen, vitamins, herbs and dietary supplements.
- Make sure your doctor or nurse knows of any allergies or unusual reactions you have to medications.
- Make sure your nurse or doctor checks your wristband before he or she administers any medication or treatment.
- Ask the purpose of all medications. Ask for written information about the medication, possible side effects and food interactions.

Faces of Caring



Participate in all decisions about your treatment.

- Know who will be taking care of you.
- We want you to be satisfied with the recommendations you receive.
Do not be afraid to ask for a second opinion.
- Ask your doctor or nurse how and when you can expect to receive the results of tests and procedures.
- It is important to avoid misunderstandings when you are being discharged. Before you leave the hospital or other facility, make sure that you understand all the instructions for your follow-up care.

Additional Information to Help Ensure Patient Safety

Family members or friends can help patients who may become confused during their stay. Patients, particularly those who are elderly, may become confused during hospitalization. Many factors contribute to this sudden onset of confusion, called delirium, including illness, medications and procedures in an unfamiliar environment. Patients who become confused may exhibit anger and agitation, and may not recognize family and visitors.

Staff and family members will work together to develop a treatment plan that decreases your loved one's anxiety. Many techniques, including approaching the patient in a calm and reassuring manner while providing simple directions, can relieve confusion. If these actions do not decrease patient anxiety and confusion, it may be helpful for you to stay with your loved one. As a last resort, soft restraints may be applied; their use is reevaluated several times a day with the goal of removing them as soon as the patient's condition permits.

Please speak to the nurse caring for your family member to learn more about how to best ease your loved one's confusion and anxiety during his/her stay.

Leaving Your Room/Preventing Falls

You may find it difficult to get out of bed, or you may be unsteady on your feet while you are with us. Our staff is committed to helping you take precautions to prevent a fall while in the hospital. Here is how you can help.

Notes

Each shift your nurse will assess your risk for fall and injury. One of the interventions that may be used is to have you wear a colored bracelet so that all members of your care team are aware of your risk level for falls and can provide you the extra support needed for your safety. If you are wearing a fall risk bracelet, please make a special effort to ask your nurse for help in doing activities.

- For your protection, if you are asked to get up only with the assistance of a staff member, please wait for that assistance.
- Check to make sure that your call button, telephone and any other personal items are within your reach.
- Ask the nurse to lower your bed to the lowest position to make it easier for you when getting up.
- You may feel dizzy or have a lightheaded feeling when you stand up quickly from a lying or sitting position. This occurs when there is a significant change in your blood pressure or pulse. It sometimes happens when you are dehydrated or taking certain medications. We suggest:
 - Before getting up, sit at the edge of the bed for a few minutes, then stand up slowly.
 - If you do feel lightheaded or dizzy, tell your doctor or nurse, and ask for assistance when getting up.
- Make sure to wear nonskid footwear when getting out of bed. Ask your nurse if you need nonskid socks.
- Check to make sure that your walking path is clear of any obstacles and that a light is on so you can see where you are going.
- Let your nurse know if you have any equipment, such as an IV pole, that is making it difficult for you to move or balance when walking. Please allow a staff member to help you.
- Take your time and get your balance before you move about. Use handrails when available.

Faces of Caring



Preventing Infection in the Hospital

An infection is when a “germ” causes a person to become ill. There are “good” germs that we need to remain healthy, and there are “bad germs” that can cause illness when we are exposed to them. Some of these “bad germs” have become resistant to antibiotics and are more of a concern, particularly in the hospital.

Germs can be spread from person to person through hands, coughing/sneezing and from contaminated equipment. Our hospital uses many measures to prevent the spread of bad germs to and from patients, staff, visitors and the environment. These are called “standard precautions” and are used in the care of every patient.

- Hand hygiene is the most effective way to prevent the spread of germs by using soap and water or a waterless alcohol hand sanitizer if hands aren't soiled.
- Visitors and your care providers should always wash their hands before and after visiting with you in your room.
- Don't be afraid to ask your health care provider (including your doctor) if he/she has washed their hands or used the waterless hand sanitizer before touching you.
- All equipment is disinfected and the environment is properly cleaned and disinfected after patient use.
- In some instances, you may see your health care worker using a gown, gloves, mask or facial protection. The use of these items will be based on the care they are providing you.
- Care providers cover their nose and mouth with a tissue when they cough or sneeze or cough or sneeze into their elbow/sleeve. You and your visitors should do so as well. In addition, try to maintain a three-foot distance from someone who is coughing or sneezing. We provide loose-fitting masks to you; please ask for one at any time.
- When family and friends are feeling sick, please ask them not to visit.

Patients who are hospitalized with certain illnesses that spread through the air are placed in a private room, and everyone entering the room is asked to wear a mask. Other illnesses require anyone entering the room to wear gloves and sometimes a gown. A sign may be placed on or near the door reminding others to use extra precautions in this case. Your nurse will explain the necessary procedures to you and your family if you require isolation.

Notes

Rapid Response Team

To provide our patients with the very best care, our staff can call a Rapid Response Team with special expertise in critical care to come immediately to evaluate and treat a patient whose condition declines unexpectedly.

If you or a family member or visitor notices a new, sudden, serious change in your medical condition, please alert your nurse immediately. If you need more help, you or your family member or visitor is encouraged to call the Rapid Response Team, by dialing extension 22222 from any phone. The Rapid Response Team will arrive shortly to assist your nurse in evaluating the problem.

Helping to Relieve Your Pain

Many patients experience some level of pain while they are hospitalized. Managing your pain is very important to us because it can promote a faster recovery, shorten your hospital stay, reduce the need for readmission and improve your overall quality of life.

Pain is a feeling of hurt or discomfort. It can range from dull aches to sharp, stabbing sensations. Everyone feels pain differently, but it is always real!

There are two types of pain:

- **Acute pain:** pain caused by damage to tissues or organs, that goes away after treatment or healing
- **Chronic pain:** pain that lasts beyond the normal time of healing

Faces of Caring



Relieving Pain

Some people worry about taking pain medication and wonder about addiction or side effects.

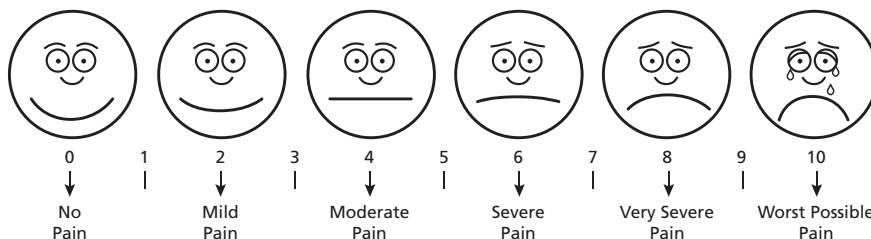
- **Addiction:** Pain experts report that less than one percent of patients develop problems after taking pain medication. If you have concerns, discuss them with your doctor.
- **Side effects:** Everyone responds differently to medications and some drugs have unwanted side effects. However, there are ways to prevent or manage side effects and still get relief from your pain.

In addition to medications, there are other methods of relieving pain, such as massage/therapeutic touch, heat and cold therapy, relaxation techniques, acupuncture/acupressure and music therapy. The C.A.R.E. Channel programming, channel 44 on your television, offers relaxing images and music that can help you manage pain and discomfort.

Helping Us Help You with Pain Relief

To help us relieve your pain, we will ask you these questions and often use the graphic below to help identify how bad your pain is.

- On a scale of 0 – 10, with 10 being the worst pain, how would you rate your pain?
- Where does it hurt?
- When did the pain start?
- How long have you had the pain?
- Is the pain constant, or does it come and go?
- Is it dull or sharp?
- Is it a burning sensation or feels like pressure?
- What makes it better or worse?
- Does it affect your usual daily routine ... your sleep ... your concentration ... your mood?



Notes

Special Services

Patient Representatives

Patient representatives are here to help you. They can research and respond to questions, concerns or complaints that you or your family may have about your care. They can address concerns about hospital care and procedures, treatment in our outpatient areas and other services offered by UMass Memorial Medical Center.

In addition, patient representatives are here to make sure you are aware of your patient rights as guaranteed by Chapter 214 of the Acts of the Massachusetts Legislature of 1979 — the law commonly known as the Patient Bill of Rights. (See page 5.)

To contact a patient representative:

- While in the hospital: Dial 23701
- From home: Dial 774-442-3701
- Or speak with your nurse

Social Workers

Our social workers are important members of your health care team. They are available to help with personal, family, emotional and other issues that can result from the stress of illness and hospitalization. A social worker can guide you to support services both in the UMass Memorial system and in the community where you live.

Faces of Caring



- Participating in family meetings with the physician to help clarify the issues involved
- Discussing treatment options with individual family members to help reach consensus when disagreement within the family clouds decision making
- Providing up-to-date information about general practice guidelines, e.g., advance directives, do-not-resuscitate (DNR) orders, comfort measures only (CMO) orders

To contact the Medical Center ethicist:

- While in the hospital: Dial 65089
- From home: Dial 508-856-5089
- Or speak with your nurse

Pastoral Services

Chaplains are integral members of a health care team dedicated to caring for the whole person. Our chaplains offer spiritual support, sacramental ministry, consultation regarding ethical decision making and a listening presence during a patient's hospital stay. Your own clergy or spiritual leader is also encouraged to visit with you.

Chaplains are available on the University and Memorial campuses from 8 am – 4 pm daily. An on-call chaplain is available 24 hours a day, seven days a week for urgent concerns. Please speak to your nurse to request a visit from a chaplain.

There are two chapels open to patients and families of all faiths for prayer, meditation and quiet reflection.

Faces of Caring



Memorial Campus

Hope Chapel, First floor, east

Open daily from 6 am – 10 pm

Please call hospital security at 508-334-8568 to use the chapel at other times.

University Campus

First floor, near the cafeteria

Open 24 hours a day

Catholic Mass is celebrated on University Campus on Sundays at 10:30 am in the Faculty Conference Room, first floor, and on Wednesdays at noon in the chapel.

Catholic Mass is celebrated on Memorial Campus on Sundays at 3:30 pm in Hope Chapel.

Contact numbers for the Department of Pastoral Care

University Campus

Catholic chaplain: 774-443-2466

Jewish chaplain: 774-442-4144

Protestant chaplain: 508-334-6420

Memorial Campus

Catholic chaplain: 508-334-6487

Jewish chaplain: 508-334-6416

Protestant chaplain: 508-334-6420

Interpreter Services

Our goal is to promote equal access to health care, facilitate effective communication and cross-cultural understanding, create trust and rapport, and increase quality of care and patient satisfaction throughout the hospital.

Our medical interpreters speak your language and understand your culture. They are highly qualified individuals trained in interpreting and in medical words. They are responsible for ensuring clear communication between you and your medical provider while honoring your privacy through confidentiality and respect.

We understand how important family and friends are to our patients — they are important to us, too. However, to make sure you get the very best medical care we prefer to use our trained medical interpreters, rather than have a family member act as an interpreter.

Notes

Spoken languages and American Sign Language (ASL) interpreters are available free of charge, seven days a week, 24 hours a day. The service is available for outpatient visits, during inpatient stays and in the Emergency Department.

To request an interpreter, ask your doctor, nurse or unit secretary. The interpreter may come to your room or talk with you over the phone.

Cancer Resource Center

For patients and family struggling with a cancer diagnosis, there are often many questions. Our American Cancer Society Resource Centers are located on the sixth floor of the Ambulatory Care Center on the University Campus and in our Levine Ambulatory Care Center on the Memorial Campus.

Our resource centers are staffed by American Cancer Society volunteers and the American Cancer Society patient navigator (University Campus). Our resource centers have access to information databases, printed materials, a lending library, hats, scarves, wigs (for patients whose insurance does not pay for this) and a connection to cancer survivors through the Cancer Survivors Network. A listing of patient and family support programs is also available.

In addition, the patient navigator and volunteers visit patients in treatment areas to offer assistance and raise awareness of the American Cancer Society, UMass Memorial and community resources.

For cancer information, local resources and support, 24 hours a day, seven days a week: call 800-227-2345 or visit www.cancer.org.

For office hours and information:

- While in the hospital: Dial 16793
- From home: Dial 774-441-6793
- TTY: 774-441-8138

Faces of Caring



For Family and Friends

Visiting Hours

We recognize that visits from family and friends are important to our patients during their hospital stay. We also understand that visitors can be good medicine for your recovery process. To support you, we have an open visiting policy, based on your preferences and wishes. Open visiting means that patient visiting is allowed at any time, unless there are medical reasons preventing it.

Quiet time is also important to your recovery. Some units have designated quiet time during the day. During these times you are encouraged to rest. Visitors may stay during this time if you wish.

To protect your improving health, people with colds, sore throats or any contagious disease should delay visiting until they are well. We ask that visitors be considerate of others, speak quietly, silence electronic devices and avoid any unnecessary noise.

Some patient units have special visiting hours or requirements for visiting.

Newborn Intensive Care Unit (NICU)

- Visitors must be accompanied by at least one parent of the infant.
- Children under the age of 16 may visit if they are a sibling of the infant.

Maternity

- Before visiting, visitors will be asked if they have been exposed to any communicable diseases that may put our patients at risk. Examples include chickenpox, measles, whooping cough/pertussis, tuberculosis, head lice/scabies, fever/cough.
- All visitors will be asked to clean their hands with alcohol foam soap prior to entering the unit.

Faces of Caring



Psychiatric Unit

- Weekdays 12 – 12:45 pm and 4:30 – 6:45 pm
- Saturday 2 – 6:50 pm
- Sunday 12 – 6:50 pm

Out-of-town Visitors

Nearby hotels and motels discount their usual rates for UMass Memorial patients and their families. Our staff will be pleased to make reservations for you at these facilities. Please call us:

- Weekdays between 8:30 am and 5 pm, call 774-442-6500
- Weekdays after 4 pm and on weekends or holidays, call 508-334-2337

Visitor Dining

Meals and snacks for visitors are available as follows:

On our Memorial Campus:

- **Cafeteria:** First floor, Memorial Building, open daily 6:15 am – 6:30 pm
- **Atrium Coffee Shop:** Main Lobby, East Building, open 8 am – 9 pm weekdays only
- **Vending machines:** Located in the first floor cafeteria, the East Building lobby, emergency room waiting area and most patient floors
- **Snacks** are also available in the gift shop

On our University Campus:

- **Cafeteria:** First floor, open 6:30 – 10 pm and 7:15 am – 6 pm weekends and holidays
- **Pavilion Café:** Remillard Family Pavilion (main lobby), open 6:30 am – 8:30 pm, weekdays only
- **Vending machines:** Located adjacent to the cafeteria, in the emergency room waiting area and all patient floors
- **Snacks** are also available in the gift shop

Notes

Telephones

We ask that you and your visitors take caution when using mobile and smart phones. Please place the phone on vibrate to reduce noise. It must be shut off (not on standby) if you are within three feet (an arm's length) of operating medical equipment. UMass Memorial Medical Center nurses do carry and use mobile and smart phones to enhance the treatment of our patients. They have all been trained on the concerns related to mobile and smart phone use within close proximity to medical equipment.

Flowers

Area florists make deliveries to our Medical Center daily. However, live flowers and plants cannot be delivered to intensive care unit patients because of infection control requirements. Our staff is happy to provide you with more information.

Smoking

To provide a safe and healthful environment for our patients, visitors and employees, UMass Memorial is 100 percent smoke free — both in our buildings and on our grounds.

Faces of Caring



Going Home

We are pleased to offer our patients free parking vouchers for one day of parking on the day of discharge. Please stop at the Visitor Desk in the main lobby as you are leaving the hospital. When you present your discharge papers our staff will validate your garage or valet parking voucher.

Planning for Your Discharge

We begin planning for your discharge as soon as you are admitted to UMass Memorial. Your doctor determines when you are ready to leave the hospital and what type of follow-up medical care you will need.

Your physician and your nurse will work closely with you and your family throughout your hospitalization to monitor your progress and plan for your discharge. If you require post-hospital care, a care coordinator assigned to you will meet with you to assess your needs.

If you are going to a nursing home or extended care rehabilitation facility, your care coordinator will make all of the arrangements.

If you require ongoing health care after your hospital stay, our team can arrange for services such as home health nurses and aides, homemakers and meals-on-wheels. Your care coordinator may help you obtain such medical equipment as walkers, wheelchairs, hospital beds and oxygen.

Our financial counselors and social workers can provide assistance to you with arrangements such as applying for benefits and who to talk to about your insurance plan.

On the Day You Leave

Leaving the hospital is an important transition. Because we know everyone is anxious to leave the hospital, our goal is to discharge our patients by 11 am.

We realize that you may need to make plans for transportation home. If you cannot arrange for transportation home at your discharge time, please let your nurse know so alternate plans can be made.

Notes

Be sure to check your room thoroughly for personal belongings before leaving. For your safety, you will be provided with wheelchair transportation and/or an escort to the exit when you are ready to leave the hospital.

Let Us Know How You Are Doing

As part of our work to continually improve, a hospital representative might contact you regarding your recovery. You also may receive a questionnaire asking for your evaluation of the care you received. Thank you for taking the time to answer our questions. Your comments help us to improve patient care and offer the best services possible.

Insurance and Billing

UMass Memorial is committed to providing patients and their families with information regarding the billing process. We also work with patients to help them obtain health care benefits if they are uninsured or underinsured.

If you have questions regarding UMass Memorial bills, call our Patient Financial Services Department at 508-334-1840 or toll free at 800-225-8885.

If you would like help applying for health insurance, or if you have questions about getting insurance coverage or other financial assistance, call our financial counselors at 508-334-9300.

If you have questions regarding your health insurance coverage for services contact the Customer Service Department of your health plan (the telephone number is usually on the back of your insurance card).

You can also pay for your bill securely online: www.umassmemorial.org.

Faces of Caring



Opportunities for Giving

Once you are home and feeling yourself, you might consider an opportunity to help UMass Memorial Medical Center. We are extremely grateful to the many community members who offer their time, talents and financial support to allow us to continue providing exceptional care to the residents of Central New England.

Volunteer Services

Volunteers of all ages and talents help make UMass Memorial a very special place to receive care. During your hospital stay, you will see volunteers identified by their red polo shirts, salmon-colored smocks or red jackets throughout the hospital. Volunteer Services also works in partnership with UMass Memorial leaders and staff on the Patient and Family Advisory Council and special projects at the Medical Center. If you would like information on volunteer opportunities at UMass Memorial, call 774-443-2558.

Patient and Family Advisory Council

The Patient and Family Advisory Council (PFAC) is made up of patients and family members who work in partnership with UMass Memorial leaders to assess and improve the quality, safety and experience of patients, their families and visitors. The membership represents the diverse communities we serve. If you would like information on becoming a PFAC member or working with other teams at UMass Memorial, please visit the PFAC website at www.umassmemorial.org/pfac or call 508-334-5405.

Notes

Financial Support

Every leading academic health sciences center builds and sustains excellence with the commitment of generous benefactors. Your contributions to UMass Medical School and UMass Memorial offer deeply appreciated and much-needed support, bringing us closer to our goal of improving the health and well-being of all. Through the careful and responsible stewardship of these contributions, the Development Office staff works with donors to facilitate advancements in medical research, patient care and the education of tomorrow's medical professionals. Together with your partnership, we can shape the future of medicine, transform lives and make history.

Blood Donor Center

UMass Memorial collects blood from healthy volunteer donors for the benefit of patients who receive treatment at our Medical Center. We encourage friends, family members and other healthy visitors to give the gift of life at the UMass Memorial Blood Donor Center on our University Campus. The Donor Center, located on Level A of the Lakeside Wing, is open Monday and Tuesday from 8 am to 5 pm, Wednesday from 9 am to 8 pm, Thursday from 8 am to 7 pm, and Friday from 7:30 am to 4 pm. Call 508-421-1950 for more information.

Faces of Caring



Telephone Directory

Notes

Using the telephone in patient rooms:

Local calls Dial 9 + 0 + number

Long-distance calls Dial 9 + 0 + 1 + area code + number

Hospital operator/information Dial 0

UMass Memorial Medical Center Department Numbers

Main Telephone Number 508-334-1000

Blood Donor Center Dial 11950

Care Coordination

 On our Memorial Campus Dial 46286

 On our University Campus Dial 33403

Gift Shop

 On our Memorial Campus Dial 46569

 On our University Campus Dial 37767
 774-443-7767

Food and Nutrition Service

 On our Memorial Campus Dial 46341

 On our University Campus Dial 63857

 Cafeteria 774-442-6384

 Kitchen 774-441-6393

Housekeeping

 On our Memorial Campus Dial 46519

 On our University Campus Dial 62721

Interpreter Services Dial 16793

Pastoral Services (Chaplain)

University Campus

 Catholic chaplain 774-443-2466

 Jewish chaplain 774-442-4144

 Protestant chaplain 508-334-6420

Memorial Campus

 Catholic chaplain 508-334-6487

 Jewish chaplain 508-334-6416

 Protestant chaplain 508-334-6420

Patient Financial Counseling 508-334-9300

Patient Representatives Dial 23701

Social Workers

 On our Memorial Campus Dial 46286

 On our University Campus Dial 33403

Tobacco Consultation Service 774-443-0376

Directions and Parking – Memorial Campus

Memorial Campus – 119 Belmont Street, Worcester, MA 01605 Tel: 508-334-1000



From the East: Take Mass. Turnpike West to I-495 North. Take Exit 25B to I-290 West. Follow I-290 to Exit 18. Turn right off exit onto Lincoln Street. Bear left and proceed to Lincoln Square (intersection of Route 9/Belmont Street). Take left onto Belmont Street. Memorial Campus is 1/2 mile on the left.

From the West: Take Mass. Turnpike East to Exit 10 (I-290 East). Take I-290 East to Exit 17. Turn right off exit onto Route 9/Belmont Street. Memorial Campus is on the left.

From the North: Take I-495 South to Exit 25B (I-290 West). Follow I-290 to Exit 18. Turn right off exit onto Lincoln Street. Bear left and proceed to Lincoln Square (intersection of Route 9/Belmont Street). Take left onto Belmont Street. Memorial Campus is 1/2 mile on the left. Or: Take I-190 South to I-290 West toward Auburn. Follow I-290 to Exit 18. Turn right off exit onto Lincoln Street. Bear left and proceed to Lincoln Square (intersection of Route 9/Belmont Street). Take left onto Belmont Street. Memorial Campus is 1/2 mile on the left.

From the South: Take I-495 North to Exit 25B (I-290 West). Follow I-290 to Exit 18. Turn right off exit onto Lincoln Street. Bear left and proceed to Lincoln Square (intersection of Route 9/Belmont Street). Take left onto Belmont Street. Memorial Campus is 1/2 mile on the left. Or: Take I-395 North to where it becomes I-290 East. Take I-290 to Exit 17. Turn right off exit onto Route 9/ Belmont Street. Memorial Campus is on the left.

Parking on Our Memorial Campus

Valet parking is available at the main entrance and south entrance (please see posted fees, free for handicapped patients and visitors). Self parking is available in the adjacent patient and visitor parking garage (fees are posted). If you park in this garage, go to Level II and follow the signs to reach the pedestrian bridge and the main lobby. From the lobby, you have access to the entire facility and our Information Desk staff can provide you with directions.

Directions and Parking - University Campus

University Campus – 55 Lake Avenue North, Worcester, MA 01655 Tel: 508-334-1000



From the East: Take Mass. Turnpike West to I-495 North. Take Exit 25B (I-290 West). From I-290 West, take Exit 22 and turn right off exit. At second traffic light, turn left onto Plantation Street. Go to fourth traffic light. University Campus is on the left.

From the West: Take Mass. Turnpike East to Exit 10 (I-290 East). Take I-290 to Exit 21. Turn right off exit onto Plantation Street. Go to second traffic light. University Campus is on the left.

From the North: Take I-495 South to Exit 25B (I-290 West). From I-290 West, take Exit 22 and turn right off exit. At second traffic light, turn left onto Plantation Street. Go to fourth traffic light. University Campus is on the left. Or: Take I-190 South, follow signs for I-290 East to Exit 21. Turn right off exit onto Plantation Street. Go to second traffic light. University Campus is on the left.

From the South: Take I-495 North to Exit 25B (I-290 West). From I-290 West, take Exit 22 and turn right off exit. At second traffic light, turn left onto Plantation Street. Go to fourth traffic light. University Campus is on the left. Or: Take I-395 North to where it becomes I-290 East. Take I-290 to Exit 21. Turn right off exit onto Plantation Street. Go to second traffic light. University Campus is on the left.

Parking on Our University Campus

Valet parking is available at the Benedict Building entrance and the Emergency Department entrance (please see posted fees, free for handicapped patients and visitors). Self parking is available in the patient and visitor parking garage on South Road (fees are posted).

Information for Our Pediatric Patients and Families

Having your child hospitalized can be a stressful time, and we will do our best to keep you informed and make his or her stay as pleasant as possible. Below are some items to keep in mind.

To help us get to know your child better and provide the best possible experience, please feel free to share:

- Your child's nickname
- Any special names or words for food, toilet, etc.
- Your child's likes and dislikes about food and drinks
- Any fears or special concerns your child may have
- Special ways your child likes to go to sleep or relax
- Favorite activities and toys

Your Accommodations

Private versus semi-private rooms – Private rooms are limited on 5 East, the pediatric inpatient unit. For the safety of our patients and to reduce the risk of infection, private rooms are reserved for children who either have a highly contagious illness or an immune system that may be compromised.

Cribs – We strongly recommend that patients under age four sleep in cribs for safety purposes.

Parents' sleeping arrangements – We recognize sleeping in a new environment like a hospital can be a stressful experience for a child, so we encourage a parent/guardian to stay overnight. We provide a bedside sleep chair and bedding. Unfortunately, due to space limitations, there is a limit of one sleep chair per bedside. Please fold it into the upright position during the day.

Faces of Caring



For Your Convenience

Pediatric Family Resource Library – Located in the Benedict Building, second floor, the library is a consumer health library for families using the services of the Children’s Medical Center. Medical librarians can help in your search for accurate health information. Internet access is also available to research health topics, and books and videos are available for borrowing. To access services, stop by or call extension 63967. The pediatric inpatient areas all have wireless Internet access through the UMass Memorial guest account. There are also computers with Internet access in the Ronald McDonald Family Room, 5 East Solarium and Teen Room.

Playroom – The playroom is open Monday through Friday, 9 am to 4:30 pm. Patients and parents are welcome to borrow toys and bring them to their rooms. To help us maintain a safe and clean environment, we ask that you please return used toys to the dirty toy bin outside the playroom so they can be cleaned after use.

Ride-on toys – Before riding on a toy, please check with your nurse to have it cleaned.

Family solarium – Need a quiet place? Located down the hall toward the back of the hospital, this room provides a relaxing space. It includes a television, computers with Internet access and couches.

The Ronald McDonald Family Room – Located near the entrance to 5 East, families and pediatric patients enjoy comfortable seating, a large fish tank, refrigerator and computer access.

For Your Safety

Balloons – No latex balloons are allowed in the pediatric unit as they are a choking hazard for young children and are an allergen for others. Mylar balloons are acceptable.

Access – For the safety and security of our patients, 5 East is a secured unit. Access is gained by using the telephone outside the door. Remember to push the door to open.

Infant security – Infants up to the age of 12 months wear a security device while they are in the hospital. Do not remove this tag. Notify your nurse with any concerns about this device.

Infection control – Please wash or foam your hands upon entering and exiting patient rooms to prevent the spread of germs.

Special Services

Child Life Program – Certified child life specialists are trained in caring for children while they are in the hospital or having procedures done. They work to create a child-friendly, family-centered environment and provide recreational, therapeutic and medical play opportunities for infants, children and teens. They also help to minimize anxiety and stress through emotional support, information sharing and coping interventions, such as distraction and imagery.

Notes

Tutoring – Patients who are absent or anticipate being absent from school for 14 days or more may be eligible for hospital and homebound tutoring services. To help maintain your child's connections with teachers and classmates and to keep pace with homework, child life staff can assist parents in acquiring tutoring services from their school system. If you would like more information or help setting up tutoring services while your child is hospitalized, speak with a child life specialist, your nurse or social worker.

Pet therapy – The Pet Visitor Program uses trained volunteer handlers and their adult dogs. Accompanied by a child life specialist, the dogs make short, bedside visits every Wednesday afternoon to children and adolescents who would like the company of a furry friend. If you would like a visit, please speak to a nurse or a child life specialist.

Children’s Medical Center Family Advisory Committee

The UMass Memorial Children’s Medical Center Family Advisory Committee is made up of parents and family members who work in partnership with UMass Memorial leaders to assess and improve the quality, safety and experience of patients, their families and visitors. The membership represents the diverse communities we serve. If you would like information on becoming a member of our Family Advisory Committee, please visit our website at www.umassmemorial.org/familyadvisorycommittee.

For Family and Friends

To ensure patient confidentiality, we ask that family and friends have the child’s name and medical record number ready when calling the inpatient floor to check the health status of a patient.

Going Home

Your child’s health care team will collaborate on getting your child ready for discharge. We realize there is much anticipation when being released, and we will try to keep you informed of when you and your child can go home. In most cases, patients leave the hospital between 2 and 4 pm.



UMass Memorial Health Care is the largest not-for-profit health care system in Central Massachusetts with 1,700 physicians and more than 13,000 employees. Our member hospitals are:

- Clinton Hospital
- HealthAlliance Hospital
- Marlborough Hospital
- UMass Memorial Medical Center
- Wing Memorial Hospital and Medical Centers

Contributions to UMass Memorial Health Care are deeply appreciated. Call 508-856-5520 or e-mail giving@umassmed.edu.



UMass Memorial Medical Center is the region's trusted academic medical center, committed to improving the health of the people of Central New England through excellence in clinical care, service, teaching and research. The Medical Center offers a full complement of advanced technology and support services, providing the region with specialists renowned for their expertise in clinical areas including cardiology, orthopedics, cancer, diabetes, emergency medicine, surgery, women's health and children's medical services.

Follow [umassmemorial](http://umassmemorial.org) on:

