

# Your Stay at Dartmouth-Hitchcock



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Please note that all telephone numbers for DHMC are preceded by area code 603 when calling from outside of New Hampshire.

Imagine a health system  
that focuses on health,  
not just health care,

Imagine a health system where  
care is based on value,  
not volume,

Imagine a health system grounded  
in population based strategy,  
not market share,

Imagine a health system that  
rewards quality, not quantity  
of procedures,

Imagine a health system where  
patients, when well informed,  
receive only the care they want  
and need

imagine

## Welcome

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Welcome to Dartmouth-Hitchcock Medical Center (DHMC). The medical center consists of:

- Mary-Hitchcock Memorial Hospital, a teaching hospital for acute care
- Dartmouth-Hitchcock Clinic, for outpatient care
- Geisel School of Medicine at Dartmouth, to teach providers
- The hospital and clinic work closely with the Veterans Affairs Medical Center in White River Junction, Vermont, for teaching and research.

This handbook will give you and your family important information about your care when you are in the hospital. Please feel free to ask your provider and nurse any questions you may have. If they cannot answer them, they will find someone who can.

## Patient-and Family-Centered Care

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The Patient-and Family-Centered Care team is committed to making you and your family the center of our work. While you are here, we want you to receive the best care possible. We consider you to be a full partner in your health care, and we're counting on you to help us help you. Please make sure that we know about your health, observations, preferences and concerns.

Your role as a full partner in your health care includes sharing your questions, too. We'll listen, and together we can assure the best results. We look forward to talking with you and providing what you need. To contact the Patient-and Family-Centered Care team, please call us at 650.7800.



## After You are Admitted

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### Your Room

You will be admitted to a private or semi-private room. Room assignments are based on clinical patient care needs. Our Patient Access Department staff can provide you with a quote for the room rate at your request.

Nursing staff will help you put away your items and get settled in your room. To prevent damage or loss, we urge you to send home anything you will not need, especially clothing, valuables and money. The hospital has a safe for money or small valuables. If you need an item from the safe, please ask your nurse for assistance. You will be asked to document and sign your request to retrieve your belongings from the safe. Staff will retrieve all items from the safe and return them to you in your room for your safekeeping. You will be asked to sign again on receipt of your items. Nursing staff may also document any significant or valuable items you keep in patient care areas.

Nursing staff can provide basic toiletries including shaving and denture care products. If you would find comfort in using your own toiletries, we encourage you to bring them. Nursing staff will also provide non-skid slipper socks. If you need, or prefer, your own footwear, please plan to bring it with you.

On admission to your room, you will be assessed for your care needs. Your safety and comfort are important. Surgery, illness, pain and medications all increase your risk of falling. Please push your call button to ask for assistance with all personal needs, unless cleared to do otherwise by nursing staff. Nursing staff will show you how to change settings on your bed, call button and television remote. When you need help, push the call button and staff will answer as soon as possible. All patient rooms and bathrooms have a call button or pull cord that alert staff of your location and need for help. We ask that you keep your call

button in reach at all times, maintain your bed in the lowest possible position, wear non-skid footwear and ask for assistance in repositioning and moving about your room.

The more we help you, the better we will get to know you and your personal needs for comfort and safety.

## Telephones

Telephones are in every room. If you need an amplified telephone, please ask your nurse. Phone calls to patient rooms, from either inside or outside, will not be placed between 11:00 pm and 7:00 am.

To call a number within the medical center, dial the direct extension or 0 for operator assistance.

**For long distance calls**, you may place a collect call or use a phone card. Long distance calls cannot be charged to your hospital bill. To place a collect call, dial 9, wait for the dial tone, dial 1, the area code and then the phone number.

**To receive calls** from friends and family outside the medical center, have them dial 650.5000 and ask for your phone number.

**Public telephones** and TTY devices are located throughout the medical center. Please ask your nurse for the location of the nearest public phone.

Cell phone use by patients and guests is permitted in most areas, unless otherwise posted in signage or specified by staff. Staff in any area may request that cell phone use be limited if necessary to maintain a safe, healing environment. Patients may wish to keep cell phone chargers at the bedside.

Please be aware that any power cords for hospital and patient medical equipment must not be unplugged without assistance from staff. Please ask for help with charging your phone.

## Televisions

Televisions are in every room at no added charge. You may view the major network channels, patient education, relaxation programs, bingo and chapel services. Times and channels are listed on the Hospital Cable Channel Service Information pamphlet available in rooms or on request. If you would like to use the closed caption option, your nurse can tell you how to access it. If you have a roommate who is trying to rest, please keep the volume low.

## Mail

Mail is delivered at 10:00 am and 3:00 pm, except on weekends. If you want to send a letter, ask a member of the nursing staff for assistance. If mail arrives after you have gone home, it will be forwarded to your home address.





## Who Will Care for Me?

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As happens at all hospitals, only providers who are members of the medical staff can admit and direct the care of patients. If your provider practices at another hospital, he or she will refer you to a Dartmouth-Hitchcock (D-H) provider who will be in charge of your care while you are a patient here. If you wish, your own provider can remain a member of your health care team by visiting you in the hospital and by speaking with your D-H physician who will share information with your provider.

Many people make up your health care team. They are generally physicians, associate providers, nursing professionals and support staff. Each team member has a different role in your care, but all are experts in their own fields. Everyone on your health care team should wear a badge or name tag. If you have any questions about who is caring for you, please check with your nurse.

## Health Care Providers

In a medical center, there are many providers and nurses with different specialties and education. The staff physician will be in charge of, and guide, all aspects of your treatment. Some of the other health care providers who may be involved with your care are:

- Attending, Staff, Teaching, or Consulting Physicians (MD)
- Nurse Anesthetists (CRNA)
- Nurse Midwives (CNM)
- Fellows (MD)
- Nurse Practitioners (NP, APRN)
- Interns and Residents (MD)
- Physician's Assistants (PA)
- Medical Students from The Geisel School of Medicine at Dartmouth (Geisel)

## Nursing Team

Your nursing team will give ongoing care while you recover from surgery or illness. The nursing team includes:

- Clinical Nursing Specialists (CNS)
- Licensed Practical Nurses (LPN)
- Licensed Nursing Assistants (LNA)
- Registered Nurses (RN)
- Student Nurses (SN)

You will see your nursing team most often. The registered nurse who cares for you on the unit will explain your illness, tests and procedures, and will help you cope with being in the hospital. He or she will either personally deliver or delegate your care. You may also receive nursing care by student nurses under the direction of a nursing instructor.

## Other Health Care Professionals

Depending on your needs, you may also see one or more of the following health care professionals:

- Clinical Resource Coordinator (CRC). Your CRC is a registered nurse who will plan your care and discharge. If you have any questions or concerns about your care, you should contact your CRC first. If you do not know the name of your CRC, ask your unit nurse.
- Pharmacist (RPh or PharmD)
- Phlebotomist
- Physical Therapist (PT)
- Radiology Technician (RT)
- Registered Dietitian (RD)
- Respiratory Care Providers (RCP)
- Respiratory Therapist (RT)
- Social Worker (MSW)
- Speech-Language Pathologist (SLP)
- Chaplain
- Diet Technician (DT)
- Foreign Language and Sign Language Interpreters
- Occupational Therapist (ORT/L or COTA/L)

## Service Personnel

You will also see service personnel during your hospital stay, such as:

- Food and Nutrition Hosts and Dietetic Aides
- Environmental Service Technicians
- Patient Transportation Technicians

## Office of Care Management

Discharge from the hospital can be a stressful time for patients and their families. The staff at Dartmouth-Hitchcock Medical Center wants to ensure that patients are discharged safely once their condition no longer requires a hospital stay. Some patients need home care follow-up or a stay at another facility to complete their recovery.

Hospital stays are often short, so it is very important that planning for discharge and follow-up be done as early as possible. At the same time that your team of caregivers is planning the tests, treatments and procedures that you may receive, they are also planning for the time that you will be ready to leave the hospital. We encourage you to talk about your discharge from the hospital with your provider and other caregivers.

Decisions about when you are ready to leave and the best place to go can be complex. It is not unusual for patients and their families to be surprised when they hear that it is time to leave the hospital. You may not feel ready to leave. This means that you and your family may need to respond quickly to discharge decisions.

The Office of Care Management has Clinical Resource Coordinators (CRC), Social Workers (SW), Continuing Care Managers (CCM) and Resource Specialists who will assist in developing a discharge plan that is right for you. We suggest that you have a family member or other person that you trust be involved in this process so that you have support when making decisions about your care after hospitalization.

We ask that you consider all the possible discharge choices with the guidance of your support person, medical team, CRC and/or SW. Often the best choice can be hard, but it may be the best for you to complete your recovery. The Care Management staff can help you and your family cope with the emotional impact of your hospital stay.

For further information, please call the Office of Care Management at 650.5789. If you need immediate help after hours, on weekends or holidays,

please call the hospital operator by dialing 0 and ask to speak with the social worker on call. If you would like to receive additional information about options for you after you leave the hospital, please ask for “A Guide to Understanding Your Discharge Options After Hospitalization.”

## **Spiritual Care and Chapel Services**

Being in the hospital can be difficult. It is normal for people to have concerns about what is happening to them, and to have feelings of loneliness, doubt, sadness or anger. Talking with a chaplain about your worries and feelings may help you find inner strength for your healing and recovery. DHMC’s board-certified staff chaplains are trained to provide supportive care to people of all faiths and to those who do not practice any faith. We can also help you contact someone of your own religion. To contact a chaplain, ask your nurse or call the Chaplaincy office at 650.7939. A chaplain is available on-call for emergencies 24 hours a day. Office hours are Monday through Friday, 8:30 am to 5:00 pm.

The chapel is located on level 3 in the Patient Towers. It is open and available to everyone regardless of faith. Scheduled services include a Roman Catholic Mass at 11:00 am on Sundays, and at noon on Tuesdays and Thursdays. Masses are also offered on Holy Days of Obligation and Ash Wednesday. Services for other religious traditions are offered on an occasional basis. Contact the Chaplain’s office for information.

Scheduled public worship services are televised on Channel 15.



## Foreign Language, Sign Language, Deaf, Hard-of- Hearing and Communication Disabilities

**Interpreter Services** provides foreign language and sign language interpreters to Limited English Proficient (LEP), deaf and hard-of-hearing patients and their families, free of charge. We strive to provide the best possible patient care while meeting all federal and state mandates. We do this with certified professional interpreters, interpreter phones, video assistance and auxiliary aides.

You have the right to a foreign language or sign language interpreter and to auxiliary communication aides, in order to help you to best communicate with providers, nurses and other hospital staff during your hospital stay.



If you would like a spoken language interpreter, please tell your provider or nurse. He or she will request a dual handset interpreter phone and/or video remote interpreting unit, which will be kept in your room for the duration of your stay. Every effort will also be made to schedule a live interpreter.

**If you are deaf, hard of hearing or need other communication assistance,** please tell your provider or nurse. He or she will call Interpreter Services. Interpreter Services will work with you to identify your communication needs and provide the best possible services available.

All televisions come equipped with closed captioning.

For more information about these programs please call Interpreter Services between 8:00 am and 4:30 pm at 650.5792 or email us at [Interpreter.Services@Hitchcock.org](mailto:Interpreter.Services@Hitchcock.org).

For emergency evening and weekend needs, contact the Social Worker on-call through the DHMC operator.

## Your Rights as a Patient

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It is important for you to know that as a patient at Dartmouth- Hitchcock Medical Center you have a right to:

- Be treated with respect.
- Expect privacy whenever possible.
- Take part in your care.
- Get clear information about your care.
- Choose who your visitors are as long as they do not interfere with your care or the care of other patients.
- Discuss your care with:
  - Any member of your care team.
  - Patient and Family Relations at 650.4429.
  - A specially trained volunteer called a Patient Family Voices Volunteer.

If you have questions about your rights or responsibilities as a patient, if you would like a complete listing of your Rights and Responsibilities, or a copy of the state law that lists your rights, visit Care Management on the main level at DHMC. You should also have received a complete listing of your Rights and Responsibilities upon admission.

If you have questions about the care you or a family member are receiving or if you are concerned about safety, speak to your nurse, doctor or any other staff member. You can also speak with a patient relations specialist, who is a staff member specially trained to help patients and families with concerns. Our patient relations specialists can be contacted at 650.4429.

Please give us the chance to respond to your question or concern. If there is any unresolved issue remaining however, you may contact one of the following independent nonprofit organizations:

- NH Department of Health and Human Services - Health Facilities Administration 603.271.9499 | 800.852.3345 x9499  
<http://www.dhhs.nh.gov/oos/bhfa/complaint.htm>
- The Joint Commission 1.800.994.6610  
[http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)

Refer physician issues to:

- NH Board of Medicine 603.271.1203 | 1.800.780.4757  
<http://www.nh.gov/medicine/>

## Your Responsibilities as a Patient

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When you are a patient at DHMC, you and your family have the responsibility to:

- Share correct and complete information about your past and present health.
- Ask questions when you do not understand your treatment plan or what we are asking you to do.
- Follow the plan developed by you and your treatment team.
- Understand you may not get the results you expect if you do not follow the treatment plan.
- Be respectful to staff, other patients, visitors and Dartmouth-Hitchcock property.

By becoming an active, involved and informed member of your health care team, you play a vital role in making your health care safe. That is why we ask you and your family to share certain responsibilities with us.

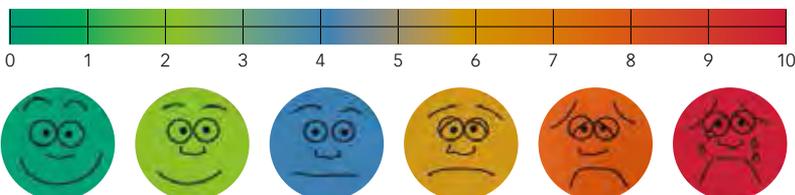
## Your Comfort

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We want you to be as comfortable as possible and will do everything we can to help manage your pain during your hospital stay. We will listen carefully to understand your pain and personal needs. We will routinely ask you to describe or show us the location of your pain and its nature and intensity. Please let us know when you feel pain.

### Pain Intensity Scale

To help us understand what you are feeling, we may ask you to rate your pain on a scale of 0-10. Think of 0 as being completely comfortable and 10 as having the worst possible pain. Using this scale will help us understand your pain so that we can make you



more comfortable. This may mean using pain medication, changing your position or using another plan. You will be asked about your comfort often, but you should also let us know whenever you are uncomfortable. We will do a better job keeping you comfortable if we work together.

## Hitchcock Early Response Team (HERT)

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We recognize that family members are often the first to notice if a patient is becoming more ill and frequently have a great deal of experience in treating their loved one's illness. If you are worried about your family member, please talk to their nurse about your concerns. In the unlikely event that the members of your health care team are not responding to an urgent medical need to your satisfaction, please ask them to call HERT. You can also use the bedside telephone and dial 5.5555 to request a HERT team. Be prepared to tell the Operator your location and room number, so we can get the team to your location as soon as possible. Any member of the health care team can call HERT. We will have a team of critical care professionals at the bedside quickly, and they will work directly with the medical team to ensure that urgent medical conditions are addressed immediately.



# Infection Prevention

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The most important thing you can do to reduce your risk of getting an infection is to clean your hands. The providers, nurses and other staff members who take care of you should be cleaning their hands before they touch you and again when they are finished. They should use either soap and water or hand sanitizer to clean their hands. Hand sanitizer dispensers are available in patient rooms, in the hallways and at the nurses station. If you do not see the people taking care of you cleaning their hands, it is okay to ask them to do so.

It is important for your visitors to clean their hands before entering your room and when they leave. Visitors can also use either soap and water or hand sanitizer to clean their hands.

If you are able get to the bathroom, you can wash your hands with soap and water at the sink. If you are unable to get up, then you can use a hand sanitizer.

## Precautions

Standard precautions are measures to prevent infection in the hospital. These precautions include hand cleaning and the use of gloves in routine patient care. Sometimes it may be necessary to take extra steps to protect you from infection or to help prevent spreading an infection that you have to others. This may require staff members and visitors to wear a mask over their nose and mouth and/or gloves and a gown when they enter your room. These extra steps are called “expanded precautions.” All visitors must check with the nurse before entering a patient room when expanded precautions are in effect. The treatment team will determine the need for expanded precautions, and all persons involved in the patient’s care and recovery are accountable for compliance.

## Vaccines

It is important for everyone to get the influenza (flu) vaccine each year. It is also important for those who are eligible, to get the pneumonia vaccine (a vaccine to help prevent a common type of pneumonia). A nurse will be checking with you to find out if you have had your flu vaccine and to determine if you should have the pneumonia vaccine. If you need either of these, you can get them before you go home.

Flu vaccine is also important for family members and home caregivers. Flu vaccine is available from primary care providers and at public flu clinics and pharmacies. A new, updated flu vaccine is available every year in the late summer to early fall. For the best protection for yourself and family, we encourage you to get the current flu vaccine every year. It is not necessary to receive the pneumonia vaccine every year. Please contact your health care provider to determine your need for pneumonia vaccination.



## Advance Directives

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It is very important to us to give you the type of care you want. In the unlikely event you become unable to tell us yourself, there are two ways you can make sure your wishes are respected: (1) talk with your loved ones and your caregivers, and (2) complete your advance directive documents.

First, be sure your loved ones and caregivers know about your treatment preferences. Do you want every possible treatment to be performed? Are there some treatments you don't wish to receive? Make sure they know.

Advanced directive documents have two parts in New Hampshire:

- A living will helps us know your wishes and makes sure they are followed even if you cannot tell us what you want.
- A durable power of attorney for health care lets you name someone who should make medical decisions for you if you are unable to speak for yourself.

The Patient Access Department will give you a blank copy of these documents and a pamphlet to explain them. At admission, your nurse will ask if you already have an advanced directive document to put on file or if you would like assistance completing one.

We hope you will discuss this issue with your provider and family. We are happy to assist you. If you have any questions, please call the Patient Access Department at 650.5999, the Office of Care Management at 650.5789 or the Center for Shared Decision Making at 650.5578.

## Your Treatment Plan

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It is in your best interest for you and your family to understand and ask questions about your treatment plan. Your plan may consist of medication, nursing care, exercise, rehabilitation services, procedures and a special diet. Your recovery will be quicker and more comfortable if you are an active participant in your treatment plan. We will encourage and assist you whenever possible to take meals sitting up in a chair, to change your body position frequently and to get adequate rest.

The hospital has a program called “therapeutic interchange.” This means that some of the medicines you take in the hospital may be different from those you use at home. These drugs will have the same effect on your condition, even though they may be chemically different or have different names. Your provider will approve any changes made to your medicines.

## What is My Daily Routine?

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Your daily routine will vary, but many patients can expect the following things to happen each day:

A nurse will give you your medications and answer any questions you have about medications or consult with others on the health care team to keep you informed about the medications you are taking. Nursing care may include taking your temperature, pulse and blood pressure, performing physical assessments and treatments, including wound care and skin care. Nurses will monitor any medical equipment or devices used in your care. It is helpful if you or a family member alert nursing staff to any concerns about the functioning of medical equipment or devices. A phlebotomist or vascular access nurse will draw blood for tests as ordered by your provider, possibly several times a day if needed. If you need to go to another patient care area for a test or treatment, a Patient Transportation Technician will take you there.

## When will my meals be served?

The person who serves your meals and snacks is called a Food and Nutrition Host.

### Meal Times:

- **Breakfast:** 7:00 to 10:00 am
- **Lunch:** 11:30 am to 2:00 pm
- **Dinner:** 4:30 to 7:00 pm

Snacks are available between meals and can be ordered by asking your Food and Nutrition Host.

Meal requests may be made by calling the Diet Office at 650.5903. Depending on how you feel, you may eat sitting up in bed or in a chair. If you need help to be positioned for your meals, tell your nurse. Hosts are not allowed to position patients for their meals, raise or lower their beds or place trays near dirty or soiled items.

Please also tell your nurse about any food allergies. In some cases, the nursing staff will keep a detailed record of your food and fluid intake as part of your treatment plan. If this is the case, your nurse will let you know and will ask you to keep track of your food and fluid intake, if possible.

Each morning, you will receive a menu on your breakfast tray or be visited by a Dietetic Aide who will help you choose your meals for the next day. If your provider has prescribed a special diet that is not familiar to you, the Dietetic Aide can help you with your menu.

If you wish to discuss any special diet needs you might have after discharge, please tell your Dietetic Aide or caregiver who will notify a dietitian.

After you are discharged, if you have questions about your nutritional needs, call Food and Nutrition Services at 650.5282.



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Nurse  
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of the Commonwealth of Massachusetts

## Your Family and Friends

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Patients, their families and other identified support persons are considered essential members of the health care team and play an important role in the healing process. Family and visitors will not be restricted, limited or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Whether the visitor is a family member, spouse or a domestic partner (including a same-sex domestic partner), he or she will be given equal access.

### When can family and friends visit?

We do not have set visiting hours. Instead, we balance the presence of visitors with patient and staff safety, while protecting the privacy of all patients to ensure the promotion and consistency of patient-and family-centered care.

To support a setting in which patients and families can heal, we ask that your family and friends be as quiet as possible and supervise children at all times.

Visitors who have a cold, sore throat, cough, fever, diarrhea or have been vomiting should not come to visit. They may pass the infection on to you. People who are ill can call you on the phone.

- Children 11 and under must be accompanied by an adult, other than the patient at all times.
  - Visitors under the age of 18 will not be allowed to stay overnight, even with parental permission.
  - In the intensive care and cardiovascular critical care units, visiting depends on the patient's condition. Please check with the nurses or patient care managers for guidance.
  - In the psychiatric units, due to the focus of care during the admission, we encourage visiting Monday through Friday from 4:30 to 8:30 pm; Saturday, Sunday and Holidays from 10:30 am to 8:30 pm.
- If the visiting hours pose a hardship, please call the psychiatry unit and ask to speak to the Patient Care Manager so that we may accommodate another time.

Getting enough rest is an important part of the healing process. If you feel that your visitors are tiring you or you have questions about how to best plan visiting times, please speak to your nurse so he or she may assist you in determining the best plan for you.

Exceptions to visitation may include but are not limited to, one or more of the following conditions:

- A court order limiting or restraining contact.
- Behavior presenting a direct risk or threat to the patient, D-H staff or others in the immediate environment.
- Behavior disruptive of the functioning of the patient care unit.
- Reasonable limitations on the number of visitors at any one time (in order to ensure a healing environment).
- Patient's risk of infection by the visitor.
- Visitor's risk of infection by the patient.
- The patient's need for privacy or rest.
- Extraordinary protections because of a pandemic or infectious disease outbreak.
- Substance abuse treatment protocols requiring restricted visitation.
- Need for privacy or rest by another individual in the patient's shared room.
- The patient is undergoing a clinical intervention or procedure and the treating health care provider believes it is in the patient's best interest to limit visitation during the clinical intervention or procedure.

Other visitation details:

- Each unit has a waiting room, which can be used by family, friends and visitors.
- We ask that family and friends not rearrange the furniture or sleep in public lobbies or corridors.
- Non-patients may not sleep in an unoccupied hospital bed.
- We may not be able to accommodate more than one overnight caregiver.

## Pets

Personal pets are not allowed in the hospital.

## How may family and friends find out about my condition?

We are committed to protecting our patients' privacy, in accordance with the federal Health Insurance Portability and Accountability Act (HIPAA) and as outlined in our Notice of Privacy Practices. To accomplish this, we have the following features in place for your privacy:

- If you are admitted to the Same Day Program, the family spokesperson will be given special directions for calling or a special family code. If a code is provided, the family spokesperson is to provide the nurse with the code before any information is given out over the phone. We ask that only one or two people call with the family code to get information.
- If you are admitted to the hospital as an inpatient, you will be asked questions about how your family, friends and others are to receive information about your admission to DHMC and your condition.
- You have a right to decline having information about your admission made public in our Patient Directory. If you have any questions about your privacy rights, please contact the Privacy Office at toll free at 1.844.754.8250.

## Where may my family spend the night?

To help those who have to travel from far away, DHMC has the **Rest Easy Program**. This program offers families a list of local places to spend the night within 12 miles of DHMC. These facilities offer specially discounted rates, when available, to assist in meeting the needs of patients, their families and friends who wish to stay overnight close to the medical center. Please keep in mind that you will need a Rest Easy Discounted Room Rate Voucher to receive the special rates. This voucher can be found in the "Rest Easy" brochure.

Guests should make reservations directly with the lodging facilities. If you need help, or if you have questions, please call one of the DHMC Information Desks at 650.4514 or 650.5245 or Care Management at 650.5789.

**David's House**, located adjacent to the medical center on Mount Support Road, is a facility designed for families with children who are receiving treatments through Children's Hospital at Dartmouth (CHaD) at DHMC. For more information, call 643.2298.

**The Upper Valley Hostel**, located within two miles in neighboring downtown Hanover, NH, is an affordable, home-like lodging choice designed for patients and their families who live a distance from the hospital. For more information, call 643.3277.

### Where may family and visitors eat?

Visitors have several dining options at DHMC:

- **The Dining Room** features a grill, grab-and-go sandwiches and salads, soups, a salad bar and a variety of beverages. Located on Level 2, it is open Monday through Friday, 6:30 am to 7:30 pm, and Saturdays and Holidays, 6:30 am to 6:30 pm.
- **The East Mall Cafe** is a small cafeteria located on Level 3 of the East Mall. It is open Monday through Friday, from 6:45 am to 5:30 pm.

The following eating areas are located at Center Court on Level 3 of the Main Mall:

- **Cravin's Country Market and Deli** is a convenience store with snacks, newspapers, drinks and deli items.
- **Au Bon Pain** features sandwiches, soup, coffee and bakery items.
- **Sbarro's** offers pizza, pasta, salads, main entrees and deserts.

You may order a guest tray for a charge if you wish a visitor to eat in the room with you. The \$10 guest tray charge will be posted on your bill. This charge is not covered by insurances. Please ask your nurse for information.

## Our Smoke-Free and Tobacco-Free Policy

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For your health, DHMC is tobacco-free. Promoting a safe and healthy environment for our employees, patients, visitors, volunteers and students is essential. Smoking is not allowed inside or outside of the buildings on campus\*.

*\*The only exception on campus is that individuals may smoke inside their cars if parked on campus (excluding the parking garage).*

## Security

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The DHMC Security Department will assist patients and visitors through our office near the Main Entrance. For assistance or to inform us of any concerns related to your security or safety during your stay please call 650-7896 Monday through Friday, 7:00 am to 4:00 pm. For assistance after hours, please have a staff member page Security at 9381.

Security operates the Lost and Found for the hospital. It also provides limited motorist assistance such as jump-starts, unlocking cars and helping with flat tires. There is no charge for these services.

We do not permit patients and visitors to carry or possess weapons. Weapons include, but are not limited to firearms, knives and defense sprays such as Mace or pepper spray. These must be left at home or secured in vehicles. DHMC reserves the right to search the contents of all packages or articles entering or on its property. Firearms, weapons, and illegal or unsafe items or substances may be confiscated and not returned, or they may be turned over to the Lebanon Police Department. Please leave all weapons at home or have them taken home. If you are not able to do so, ask that Security be paged to secure these items. Visitors are not permitted to bring alcoholic beverages to the hospital.

Disruptive behavior is not permitted on DHMC property. Stress and emotions can lead to tense moments in the hospital setting, and maintaining a safe environment requires that we all are on our best behavior and work together for the best outcome. If a patient, family member or friend uses disrespectful or threatening language or behavior, is drunk, on drugs, or out of control, staff may initiate an awareness conversation and present our "Safe Space" brochure for guidance. Staff will also notify unit leadership, the administrative supervisor and Security. If anyone causes a serious event or speaks or acts in a way that threatens or violates others, we may ask that person to leave the hospital or clinic. If that person needs medical care, only emergency care will be provided.



## Parking

The parking lot closest to the patient towers is by the North Entrance (Lot A). You may also park in the lots by the Main Entrance (Lot B) or East Entrance (Lot D). Lock your car and please do not leave pets or children unattended. If pets or children are found unattended in a car, Security will call the Lebanon Police Department. Cars parked in handicapped spaces must have special state-issued handicapped license plates or window stickers. Parking is not authorized in numbered or reserved lots or spaces. Parking violations can result in vehicles being booted or towed.

DHMC has limited abilities to accommodate patient and visitor needs when using recreational vehicles or trailers on its property. Contact Security for additional information. Unauthorized RVs or trailers left on DHMC property overnight may be towed at the owners' expense.

Assisted parking is available as an alternative to handicapped parking. It is a free service for drivers with limited mobility or a physical condition that requires extra assistance that is not available otherwise. The parking attendant will park your car for you and get it after your appointment.

### **Parking assistance is available at two entrances:**

- The Faulkner Building, from 8:00 am to 3:30 pm, Monday through Friday.
- The Main Entrance, from 7:30 am to 4:30 pm, Monday through Friday.

So that we may provide the best service for patients needing this help, we ask that you do not use assisted parking unless you meet the guidelines noted above.

## Going Home

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Your provider will write an order for you to go home. Before you go home, your health care team will review discharge medications and instructions with you. Please ask questions and make sure you fully understand your particular care needs and follow-up plans before you leave the hospital. Same Day Surgery patients are discharged from the East Entrance of the hospital. Most inpatients are discharged from the North Entrance, not the Main Entrance. Please make sure your driver meets you at the correct entrance.

After you go home, you may receive a telephone call asking you about the care you received while in the hospital. Some patients will receive a mailed survey after their discharge. Information obtained from these completed surveys helps in our efforts to continually improve care. All aspects of the patient experience are important to us here at Dartmouth-Hitchcock.





## Pharmacy

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You can fill your prescriptions at the D-H Pharmacy located on Level 3. The D-H Pharmacy accepts most prescription insurance plans and credit cards. Senior discounts are available for patients 62 and older. Please provide the pharmacy with your prescription insurance information and desired pick-up time before you are discharged to minimize wait time in the pharmacy. You may also bring your insurance card when you pick up your prescriptions, but please allow extra time for processing.

### **D-H Pharmacy hours:**

Monday through Friday, 7:00 am to 7:00 pm

Saturdays, 8:00 am to 4:00 pm

Sundays and Holidays\* the pharmacy is closed

\* **Holidays include:** New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day.

If you wish to send prescriptions to your usual pharmacy, it is helpful if you can provide your pharmacy's name and location. Original signed prescriptions must be received at the pharmacy before certain medications, including many pain medications, can be dispensed to you. Please ask your nurse for help in making a plan to obtain your medications according to your medication schedule.

## Paying for Your Hospital Care

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Dartmouth-Hitchcock is committed to working with you, your physician and your insurance company to make sure that you have full access to services. We participate with most major insurance carriers and will submit a claim to them as long as you have provided us with your most up-to-date insurance information. Excluding an emergency, if you have any questions about coverage of services you receive, you should contact your insurance company for clarification prior to receiving the service. Dartmouth-Hitchcock Patient Access staff can give you information your insurance company requests, but because coverage varies significantly between insurance plans, we may not know your individual coverage for a service. You will receive a statement for any balances due after your insurance has made its payments. There are times when you may not receive a statement for a period of time because we are working with the insurance company to make sure the claim is processed correctly.

You may receive two or three separate bills. These are from:

- **Mary Hitchcock Memorial Hospital (MHMH):** This bill covers the cost of your care for inpatient or outpatient services. Included on your hospital bill are daily room charges and a range of clinical services needed to care for you such as laboratory, radiology, pharmacy, operating room and others.
- **Dartmouth Hitchcock Clinic (DHC):** This bill covers the care given by your providers. Interpretations of radiology and pathology exams are also included in this bill.
- **Professional Psychiatric Services:** This bill covers services from the Dartmouth- Hitchcock Psychiatric Associates (DHPA).

Additionally, your health care team may send various lab, radiology and pathology reports to other medical companies for testing and review. Because of this, you may get bills from facilities other than Dartmouth-Hitchcock.

## **Financial Assistance Policy**

Dartmouth-Hitchcock will provide care for emergency medical conditions and medically necessary services to individuals regardless of their ability to pay or eligibility for financial or government assistance. Also, services will be provided regardless of age, gender, race, social or immigrant status, sexual orientation or religious affiliation. Dartmouth-Hitchcock provides financial assistance to persons who have health care needs and are uninsured, underinsured or ineligible for a government program or are otherwise unable to pay for medically necessary care or emergency medical conditions based on their individual financial situation. Patients are expected to cooperate with Dartmouth-Hitchcock procedures for obtaining financial assistance or other forms of payment and to contribute to the cost of their care based on their ability to pay. Individuals who can purchase health insurance are encouraged to do so to ensure access to health care services that benefit their overall health as well as provide protection for their personal assets. Dartmouth-Hitchcock will make reasonable efforts to determine whether a patient is eligible for financial assistance before pursuing collection actions. If you feel you cannot pay for your medical care or have questions about payment, please ask to talk to a financial counselor or contact Customer Service at 800.368.4783 or 653.1047.

## **Uninsured Discount**

Patients without insurance cannot be charged any more than amounts generally billed to people who have insurance covering the same care. Dartmouth-Hitchcock applies a discount against gross charges to all balances where there is no insurance, resulting in a balance that the patient is expected to pay. The discount is based on the top three negotiated commercial insurance company rates. This discount is applied prior to billing the patient and prior to applying any financial assistance adjustments. This discount doesn't apply to any co-payments, co-insurance, deductible amounts, pre-payment or package services, that already reflect any required discount or to services classified as non-covered by all insurance companies.

## Medical Record Information

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The medical center keeps a medical record that contains information about your health. If you have any questions or concerns about this information, please talk with one of your health care providers or contact Health Information Services at 650.7110.

There are also times when you may want to have your medical record released to someone else. You must give Health Information Services permission in writing to do this. The patient authorization form you signed on admission will explain the release of patient information.

You can contact Health Information Services at 650.7110, Monday through Friday, 8:00 am to 4:00 pm, to obtain an authorization form. You may also find a copy of the authorization form online at [dartmouth-hitchcock.org/medical-information](http://dartmouth-hitchcock.org/medical-information).

Your request will be processed as soon as possible; however, New Hampshire state law allows 30 days processing time. Please note that there may be a fee for this service.



## Volunteer Services

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Since 1933, the DHMC Volunteers have assisted the hospital in serving patients and their families. Today, we have more than 500 volunteers who enhance the health care experience in many ways.

**Patient Family Voices Volunteers** act as liaisons between patients and various areas of the medical center. These volunteers help patients get answers to their questions and solve problems.

**The Pink Smock Gift Shop** is a non-profit gift shop run by a team of staff and volunteers. It stocks hundreds of items, including newspapers, magazines, gift items, note paper, greeting cards, games, soft turbans and hats, and personal toiletries. The DHMC Volunteer Program donates proceeds from the Pink Smock for special hospital needs that benefit patients and families. The shop is located at the entrance to Center Court on level 3. If you are unable to shop for yourself, you can call the Pink Smock Gift Shop at 650.7061. Phone orders are accepted with a VISA or MasterCard credit card along with the patient name and room number. Gift cards are also available.

**Reading materials** also are available through the Volunteer Office. Call 650.7056 and a volunteer will deliver a selection.

**Florist delivery:** Every afternoon, volunteers deliver flowers and plants sent to patients from family and friends. Please note that plants and flowers are not permitted in the intensive care units or some isolation rooms.

**DHMC Arts:** There are regularly scheduled performances in the rotunda throughout the week. Enjoy the art exhibits in our public exhibition spaces throughout the medical center provided by local artists. For information, contact the DHMC Arts Coordinator at 650.6187. Our Creative Arts Program consists of a visual artist, a creative writer and a therapeutic harpist who visits inpatient areas. Hours are limited and vary each week, so please call 650.7751 or email [cancersupport@hitchcock.org](mailto:cancersupport@hitchcock.org) for specific times when they are available for a visit.

**Bingo:** Tuesday afternoons from 2:00 to 3:00 pm, Patient Bingo is televised in patient rooms on channel 15. The bingo cards are delivered on your breakfast or lunch tray. Prizes are delivered following the program.

**Escort team volunteers:** Escort volunteers welcome and escort patients arriving for medical appointments, for admission or for same-day surgery. Escorts assist with wheelchair transportation when patients are discharged.

**Palliative Care volunteers** can be called upon to offer a variety of services such as providing the emotional support of companionship and a listening presence, reading to a patient, assisting with writing or artwork/crafts, providing CDs or DVDs and other helpful tasks. Volunteers assure the “extended presence” of all those who are caring for the patient and provide support and comfort, particularly when the fear of being alone is an issue. For further information, or to schedule a volunteer visit, please call the Palliative Care Service at 650.5402.

**The Volunteer Services office** is open Monday through Friday from 7:30 am to 4:30 pm.

## Other Services

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### **Friends, Family and the Public**

The medical center has many services available to the public. On level 3, about half way down the Main Mall is Center Court. Center Court houses Au Bon Pain, Sabarro’s, Cravin’s Country Market and Deli, the Pink Smock gift shop, OrthoCare Equipment and First Uniform. A bank is located to the right of Center Court. There is a 24-hour ATM just outside the bank. On level 4, one floor above the rotunda near the Main Entrance, are a beauty salon and credit union.

During your visit, you may wish to walk our beautiful grounds. A walking path surrounds the medical center. There are also the Albert Schweitzer Walking Trails that will take you through the woods and can be accessed outside the loop road. For a short stroll or for sitting, a lovely “Garden of Hope” is located next to the Norris Cotton Cancer Center. There is also a patio and children’s play area off the Dining Room on level 2.

## Patient and Family Resources

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**The Health Education Center (HEC)**, located on level 4 at reception area 4H in the East Mall, provides computer kiosks to patients, family members, employees and the community, to connect you to reliable health information, shared decision making resources, support groups and other programs.

Computer access to the internet and email is available 24 hours a day, 7 days a week. When available, volunteers staff the Center to provide assistance. For more information, call 650.8710.



**The Matthews-Fuller Health Sciences Library and Consumer Health Library** are located on level 5 of the rotunda area.

Patients, their families and the public may use the library to read or access health and disease information using the library's computers and collection of books, journals and audio-visual material. Library staff is available to assist you. The library's website provides more information, including library hours and contact information: <http://www.dartmouth.edu/~library/biomed/>.

**The Consumer Health Library**, located in the Matthews-Fuller Library, contains books, magazines and DVDs on many health topics such as heart disease, cancer, child health, medications and aging. Material may be checked out for two weeks at no charge. Registration is required. Call 650.7658 for more information.

**The Center for Shared Decision-Making** helps patients when they are faced with deciding between different medical options. DVD, booklet and web-based decision aids are available that provide information about the options and encourage you to think about what is important to you as you make your health care choices. You can also meet with a health coach for decision support counseling to assist you in preparing to take part in making decisions with your provider. Call 650.5578 for more information or stop by the Center.

The Center is open Monday through Friday, 8:00 am to 4:30 pm, and is located on the Main Mall at Reception 3P on level 3. There is no charge for the services offered by the Center for Shared Decision Making.

**The Norris Cotton Cancer Center Patient and Family Support Services** offers cancer patients and their loved ones a wide variety of free classes, programs, support groups and special events. For a brochure with detailed calendar, for more information or to register for any service or event, contact Patient & Family Support Services at 650.7751 or visit online at [cancer.dartmouth.edu/pf/cancer\\_care/support\\_services.html](http://cancer.dartmouth.edu/pf/cancer_care/support_services.html)

**The Norris Cotton Cancer Center Patient and Family Resource Library** is located in the reception area on level 2 of the Norris Cotton Cancer Center (NCCC). The library includes videos, printed materials and audio tapes. Information about nutrition, coping, counseling, clinical trials, complementary therapies, chemotherapy, nursing and other important cancer-related subjects are available.

The library also has two computers for your use. Both are PCs that offer access to the NCCC home page, and the ability to connect to the internet, the National Cancer Institute database and many other cancer-related informational websites. Volunteers are often available to help you find what you might need or want, and to assist you with the computer.

**The Women's Health Resource Center (WHRC)**, located at 9 Hanover Street in Lebanon, provides health information to women and their families through a free lending library, health education classes and lectures, support groups, lactation consultations and a program guide printed three times a year. The WHRC also includes resources for pregnancy and parenting as well as a "boutique" offering hard-to-find items for the new family. The center is open Monday through Friday, 9:00 am to 5:00 pm.

For more information, or to be added to their mailing list, call 650.2600 or visit their website at [d-h.org/dept/whrc](http://d-h.org/dept/whrc).



# imagine better health

Dartmouth-Hitchcock Medical Center is a charitable organization and has a financial assistance policy.

DHMC is a smoke-free and tobacco-free campus.