



BRIGHAM AND
WOMEN'S HOSPITAL

Guide to Your Hospital Stay



Welcome to Brigham and Women's Hospital



HARVARD
MEDICAL SCHOOL
TEACHING AFFILIATE

Welcome to Brigham and Women's Hospital

Thank you for choosing Brigham and Women's Hospital. As a major teaching hospital for Harvard Medical School, Brigham and Women's Hospital is considered one of the best in the nation and is continuously recognized for quality and safety, and the innovative care that we provide.

Our patient- and family-focused care involves you and your loved ones as active members of our team, discussing with you the information you need to help make the best decisions.

Along with the exceptional care we provide, we strive to discover new technology and treatments through ongoing medical research. This knowledge and experience helps us to do everything possible for our patients.

To better prepare you for your hospital stay, I encourage you to read through this guide, which provides detailed information for you, your family and your friends. Knowing in advance about the hospital and its services will help make your stay more comfortable. You will find phone numbers if you wish to learn more about a topic. Always remember that our skilled and knowledgeable staff is here to help.

We honor the trust you place in us and wish you a comfortable and healing stay at Brigham and Women's Hospital.

*Elizabeth G. Nabel, MD
President*



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President*

For 17 consecutive years, Brigham and Women's Hospital has been named on the U.S. News & World Report® Honor Roll of "America's Best Hospitals."



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Visit www.brighamandwomens.org to learn more about the care and treatment you will receive at Brigham and Women's Hospital.

Before You Are Admitted

Preoperative Evaluation (617) 732-7484

If you are having surgery or a procedure, you are likely to have a number of tests and visits. You will be scheduled for a visit to the Roberta and Stephen R. Weiner Center for Preoperative Evaluation or a preoperative telephone assessment, as instructed by your doctor.

The Weiner Center is located near the 45 Francis Street entrance across from Ambulatory Services and the Center hours are: Monday, Tuesday, Thursday and Friday, 7 a.m. – 5 p.m.; Wednesday, 9 a.m. – 5 p.m. (the last scheduled appointment time is 3:45 p.m.)

Preoperative Appointment

Your doctor's office will let you know:

- the date and time of your preoperative appointment;
- the date and time of your surgery or procedure;
- other instructions you will need for your surgery.

Your appointment:

- will last one to three hours based on waiting time and specific examinations required;
- will include a physical examination, if you have not had one.

The Center provides:

- information and instruction from doctors, nurses, and other health care professionals;
- blood tests, x-rays, urine testing and EKGs;
- preoperative history-taking and physical examination;
- consultation about your anesthesia choices.

Important Point:

- Be sure to bring with you a list of medications you are currently taking.

Preoperative Telephone Assessment

When medically appropriate, the preoperative visit to the hospital is replaced by a telephone



assessment. If your physician determines that you meet the guidelines, a registered preoperative nurse will call you before your scheduled procedure date. If you have any questions regarding a telephone assessment, please call (617) 525-7024.

Financial Arrangements (617) 732-4087

The staff at the Sharf Admitting Center:

- will routinely confirm your insurance coverage and financial arrangements for your hospital stay in advance of your admission
- may call to alert you about specific requirements of your health insurance plan, and/or to request further information from you;
- will notify you of any payment you must bring with you to the hospital, such as a co-payment, deductible or private-room fee, depending on the type of insurance you have.

Uncompensated Care

Brigham and Women's Hospital provides assistance in applying for government-funded

financial assistance programs such as Health Safety Net (Free Care) and MassHealth. Health Safety Net is available to Massachusetts residents who meet the income guidelines, are not receiving Medicaid and either:

- have no health insurance, or;
- have limited health insurance.

If you have any concerns about paying for all or part of your medical care, please call our Patient Accounts Department at (617) 732-4087.

Important Points:

- Please understand that you are ultimately responsible for payment of any service not covered by your insurance plan.
- Some plans require you to get a second surgical opinion or prior approval before you are admitted to the hospital. Please check with your health insurance provider in advance to see what may be required.
- Patients without insurance may be asked for a cash deposit. The estimated deposit is based on charges of patients with similar procedures and diagnoses. Brigham and Women's Hospital accepts most major credit cards.

Advance Directives (Living Wills and Health Care Proxies)

Patients and their families often have questions about health care proxies and living wills. These legal documents:

- describe your wishes about the type of medical care you would want to receive if you were unable to make those decisions for yourself;
- contain the name of the person you chose to make decisions if you cannot make them yourself.

Important Points:

- Please ask your primary care physician to discuss these documents with you.
- Please bring a copy of your living will or health care proxy with you to the hospital.
- You can download forms from our website at brighamandwomens.org/livingwills.

For additional information and forms, please call the Admitting staff at (617) 732-7453.

Items to Bring from Home

To avoid losing any important belongings during your hospital stay, please bring only the essentials, such as:

- a list of your current medications;
- toiletries;
- nightclothes, bathrobe and slippers;
- books or magazines;
- insurance cards;
- a copy of your advance directives (living will/health care proxy);
- a small amount of money for newspapers and other incidentals.

You will receive an admission kit that contains:

- toothbrush;
- toothpaste;
- comb;
- soap;
- body lotion;
- denture container and mouthwash;
- patient belonging bag for your items as you make your way through the hospital during your stay.

Important Points:

- The hospital cannot be responsible for your personal belongings.
- Please label eyeglasses, hearing aid cases or similar items with your name.
- It is important that you leave large amounts of cash, all jewelry, all charge cards, check-books, personal papers and other personal valuables at home.
- Bring only the medications that your doctor instructs you to bring.

Your Admission

Arrival and Parking

Valet parking is available at each hospital entrance – 15 Francis Street, 45 Francis Street, and 75 Francis Street. You also may self-park at the 80 Francis Street Servicenter Garage. More parking details, including hours of operation and fees, can be found at brighamandwomens.org/parking.

Getting Admitted

The Sharf Admitting Center is located in the Schuster Lobby at the main entrance at 75 Francis Street, behind the information desk.

A receptionist will greet you and direct you to an admitting interviewer who will:

- complete your admission paperwork;
- obtain and/or confirm insurance and other information;
- collect a deposit, if necessary;
- help you check your belongings.

Important Points:

- Please remember to bring your insurance card.
- You also may have laboratory work done during admission.
- Please note that although you will have a scheduled time for your surgery, emergencies or other issues could cause that time to change.

Admission Prior to Surgery

For some procedures, you may be admitted to the hospital prior to the day the procedure takes place.

If you are already in the hospital on the morning of surgery:

- You will be awakened early enough to wash and change into a hospital gown;



- You also may receive medication that will make you drowsy and relaxed. Do not try to get up without help after these injections.

Please note that although you will have a scheduled time for your surgery, emergencies or other issues could cause that time to change.

Same-Day Admission

For certain surgeries and other procedures, patients are admitted to the hospital on the same day the procedure takes place. Your doctor will tell you if you will be admitted on the same day. If so, remember the following guidelines:

On the working day before your procedure:

- please confirm your procedure and arrival times by calling (617) 732-7625 between 3 p.m. - 6 p.m.

The night before your procedure:

- do not eat or drink anything after midnight. This includes water, candy, gum, vitamins, etc.;
- do not smoke the night before surgery, unless you have discussed a different plan with your doctor.

The day of surgery:

- do not eat or drink anything;
- you may brush your teeth or use mouth-wash, but be careful not to swallow;
- if you wear contact lenses, please leave them at home and wear glasses;
- Wear low-heeled, comfortable shoes and loose, comfortable clothing that can be easily stored in a locker.

Being Admitted from the Emergency Department

You also may be admitted to the hospital from the Emergency Department. If you were a patient in the Emergency Department, your doctor may determine that your condition requires you to stay in the hospital, based on the examination or tests that were done.

Important Points:

- It may take some time before we are able to move you out of the Emergency Department to a bed on one of the inpatient units.
- The Admitting staff will locate a bed in the most appropriate unit for you.
- The doctor who cared for you in the Emergency Department will update your doctor about your condition, as well as other doctors and nurses who will be caring for you in the hospital.
- Additional tests may be required before you leave the Emergency Department.

Patient Rooms

Patient Tower Floors

Medical and surgical patients are cared for in the 16-story Tower building at the 75 Francis Street entrance. Each floor is organized in a clover-leaf shape with four curved patient units, called pods, labeled A,B,C or D. You may be directed to “8B”, for example, which means eighth floor, pod B.

Carl J. and Ruth Shapiro Cardiovascular Center – Patient Floors

Cardiovascular patients are cared for on floors 6 through 10 in the Shapiro Cardiovascular Center, located across the street and connected by a bridge to the main hospital.

Dana-Farber/Brigham and Women’s Cancer Center – Patient Floors

Our medical oncology patients are cared for on floors 4BC, 5AB, 6ABCD, 7AB, 12C of the Tower Building. Dana-Farber Cancer Institute licensed beds are in units 4B, 5A, and 6C.

Pavilion Rooms

Brigham and Women’s also offers all-private Pavilion rooms, with special amenities and services. For more information, call (617) 732-8518.



Admission for Cancer Care

Dana-Farber/Brigham and Women's Cancer Center is the adult cancer center of Dana-Farber Cancer Institute and Brigham and Women's Hospital. The Cancer Center is dedicated to comprehensive, integrated care for adults with cancer and related diseases.

Brigham and Women's Hospital and Dana-Farber Cancer Institute are located across the street from each other and are connected by bridges that allow patients easy access to services at both institutions. Most outpatient care takes place at Dana-Farber Cancer Institute, while inpatient care, surgery, certain cancer treatments, and some outpatient evaluation take place at Brigham and Women's Hospital.



Dana-Farber/Brigham and Women's Cancer patients are admitted through The Sharp Admitting Center located in the Schuster Lobby at the main entrance at 75 Francis Street, behind the information desk.

Important Points:

- Most of our dedicated cancer units at BWH have a special air filtration system for patients whose low white blood cell counts put them at a higher risk of infection.
- One multidisciplinary team consisting of medical oncology physicians and nurses, surgeons, pharmacists, social workers, dietitians, psychiatrists, and therapists serves patients across all units in an integrated manner to provide the very best care during their stay at Dana-Farber/Brigham and Women's Cancer Center.
- Cancer support and educational groups are another important resource for patients and families. Please call the Dana-Farber/Brigham and Women's Cancer Center Care Coordination Department at (617) 632-3301 or the Cancer Information Service at 1-800-4-CANCER for more information.

Visit www.dfbwcc.org for more information on Dana-Farber/Brigham and Women's Cancer Center including "A handbook for patients, families, and friends" (www.dfbwcc.org/patient-resources). To request a copy of the guide, call 1-877-DFCI-BWH.

DANA-FARBER/BRIGHAM AND WOMEN'S



CANCER CENTER



Your Surgery

Pre-Surgery Preparation

All patients having surgery will be prepared for surgery by members of the health care team.

You will first check in at the Admitting Office. You will then be escorted to the family liaison waiting area where you will wait until you are called to the preoperative area.

When in the preoperative area:

- you will meet the preoperative nurse who will interview you and check your vital signs;
- a pulse oximeter will be placed on your finger and will remain there until your surgery;
- you will meet the operating room nurse and anesthesiologist who will be caring for you;
- the anesthesiologist or nurse may start an intravenous line in your arm for fluids and medications during your surgery and post-operative period.

Important Point:

- If you are chilly when you are brought into the air-conditioned OR, do not hesitate to ask for a blanket.

After Surgery

When the surgery is over, you:

- will spend time in the recovery room recovering from anesthesia and being monitored;
- will be wearing an oxygen mask;
- will be monitored by a nurse who will frequently take your vital signs;
- should ask the nurse for the medicine your doctor has ordered for you, if you are in pain;
- should ask for warm blankets, if you are cold.

Visitors

The hospital is a patient- and family-focused environment. We appreciate the need of our patients to have visitors and the need of family and friends to provide support to their loved one while in the hospital.



Important Point:

- When in the Recovery Room you will be allowed brief visits with your loved one.

After spending time in the recovery area:

- you will go to your hospital room, where your family can visit you;
- the floor nurses will give you pain medicine and let you know when you can eat, drink and get out of bed, according to your doctor's orders.

Important Points:

- You should practice any breathing or leg exercises you are taught – even if somewhat uncomfortable – as this will speed your recovery.
- Make sure you can easily reach your call button, telephone and any other personal items you may need.
- Please use caution when you feel you are ready to walk around and do not get out of bed without help, unless you are instructed otherwise.

In respecting the care and comfort needs of our patients:

- visitors are generally welcome between 1 p.m. and 9 p.m.;
- all visiting children must be over the age of

12, though exceptions can be made for a patient's own children;

- any visitor exposed to or having a communicable disease (the flu or a cold, tuberculosis, measles, mumps, rubella, pertussis, impetigo) should not visit patients;
- it is usually best to limit visitors to two at a time, to respect the comfort of all our patients.

Accommodations and Housing

If you or your family members need a place to stay while you are receiving care, there are several options available. We recommend that you make your reservations early, as there is a limited supply of hotel rooms and other accommodations in the Longwood Medical Area. Please note that many of these hotels offer a discounted rate to our patients and their families.

Promoting a Healthy Environment

We make every effort to maintain a healthful and secure environment for you, your family, and our staff. Therefore, the hospital is a non-smoking institution with restrictions on tobacco use and does not permit patients to use or have in their possession alcohol or drugs that a physician does not prescribe for medical treatment.

Important Points:

- Alcohol use is not permitted.
- Brigham and Women's Hospital is a non-smoking institution.

For a list of accommodations, please call Patient and Family Relations at (617) 732-6636.

Important Points:

- We welcome one designated family member or support person to stay with the patient throughout their stay. This designated support person's visits would only be limited by the patient's need for medical care or treatments, rest, privacy, patient preference, and in case of a double room, a roommate's preference.
- We encourage families to discuss scheduling their visits, in order not to overwhelm the patient by visiting all at one time.
- Cellular phones may not be used within six feet of any electronic patient care equipment.
- Flower delivery may be restricted in certain areas, so check in with the nursing staff.
- Latex balloons are not permitted in the hospital.

- You should discuss smoking with your doctor before being admitted.
- Patients may smoke only with a written order from their doctor, and only in one of the designated smoking shelters.
- Visitors are not permitted to smoke at all while in the hospital or on hospital property.
- Brigham and Women's Hospital has a Fragrance-free Policy – please avoid using scented products.

Hospital Health Care Providers

Attending Physician – the doctor who is primarily responsible for your care while you are in the hospital. This may be your primary care physician, a specialist such as a heart or kidney doctor, or a doctor assigned to you when you were admitted. The name of the attending physician should be on your wrist bracelet and the white board on the wall of your hospital

room. Your attending physician will see you regularly to examine you, to discuss your progress, and to notify you and your family of any plans for tests or changes in your treatment. He or she will answer any questions that you may have, and will arrange for follow-up when it is time for discharge from the hospital.



Hospitalist – an attending physician who specializes in caring for hospitalized patients. Your primary care doctor may arrange to have a hospitalist, who is always on-site, to oversee your care while in the hospital. The hospitalist will manage your course of treatment and consult with specialists as needed while staying in close contact with your primary care physician.

House Staff – the doctors-in-training that work in a team and are supervised by your attending physician. They include the:

- Intern – a doctor in his or her first year of training after medical school.
- Resident – a second- to fifth-year trainee.
- Fellow – a physician who has completed residency, and is specializing in a particular area of medicine or surgery, such as cardiology or gastroenterology.
- Medical Students – from Harvard Medical School.

Nursing Staff – a registered nurse (RN) will care for you throughout your hospital stay. Your nurses will make sure that you receive the appropriate medications, any medical or post-surgical treatments you require (such as dressing changes), and the diagnostic tests ordered by your doctor. Your nurse also will provide information and education that you will need to

prepare you for discharge and may help arrange home care services if necessary. Your nurse, or one of the assistant nurse managers, is always available to answer any questions or to discuss concerns that you or your family may have.

Care Coordinators/Case Managers – nurses or social workers who may assist in your care while you are in the hospital, in particular when it is time for discharge planning. The care coordinator knows various resources in your community and can help to arrange home care, or, if needed, help you or your family choose a skilled rehabilitation or nursing facility. She or he also can help with any questions or problems regarding your medical insurance or financial issues during your hospital stay.

Dietitians – a dietitian may visit you during your hospital stay to review your diet and meal selections and make any recommendations about how your diet should be changed to improve your health. He or she also may provide specific instructions for patients who are unable to eat a regular diet (for example, intravenous feedings for a patient who cannot eat by mouth). You can contact the Nutrition Consultation Service at (617) 732-6054 if you need help with a diet after you leave the hospital.

Physical and Occupational Therapists – assist patients with physical disabilities related to stroke, orthopedic problems, arthritis or general weakness after medical illnesses or surgery. They may help determine if you are safe to get around at home and, if necessary, can provide you with devices that will improve your safety and mobility.

Respiratory Therapists – assist patients who need oxygen or special breathing treatments during their hospital stay. They also will help plan for discharge if the patient needs these treatments when they are home.

Other hospital staff – chaplains and pharmacists also may be involved in your care. You also will meet many people, including housekeepers and dietary workers, who will be in and out of your room on a regular basis to attend to your needs.

Hospital Resources and Services

ATMs

Automatic teller banking machines are located:

- on the first floor of the Tower Building next to the set of stairs off the main lobby;
- in the Ambulatory Services Building Cabot Atrium;
- on the second floor of the Carl J. and Ruth Shapiro Cardiovascular Center.

Blood Donation – (617) 732-6620

Brigham and Women's Hospital allows patients who need transfusions to either donate their own blood (autologous donation) or select another person to be their donor (directed donation).

Autologous or directed blood donations must:

- be scheduled through your doctor;
- be scheduled at least five days before the surgery;
- be made at the Brigham and Women's Hospital Blood Donor Center.

Prior to donating, all donors must:

- feel well and be in good general health;
- be at least 17 years of age;
- weigh at least 100 pounds;
- eat and be hydrated, prior to donation, with non-alcoholic and non-caffeinated beverages;
- be of the same blood type as the recipient.

We also ask you to encourage your family and friends to make non-directed blood and platelet donations. Patients treated for cancer, newborns in the intensive care unit, and trauma victims are just a few examples of patients who rely on blood donations from healthy volunteers.

Volunteers will be asked to complete a screening about medical and travel history to ensure eligibility to donate. Depending on the type of donation, donors typically spend about one to two hours in the donor center. Volunteers interested in donating blood should call (617) 732-6620 and volunteers interested in donating platelets should call (617) 632-3206.

Care Coordination Services – (617) 732-6469

Care Coordination Department nurses and social workers are here to address your continuing care and psychosocial needs. They provide:

- with your doctor, a review of your progress during admission and plan for ongoing care and for discharge;
- referrals to rehabilitation hospitals, skilled nursing facilities, long-term acute care facilities and visiting nurses agencies;
- psychosocial counseling, crisis intervention and referral to community resources and support groups;
- insurance or financial assistance.

Chaplaincy Services – (617) 732-7480

Chaplains can offer support by providing prayer and conversation. They also can arrange sacraments and special rituals, such as:

- communion for Catholics who wish to receive the sacrament;
- kosher meals and Sabbath candles for Jewish patients;
- anointing for Catholic patients who desire the sacrament but who were unable to receive anointing in a local parish before coming to the hospital;
- prayer rugs in the chapel for Muslims;
- rituals for Hindus and Buddhists.

The hospital chapel is open 24 hours-a-day for prayer and contemplation, and chaplains offer brief interfaith mid-day services daily.

The chapel is just off the Schuster Lobby at the 75 Francis Street entrance, on the first floor by the Tower elevators.

Ethics Consultation Service – (617) 732-8590

When serious illness is involved, making medical treatment decisions for yourself or a loved one can be difficult and sometimes overwhelming.

Members of the Ethics Consultation Service are available to consult with patients, families and staff who face serious decisions about appropriate treatment and care.

Family and Visitor Areas

- *The Robert and Ronnie Bretholtz Center for Patients and Families (617) 732-6636*, provides support and information for family and friends. The Center also offers recreational items for patients to borrow including books, magazines, puzzles, games, and playing cards. The Center is located behind the 75 Francis Street information desk.
- *Michele and Howard Kessler Health Education Library (617) 732-8103*, located in the Bretholtz Center, provides patients and their families with up-to-date resources – including internet access – and staff support to better understand their health issues or those of a loved one.



- *The Family Liaison/Waiting Area (617) 732-7440*, located in the Bretholtz Center, is a comfortable waiting area for families and friends of patients undergoing surgery or other procedures. The staff in the Family Liaison area can provide you with up-to-date

information on the patient in terms of progress of surgery, admission and other details. The staff keeps in contact with the surgeon and keeps track of the name and location of the people to be notified when the patient's procedure is completed.



- *The Shapiro Family Center (857) 307-1251*, located on the second floor of the Carl J. and Ruth Shapiro Cardiovascular Center provides support and information for families and friends who are waiting for loved ones having a cardiovascular surgery or procedure.
- *The Blum Patient/Family Resource Center (617) 632-5570*, located off the main Lobby at Dana-Farber Cancer Institute, provides information to Dana-Farber/Brigham and Women's Cancer Center patients and their families on cancer care and support services, computers with internet access, and a lending library of books and videotapes.

Gift Shop and Flowers

Shop on the Pike - (617) 732-7445

Floral counter – (617) 732-7878

Shop on the Pike, located up the escalators from the 75 Francis Street Lobby on the second floor mezzanine, offers a full-service florist and a wide selection of merchandise including flowers, balloons, greeting cards, toys, logo apparel, magazines, and a huge selection of gifts for every occasion. Visa, MasterCard and American Express are accepted. Shop on the



Pike is open weekdays between 7 a.m. and 7 p.m., and on weekends between 11 a.m. and 5 p.m. and you can order flowers by phone for patients in the hospital.

Interpreter Services – (617) 732-6639

We are committed to communicating clearly and thoroughly with all patients about the care we provide. Informing your doctor in advance about your language or hearing needs will help make you more comfortable. If you need an interpreter while in the hospital, your nurse or doctor can arrange for this service at no cost for you.

Mail and Flowers

Mail and flowers are distributed daily to inpatients. Friends and family should address deliveries to:

(First and last name)
(Room number)
Brigham and Women's Hospital
75 Francis Street
Boston, MA 02115

Important Points:

- Certain patient areas – such as intensive care units and the bone marrow transplant unit – restrict flower delivery so check with the nursing staff before bringing or sending flowers to a patient.

- Medical oncology units completely prohibit flower delivery.
- Latex balloons are not permitted, but Mylar balloons are accepted.

Meals

Food Service provides room service to inpatients every day, from 7 a.m. to 8 p.m. Call (617) 732-7120 to make an order, and the meal will be delivered within 45 minutes. For patients unable to place their own order, assistance will be provided.

All menu items are available throughout day. For patients on specially prescribed diets, a Food Service employee will review their meal order to assure that selections are appropriate. Any recommended modifications will be discussed with the patient. We are also happy to assist in meeting dietary requirements for patients with kosher, vegetarian, or gluten-free diets, or patients who have food allergies.

If you have any questions about your food, the menu selection process or your special diet, please call (617) 732-7120 while in the hospital.

Meal times vary, but general times are:

Breakfast:

Tower: 7:30 a.m. - 9:30 a.m.
Connors Center: 7 a.m. - 8:30 a.m.
Shapiro Center: 7 a.m. - 8:30 a.m.

Lunch:

Tower: 12 p.m. - 1:30 p.m.
Connors Center: 12 p.m. - 1:30 p.m.
Shapiro Center: 12 p.m. - 1:30 p.m.

Dinner:

Tower: 5 p.m. - 6 p.m.
Connors Center: 5 p.m. - 6 p.m.
Shapiro Center: 5 p.m. - 6 p.m.

Cafeteria

Food Services operates the Cafeteria and Café X-Press. They are both located on the second floor of the Patient Tower. For more information, please call extension 2-7461 while in the hospital.

Cafeteria Hours:

Monday through Friday

Breakfast/Morning: 6:15 a.m. - 10:30 a.m.

Lunch: 11:15 a.m. - 2:30 p.m.

Snack/Dinner: 2:30 p.m. - 8 p.m.

Late Night: 8 p.m. - 11:30 p.m.

Saturday and Sunday

Breakfast/Morning: 6:15 a.m. - 10:30 a.m.

Lunch: 11:15 a.m. - 2:30 p.m.

Snack/Dinner: 3 p.m. - 8 p.m.

Late Night: 8 p.m. - 11:30 p.m.

Café X-Press Hours (Weekdays Only):

Gourmet My Way: 11 a.m. - 3 p.m.

Pizza and Grinders: 11 a.m. - 7:30 p.m.

Au Bon Pain

Privately operated, Au Bon Pain serves soup, sandwiches, salads, baked goods, specialty drinks, coffee and soft drinks. It is located in the Schuster Lobby at 75 Francis Street and is open 24 hours-a-day. The staff at Au Bon Pain can be reached at (617) 739-6860.

O'Naturals

Privately operated, O'Naturals focuses on using natural and organic ingredients. The

restaurant offers a variety of brick oven flat-bread sandwiches, pizzas, soups, specialty baked goods, snacks, candies, soft drinks and Starbucks coffee. O'Naturals is located on the first floor of the Shapiro Building at 70 Francis Street. Staff can be reached at (617) 232-6200.

Hours:

Monday through Friday: 6:30 a.m. - 7 p.m.

Saturday and Sunday: 9 a.m. to 3:30 p.m.

Pat's Place

Privately operated, Pat's Place offers a full hot and cold menu and is located in the Peter Bent Brigham Building. If you are calling from within the hospital, please dial extension 2-4088.

Hours:

Monday through Friday: 6 a.m. - 5 p.m.

Saturdays, Sundays, and holidays: closed

Important Point:

- Any food other than our food services for a patient must be cleared with the patient's nurse.

Newspapers

An attendant visits patient floors once a day to announce the sale of newspapers, including the *Boston Herald*, *Boston Globe*, *New York Times*, and *USA Today*. Newspapers also are available at stands in the main lobby.

Notary Public – (617) 732-6636

A notary public can authorize important documents regarding:

- power of attorney;
- living wills;
- banking statements;
- absentee voting.

Parking

Parking in the Longwood Medical and Academic Area can be difficult due to heavy traffic. We suggest that you leave extra time to park when coming to the hospital.

For Patients

Valet parking is for patient use only and is available at all three of the hospital's Francis Street entrances – 15 Francis Street, 45 Francis



Street, and 75 Francis Street. The 75 Francis Street entrance offers full valet services 24 hours-a-day, seven days-a-week. Valet service at 15 and 45 Francis Street is available Monday through Friday, from 6 a.m. – 6 p.m.

Handicapped patients also may self-park at 45 Francis Street, and any patient may self-park at the 80 Francis Street ServiCenter Garage, located at the corner of Brookline Avenue and Francis Street.

For Visitors

Visitors may park in the 80 Francis Street ServiCenter Garage, located at the corner of Brookline Avenue and Francis Street.

Please call the Parking Office at (617) 732-5877 with any questions, including information about parking rates or visit brighamandwomens.org/parking.

Patient Condition Information – (617) 732-5500

For patients admitted to the hospital, our patient information service will confirm your name, the date of your admission, and a one-



word report of your condition to callers. If you do not want this information released, please tell your admitting interviewer when you arrive.

CaringBridge

Brigham and Women’s Hospital sponsors CaringBridge, a free online service developed to keep friends and family connected when a loved one is receiving medical care. Through this service, families and patients may communicate messages, write journal entries and display photographs through a personal CaringBridge website. Visitors who have been provided access can remain up-to-date on their loved ones’ conditions and write their own messages of support and encouragement.

For more information, contact Patient and Family Relations at (617) 732-6636 or visit brighamandwomens.org/caringbridge.

Patient and Family Relations – (617) 732-6636

The Patient and Family Relations staff provide a wide range of services to make your experience at the hospital as comfortable as possible. The staff coordinates special service requests including:

- providing general information about hospital policies, procedures and services;
- documenting and addressing patient and family compliments and concerns;
- offering assistance for patients and families seeking area accommodations or community resources;
- coordinating any special needs that you or your family may have.

Telephone Access

A bedside telephone is available in each inpatient room. Telephone calls within Massachusetts are free – excluding calls made to area code 413. To make telephone calls to area code 413 or to locations outside of Massachusetts you must dial 9+0+0 to access an MCI/Verizon operator who will help you charge long distance calls to your credit card or



to make a collect call. If you would like to use a calling card you must dial 9 and then follow the instructions provided on your calling card. Your family and friends may obtain your bedside telephone number by calling Patient Information at (617) 732-5500.

Television Services – (617) 732-6576

All patient rooms have a television for each patient.

For general entertainment:

- there are a number of free channels and movies on-demand.

For health information:

- prompts are located on the television to select video title, language, and channel to view educational videos.

TTY Machines – (617) 732-6458

The hospital provides portable devices (TTY machines and amplified handsets) for hearing impaired patients during their hospital stay.

Website

www.brighamandwomens.org

For more about Brigham and Women's Hospital, our services, quality measurements, physician directory, directions, health library, and more, visit our website.

Your Discharge

Your stay at Brigham and Women's Hospital may be as short as one day or as long as several weeks. However, on average, a patient is in the hospital for two to four days. For your convenience, it is important to begin planning for discharge as early as possible.

Before Admission

The things that you will need to consider prior to your admission to the hospital include the following:

- How will you get home from the hospital?
- Who will be at home to help you?
- What medications will you need?
- What types of ongoing care will you need at home after discharge (visiting nurses, dressing changes, oxygen, etc.)?
- Do you need temporary care at a rehabilitation or skilled nursing facility rather than discharge directly to home?
- What limitations will there be on your activity?
- When can you return to work, driving, etc.?
- Do you have any additional questions?

During Your Hospital Stay

Every patient has an RN Care Coordinator as a member of his or her health care team. Care Coordination staff are available to provide information prior to and during your admission to the hospital. Discharge planning begins early in your hospitalization and care coordination staff can help you and your family and friends make plans to help ensure a smooth care transition.

If you need help with discharge planning, speak with your nurse or contact the Care Coordination Department at (617) 732-6469.



Discharge Lounge

Patients who are discharged throughout the day, but are unable to leave the hospital by their discharge time, are encouraged to use the Discharge Lounge, located in the Sharf Admitting Center at the 75 Francis Street entrance.

The Lounge provides:

- a registered nurse that can assist you during your stay;
- comfortable chairs for you to relax;
- light meals;
- assistance filling prescriptions at the hospital's outpatient pharmacy;
- assistance getting you to other appointments you may have in the hospital on the day you are discharged.

Important Point:

- If your family is picking you up at the Discharge Lounge, they can valet their car at the 75 Francis Street main entrance of the hospital.

Patient Confidentiality and Medical Records

Brigham and Women's Hospital is committed to providing patients with high quality health care and to forming relationships that are built on trust. That means respecting patient privacy and confidentiality of medical information. We protect patients' privacy and confidentiality rights through policies and procedures that allow access to personal and medical information only for legitimate purposes that support treatment, payment, and health care operations. Our policies and procedures are in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

Please call the Admitting staff at (617) 732-7453 to request a copy of "*Partners HealthCare Notice for Use and Sharing of Protected Health Information*" that describes in detail how medical information about you may be used and shared.

These policies conform to state and federal laws and are designed to safeguard your privacy. For more information on getting a medical record release form, please call Health Information Services at (617) 732-4939.

In addition, certain patient information is further restricted by law, such as:

- communications between a patient and psychotherapist;
- sexually transmitted disease test results or visit notes;
- substance abuse rehabilitation treatment records;
- sexual assault treatment records.



Patient Rights and Responsibilities

Your Rights as a Patient

Federal and state laws provide for specific patient rights. At Brigham and Women's Hospital, we recognize our responsibility to respect these rights as well as to inform you of them. The following summarizes both federal law and the Massachusetts Patients' Bill of Rights.

- You have the right to obtain the name and specialty of the doctor or other person responsible for your care.
- You have a right to confidentiality of all records and communications concerning your medical history and treatment to the extent provided by law.
- You have the right to participate in the development and implementation of your plan of care.
- You have the right to have a family member or representative of your choice and your own physician notified of your admission to the hospital.
- You have a right to a prompt response to all reasonable requests.
- You have a right to request and receive an explanation as to the relationship, if any, of this hospital and your doctor to any other health care facility or educational institution, insofar as any such relationship relates to your care.
- You have a right to request and receive information about financial assistance and free health care.
- You have a right to obtain a copy of any rules or regulations of this hospital which may apply to your conduct as a patient.
- You have a right upon request to inspect your medical records, request an amendment to, or receive an accounting of disclosures regarding personal health information, and for a reasonable fee, receive a copy of your record.
- You have a right to receive a copy of your medical record free if you show that your request is to support a claim or appeal under any provisions of the Social Security Act in any federal or state financial needs-based benefit program.
- You have a right to refuse to be observed, examined or treated by students or any other staff without jeopardizing your access to care.
- You have a right to refuse to participate as a research subject.
- You have a right to personal dignity, and to the extent reasonably possible, to privacy during medical treatment and other care.
- You have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- You have the right to request pastoral and other spiritual services.
- You have the right to pain management.
- You have a right to prompt life-saving treatment without discrimination due to economic status or source of payment.
- You have the right, if you are a female rape victim of childbearing age, to receive medically and factually written information prepared by the commissioner of public health about emergency contraception; to be promptly offered emergency contraception; and to be provided with emergency contraception upon request.
- You have a right, if refused treatment for economic status or lack of a source of payment, to prompt and safe transfer to a facility that agrees to provide treatment.
- You have a right to informed consent to the extent provided by law.
- You have a right, if suffering from any form of breast cancer, to complete information on all alternative treatments that are medically viable.
- You have a right, if you are a maternity patient, to receive information about the hospital's rate of cesarean sections and related statistics.
- You have a right to request and receive an itemized explanation of your medical bill.
- You have the right to file a grievance with the hospital if you have concerns regarding your care and treatment. In addition, you have the right to file a grievance with either the Massachusetts Department of Public Health, Division of Health Care Quality (617-753-8000), 99 Chauncy Street, 2nd Floor, Boston, MA 02111; the Massachusetts Board of Registration in Medicine, 560 Harrison Avenue, Boston, MA 02118; or the Joint Commission on Accreditation of Healthcare Organizations, Office of Quality Monitoring, 1 Renaissance Boulevard, Oakbrook Terrace, IL 60181. 1-800-994-6610 or email complaint@jointcomission.org.

Your Responsibilities as a Patient

By taking an active role in your own health care, you can help your caregivers best meet your needs. That is why we ask you and your family to share with us certain responsibilities. They include:

- Letting us know your expectations about hospitalization and treatment;
- Asking questions and making sure you understand any instructions given to you so that you can safely care for yourself when you leave the hospital or doctor's office;
- Being open and honest with us about your health history, including all medications you are taking and any legal or illegal addictive substances you use;
- Telling us about any situation at home or work that may affect your ability to care for yourself, so that we can direct you to resources that can help;
- Letting us know if you feel you cannot follow a plan of care that has been prescribed – or telling us when things do not seem to be going well – so that, together, we can develop the right plan of care for you;
- Appointing a health care proxy and completing an advance care directive, so that we can know what kind of care you wish to have should you become unable to tell us;
- Expressing concerns to your caregivers in a respectful manner. If you need additional assistance or are angry or upset about your care, a Brigham and Women's Hospital Patient and Family Relations or Ethics Committee representative can help you;
- Being honest with us about your financial needs so that we may connect you to resources that can help cover your medical expenses;
- Letting us know if you have objections to students or researchers participating in your care. As a teaching affiliate of Harvard Medical School, Brigham and Women's Hospital trains health care professionals from all disciplines, and your wishes always determine the extent to which they are involved in your care;
- Following Brigham and Women's Hospital rules and regulations;
- Being considerate of Brigham and Women's Hospital staff and property, as well as other patients and their privacy.



Directions and Public Transportation



Brigham and Women's Hospital is located at 75 Francis Street between Huntington and Brookline Avenues.

From the North: Head south on Route 93, then head west on Storrow Drive. Take the Fenway outbound 1-S exit (on the left). At lights, bear right onto Boylston Street. At third set of lights bear left onto Brookline Avenue. At fifth set of lights, turn left onto Francis Street.

From the West: Head east on the Massachusetts Turnpike. Take Route 128 South for approximately one mile. Take Route 9 East for six miles. Bear left onto Brookline Avenue (Brook House apartments will be on right). At third set of lights, turn right onto Francis Street. — Or — Continue east on Massachusetts Turnpike. Take Huntington Avenue/Copley Square/Prudential Center exit. Take Huntington Avenue west for three miles, take right onto Francis Street at Brigham Circle.

From the South: Head north on Route 3 (Southeast Expressway), take the Mass Ave-

Roxbury exit. At the end of the ramp, cross Massachusetts Avenue onto Melnea Cass Boulevard. Take a left onto Tremont Street. Take first right onto Ruggles Street. Turn left onto Huntington Avenue at intersection of Ruggles Street and Huntington Avenue. At second set of lights (Brigham Circle), turn right onto Francis Street.

For more on parking – including hours of operation and fees, visit brighamandwomens.org/parking.

Public Transportation

Brigham and Women's Hospital is located at 75 Francis Street, between Huntington and Brookline Avenues, within the Longwood Medical and Academic Area and easily accessible through public transportation.

For directions and public transportation schedules, go to brighamandwomens.org/gettinghere

Telephone Numbers – At-a-Glance

	<u>Outside the hospital</u>	<u>In-hospital</u>
Main Number	(617) 732-5500	ext. 2-5500
Patient Condition Information	(617) 732-5500	ext. 2-5500
Emergency Services	(617) 732-5636	ext. 2-5636
Admitting Office	(617) 732-7450	ext. 2-7450
Blood and Platelet Donation Program	(617) 732-6620	ext. 2-6620
Bretholtz Center	(617) 732-6636	ext. 2-6636
Care Coordination	(617) 732-6469	ext. 2-6469
	(617) 732-6462	ext. 2-6462
Chaplaincy Office	(617) 732-7480	ext. 2-7480
Confirming Arrival and Surgery Times	(617) 732-7625	ext. 2-7625
	(617) 732-7324	ext. 2-7324
Ethics Consultation Service	(617) 732-8590	ext. 2-8590
Family Liaison Service	(617) 732-7440	ext. 2-7440
Floral Counter	(617) 732-7878	ext. 2-7878
Food Service	(617) 732-7120	ext. 2-7120
Interpreter Services	(617) 732-6639	ext. 2-6639
Kessler Library	(617) 732-8103	ext. 2-8103
Notary Public	(617) 732-6636	ext. 2-6636
Nutrition Consultation Service	(617) 732-6054	ext. 2-6054
Outpatient Pharmacy	(617) 732-6922	ext. 2-6922
Parking Office	(617) 732-5877	ext. 2-5877
Patient and Family Relations	(617) 732-6636	ext. 2-6636
Patient Accounts Department	(617) 732-4087	ext. 2-4087
Pre-admissions Questions		
About Insurance	(617) 732-4087	ext. 2-4087
Other	(617) 732-7484	ext. 2-7484
Security	(617) 732-6565	ext. 2-6565
Shapiro Family Center	(857) 307-1251	ext. 7-1251
Shop on the Pike	(617) 732-7445	ext. 2-7445
Television Services	(617) 732-6576	ext. 2-6576
TTY Machines	(617) 732-6458	ext. 2-6458
Weiner Center for Preoperative Evaluation	(617) 732-7484	ext. 2-7484
<i>Cancer Care Services</i>		
Blum Patient/Family Resource Centers	(617) 632-5570	
Cancer Support and Educational Groups	(617) 632-5570	
Cancer Information Service	1-800-4-CANCER	
Dana-Farber/Brigham and Women's Cancer Center Care Coordination	(617) 632-3301	



BRIGHAM AND
WOMEN'S HOSPITAL

75 Francis Street
Boston, MA 02115
(617) 732-5500
www.brighamandwomens.org

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HEALTHCARE

