

Patient and Family Handbook

Welcome to BID Needham

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Beth Israel Lahey Health 
Beth Israel Deaconess Needham

information

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Please, no photography or video. For the privacy of our patients, visitors and staff, all photography, video and audio recordings using mobile phones, cameras or recording devices are prohibited.



About BID Needham and Your Care

Beth Israel Deaconess Hospital–Needham (BID Needham) is a licensed 58-bed acute care community hospital. BID Needham has served residents in Needham, Newton, Dedham, Dover, Medfield, Sherborn, Wellesley, Westwood and other surrounding communities for more than 100 years. The hospital has been recognized by several organizations for quality and safety, including the Gold Seal of Approval® from The Joint Commission and the 2019 American Heart Association/American Stroke Association’s Get With The Guidelines®-Stroke Gold Quality Achievement Award.

BID Needham is part of Beth Israel Lahey Health, a new health care system that brings together academic medical centers and teaching hospitals, community and specialty hospitals, more than 4,000 physicians and 35,000 employees in a shared mission to expand access to great care and advance the science and practice of medicine through groundbreaking research and education.

Your Care

We have developed this Patient Information Handbook to provide information and suggestions that may help you and your family during your stay. If you or your family members have any questions, BID Needham staff will be glad to assist in any way possible.

While you are in the hospital, we will also be giving you information about caring for yourself after discharge. We want to make sure you and your family feel safe and prepared when it is time for you to leave.

We suggest that you:

- Use the folder to store written information that you are given.
- Please make note of any questions you may want to ask your doctor, nurse or any member of your health care team. For your convenience, we have provided a notes section for your questions in the back of this booklet.
- Please make sure your questions are answered in a way you can understand. Let us know if something is not clear.
- Make sure you understand any “danger signs” that you should report to your doctor, and that you know when your next appointment is scheduled.
- Please tell us if you are worried about any aspect of your care.

Information Desk

If you have any questions regarding transportation, directions or other general needs before or during your stay, please contact the Information Desk at:

(781) 453-3622.

If You Are Hospitalized

If you have an Unplanned Admission

Having an acute, emergency health problem that requires immediate admission to the hospital can be an overwhelming experience.

The following are points to assist you if you have an unexpected admission:

- **Have a Support Person to Help You:** Whenever possible, have one family member or friend (your support person) be with you to help you hear and keep track of information from your care team. This person may stay with you if you like and if your condition permits. Ask us to contact a support person or health care provider if they need to be notified of your admission.
- **Your Doctor:** Your doctor will most likely be a hospitalist (a doctor who specializes in treating patients who have been hospitalized with an acute medical problem). Hospitalists are on site 24 hours per day, so you may see more than one doctor during that time if you need changes in your treatment or additional evaluation of symptoms. You also will have more than one hospitalist caring for you during your hospital stay. Hospitalists communicate among each other regarding your condition and treatment plan to ensure continuity of care. They also communicate with your primary care physician to ensure continuity of your care.
- **Your Nurse:** Your nurses work together to take care of you and also provide continuity of care. They work collaboratively with your physicians to provide you with appropriate testing, treatments and care coordination.
- **Shift Changes:** Your nurses and doctors will “hand-off” information to each other that is important about your condition and treatment plan before they go off duty. Always feel free to ask your nurse if you have any questions or concerns.
- **Ask Questions:** The most important thing to remember is to tell your care providers whenever you have questions about your condition or treatment plan.
 - During the first few hours or days of your stay, you may require laboratory, radiology and other diagnostic testing, as well as new medications, IV fluids and other treatments. Always ask your doctor/nurse if you don’t understand a treatment or test.
 - **Write it Down:** Write your questions down, or have your support person do so; then you can remember to ask your physician.
- **Use the Communication White Board:** Ask the nurses and doctors to use the communication white board in the room to keep track of the information you need. At each change of shift, the name of your nurse and doctor should be updated for you.
- **If you need Immediate Emergency Medical Help (Called Rapid Response):** If either you or someone close to you notices a serious medical change in your condition, speak to your doctor or nurse. Or, if you have an immediate serious concern about your medical condition, you can request emergency help come to your room by activating a **Rapid Response** by dialing **(781) 453-3737**. Tell the operator that you (or a family member) are calling a **Rapid Response**. The operator will ask you to provide information including the patient’s name and room number. Please read more about **Rapid Response Team** elsewhere in this book on page 9.
- **Meals:** A dietary department staff member will assist you with ordering meals. If you are admitted after regular mealtimes, ask your nurse to help obtain food.

- **Computer and Electronic Connectivity:** The hospital has Wi-Fi throughout so your computer and electronic devices will operate in your room if you feel well enough to use them. Please see page 6 for more information on electronics and electric equipment.
- **Valuables:** Valuables and jewelry should be sent home. Please read the next section for details.
- **Health Care Proxy:** If you haven't already done so, please consider completing a Health Care Proxy (HCP), a type of Advance Directive that helps to ensure that your wishes about your health care will be honored in the event that you are temporarily unable to make your needs known. Please refer to page 21 of this guide for more information about HCP.

If You Have a Planned Hospitalization

What to Bring For Planned Hospitalization

Upon arrival, the hospital will provide you with the following items and toiletries: a washbasin, soap, lotion, toothbrush and toothpaste.

The following list includes items that you may wish to bring from home:

- Eyeglasses
- Hearing Aids
- Reading material
- Personal toiletries
- Dentures

What Not to Bring

While in the hospital, you may keep and use personal clothing and possessions unless medically or therapeutically contraindicated. Closet space is limited, however, so please be selective.

Valuables

BID Needham understands that some patients require essential items such as glasses, dentures, hearing aids, and other health care-related items while hospitalized. However, valuables such as money, credit cards, wallets, and jewelry, and any other non-essential belongings, should be left at home. You, your family members or designees, will be requested to send any non-essential items home. Storage of valuables or other items at the bedside or elsewhere within patient rooms is not considered secure. The hospital is not responsible for reimbursement of lost articles belonging to a patient, family member, or visitor unless there is clear evidence that the hospital failed to provide safe handling of items placed in its custody. The hospital will not be responsible for reimbursement of any valuables or belongings that exceed a combined total of \$500. Claims of lost or missing items must be reported within thirty (30) days of discharge from the hospital. All claims received for lost or missing items will be investigated, however, claims reported more than thirty (30) days after discharge are not eligible for reimbursement.

Medications

Please bring an updated list of your prescription medications with you. If you bring your medications with you, plan to have someone take them home once an accurate list is documented. Make sure to tell your nurse if you have any medications with you that you are unable to send home, as they will need to be secured in our pharmacy.

Electrically Operated Equipment

Due to electrical safety restrictions, we request that you do not bring any electrically operated appliances such as televisions, CD players or radios, unless they are battery-operated. Prior to use in the hospital, the Engineering Department will test any items that are specifically requested by you or your physician.

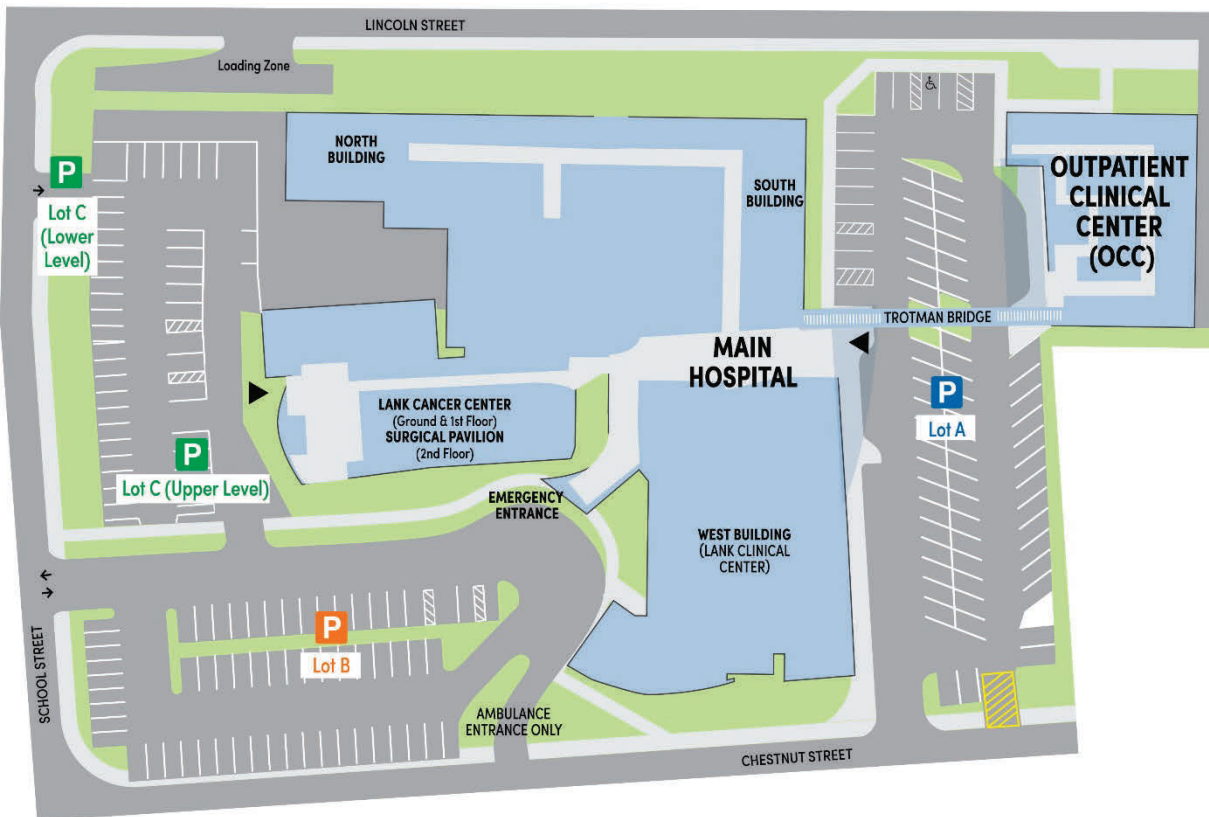
Wireless Capabilities

The Hospital does have access to the public Internet via a free wireless network connection when using a wireless network-enabled computer. To connect, search for the BIDNGUEST network.

When You Arrive

Parking

The parking lots off Chestnut Street (Parking Lot A below) and the lot off School Street and Chestnut Street (Parking Lot B below), are reserved for visitor and patient parking, as well as for dropping off and picking up patients. Free valet service is also available Monday through Friday from 7:00 am–3:00 pm. Wheelchairs are available at the Main Entrance and the Emergency Department Entrance.



While You Are a Patient

Identification Bands

You will have an identification band placed on your wrist upon your hospitalization. At that time, our staff will ask you to verify that your name and date of birth are accurately recorded. Our staff will check your identification band before giving you medication, drawing blood or before any procedure.

Accommodations

You will be assigned a room based on medical and nursing assessments of your needs. You are responsible for being considerate and respectful of other patients and Hospital staff members.

Medical Care/Hospitalist and Intensivist Service

One of our hospitalists, intensivists, or your surgeon will oversee your medical care during your hospitalization. This includes establishing diagnoses, developing a treatment plan, and evaluating your response to the plan. Your physician might order other diagnostic testing, which may include, but is not limited to, laboratory, radiology, respiratory, or rehabilitation services. Please feel free to ask questions about any aspect of your care. We suggest you write down your questions for your doctors so that you don't forget to ask about things that are important to you.

The Intensivist Program provides patients in the Intensive Care Unit with an extra level of support from a team of physicians who are board certified in critical care medicine to oversee and coordinate care. The program is staffed by a team of intensivists and a dedicated ICU hospitalist, the same physicians who see patients in the Beth Israel Deaconess Medical Center (BIDMC) ICU. All are members of BIDMC's Division of Pulmonary, Critical Care and Sleep Medicine.

Hospitalists are physicians who are board certified in internal medicine and specialize in the care of hospitalized patients. They do not see patients in primary care offices or in outpatient clinics. They work very closely with your primary care physician from admission to discharge. A hospitalist's exclusive focus is caring for you during your hospital stay. They are available 24 hours a day, seven days a week. Your hospitalist will see you at least once daily, keeping you and your family informed about your care. On the day of discharge, the hospitalist will give you a summary of your stay called *Transition of Care*. They will also inform your primary care doctor. Hospitalists also respond to all medical emergencies in the hospital. They are here to take care of you or loved ones at any time.

If you do not have a primary care physician provider, our case management and social services team can provide you with a list of primary care physicians who are currently accepting new patients.

Nursing Care

Nursing care is provided by registered nurses twenty-four hours a day. Your nurse will assess your care needs and ensure that you are supported during your hospitalization. S/he will work with your physician and other members of the care team to plan coordinate and communicate all aspects of your care with you while hospitalized. A nursing technician will assist your nurse with your care. Prior to your discharge, a nurse will review discharge

information with you and/or your family members. Please feel free to ask questions regarding any aspect of your post-discharge care.

Fall Prevention

Being in the hospital may increase your risk of falling for many reasons; including medications you may be receiving as well as unfamiliar surroundings and furnishings. At BID Needham, you are evaluated for your risk of falling when you are admitted to the hospital and at periodic intervals throughout your hospitalization. To reduce your chance of falling, we may put “fall precautions” in place.

If you are on fall precautions:

- You will see a **yellow** fall sign in your room, and we will place a yellow wristband, along with your patient ID band, on your wrist. This reminds you and others to take extra care to prevent falls.
- Please call before getting out of your bed or chair. We will use exit alarms on the bed and chair to alert staff if you are getting up on your own so that we can come and help you before a fall occurs.

Family Activated Rapid Response

In case of emergency: BID Needham Patient/Family Activated Rapid Response

Our doctors and nurses always work to make sure that changes in the condition of our patients are evaluated and treated promptly. In certain cases, a patient or someone close to a patient may observe a sudden or serious change in a patient’s medical condition that may not be as apparent to the staff. If either you or someone close to you notices a serious medical change in your condition, we ask that you speak to your doctor or nurse so that your concerns can be addressed. If you still have a serious concern about your medical care or if your symptoms are suddenly severe, you can request emergency help come to your room by activating a Rapid Response. Staff members who respond include a doctor, your nurse, a senior nurse, and a respiratory therapist. For the safety of our patients and staff, please remember that a Rapid Response should only be used in emergency situations.

To activate a Rapid Response:

Dial **(781) 453-3737**

Tell the operator that you (or a family member) are calling a Rapid Response. The operator will ask you to provide information including the patient’s name and room number.

Medication Safety

Medications are an important part of your care and treatment at BID Needham. Our doctors, nurses and pharmacy staff work diligently to continually improve medication administration. BID Needham has many systems of checks and balances relating to medication safety.

You play an important role in these safety systems. Upon admission, you will be asked to name your allergies, to name the medications you are receiving, and to explain why you are taking them. Our staff will be checking your identification band every time medications are given to you. Your nurse will provide you with information for all new medications. You can also request to speak with one of our pharmacists for any questions related to old and new medications.

Dietary Service

Your physician will determine the diet that is most appropriate for your health and recovery. Based on their recommendations, your server will present you a menu that has many choices for your diet. Your server will visit with you to help you order meals that are created especially for you.

Your meals will be served at approximately the following times:

Breakfast	8:30 am
Lunch	12:30 pm
Dinner	5:30 pm

Our registered dietitians are also available to answer any questions you might have about your diet and your return to good health. Please dial **3-3623** to arrange that a nutritionist visit you.

After your stay, our outpatient nutrition clinic is equipped to help you maintain your good health. For an appointment with a registered dietitian, call **(781) 453-8505**. Insurance coverage varies by company; please speak to your provider.

Infection Prevention: Staying Healthy in the Hospital

BID Needham is committed to providing the best practices to prevent patients from developing infections in the hospital. The most important measure to prevent infection is good hand washing. Cleaning hands before and after caring for patients is considered a standard of care here and in all health care institutions. We encourage you to ask your health care team if they washed their hands. Your visitors should also clean their hands when they enter and leave your room. You as a patient should also wash up before eating or drinking and after using the toilet or bedpan.

Dispensers of alcohol-based hand sanitizers are located at the entrance to and inside each patient's room, as well as in the hallways and throughout the hospital.

Smoking

For the health and safety of our patients and staff, BID Needham provides a smoke-free environment. Smoking is not permitted anywhere inside the hospital or on hospital property. Patients will not be permitted to leave the nursing unit to go outside and smoke. Please let your physician or nurse know if you are a smoker and you want to quit. We can help.

Case Management/Discharge Planning/Utilization Management/Social Services

BID Needham is committed to a case management program that promotes consistency and ensures safe and clinically appropriate discharge planning. The team consists of Nurse Case Managers and Masters of Social Work staff who are responsible for coordinating your discharge plan. The case management staff assess patient and family needs, consult with your physicians, and collaborate with insurance-based case managers to develop a post-hospital transition plan. The transition plan may include arranging for skilled home health care services or arranging for transfer to a skilled nursing facility or an acute rehabilitation facility for ongoing rehabilitation services. An essential component of the case management program is linking patients back to their community, primary care physician and local resources. The hospital's case management program is staffed seven days a week.

Should you or your family have questions regarding your discharge plan you can discuss your concerns with the case management staff and your physician. In addition, if you disagree with your hospital discharge and/or discharge plan, you may contact your insurance provider and follow their instructions.

Social work services are available to you and your family during your hospital stay. Our licensed, master's-prepared social workers (MSW) will address and provide support regarding your medically related psychosocial needs which can result from the stress of illness and hospitalization, and how these may affect medical treatment, recovery, and transition from one care environment to another. A social worker can guide you to support services both within the Beth Israel Deaconess Hospital-Needham system and in the community where you live.

Our case managers are responsible for providing oversight of the use of services available to you while you are hospitalized. Federal law requires that hospitals provide a system to oversee the appropriate utilization of services to ensure high quality care at the most reasonable cost to you and your health care insurer. This oversight of appropriate utilization of services is referred to as utilization review. Case managers make use of InterQual guidelines and discuss your treatment plan and goals of care with your physician and your insurance company when performing utilization reviews. Utilization review confirms that you are receiving the most appropriate medical care during your hospitalization.

Should you or your family wish to speak to your case manager or your social worker, please contact the Case Management Department at **(781) 453-5414**.

Returning Home

We begin planning for your discharge as soon as you are admitted to Beth Israel Deaconess Hospital-Needham. Your doctor determines when you are ready to leave the hospital and what type of follow-up medical care you will need. Your physician and your nurse will work closely with you and your family throughout your hospitalization to monitor your progress and plan for your discharge. At the time of discharge, your physician will arrange follow-up visits, prescriptions and instructions for post-hospital care. If you require post-hospital care, a case manager or social worker assigned to you will meet with you to assess your needs.

Here are some questions you may want to think about before you leave:

- Do I need a primary care physician?
- When should I make the necessary follow-up appointments and with which of your physicians?
- What number can I call if I have problems when I get home?
- How will I be getting home?
- What new medications do I require?
- What diet should I follow at home?
- Will I need ongoing care at home after discharge?
- Will I need any medical equipment and if so who will arrange for this? What is the name of the provider of the equipment?

- What activities am I allowed to do and from what sorts of activity should I refrain? Where can I get help with activities of daily living such as bathing, dressing, cooking shopping, housework and transportation?
- What support groups or community services are available to me?
- What are my insurance benefits for the services I require?
- Our Case Management department is ready to assist you in planning for your discharge. Our physician referral service is also available to refer you to a member of the medical staff; call **(781) 453-3700** to connect with this service.

Conveniences/Services

ATM

For your convenience, there is a Needham Bank Automated Teller Machine located on the ground floor outside of The Trotman Family Glover Café and The Gift Box.

The Trotman Family Glover Café and Vending Machines

The Trotman Family Glover Café, located on the first floor of the South Building, provides a place for your family and visitors to grab a bite or quietly relax. Open Monday through Friday from 7:00am–6:00pm and Saturdays from 8:00am–2:00pm, they serve a wide selection of breakfast, lunch and dinner items. There is a full deli, pizza and salad bar as well as an array of “Grab and Go” homemade soups, salads and sandwiches for quick takeout. Smoothies, desserts, ice cream and snacks are also available. Vending machines are available outside of the Emergency Department as well as the ground floor next to The Gift Box.

The Gift Box

The Gift Box is located on the ground floor of the hospital under the grand staircase next to the Glover Café, is open Monday through Friday. It carries a selection of gifts, cards, personal items, candies and snacks.

Handbook Translation Availability in Other Languages

This handbook is available translated and in large print on our website at www.bidneedham.org/patienthandbook. Please ask a member of our staff to help you view this book online.

Interpreter Services

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

For the convenience of our non-English speaking or hearing-impaired patients and families, interpreter services and devices are available. Our medical interpreters speak your language and understand your culture. They are highly qualified individuals trained in interpreting and in medical words. They are responsible for ensuring clear communication between you and your medical provider while honoring your privacy through confidentiality and respect.

To request an interpreter, ask your doctor, or nursing staff. The interpreter will talk with you in your hospital room, by direct video connection or over the phone. The interpreter services are available at no charge to you, seven days a week, 24 hours a day.

Lost and Found

The Facilities Department maintains an inventory of lost items. To report a lost item, please ask your nurse for assistance. To help prevent lost items, please label your belongings. We retain lost items for thirty days. Please contact Facilities at **(781) 453-3602** to claim your lost belongings.

Mail and Flowers

Mail and flowers addressed to you will be delivered to your room.

Mail and flowers received after your discharge will be forwarded to your home address. Please ask friends and family to use the following address:

(Your Name)
Beth Israel Deaconess Hospital-Needham
148 Chestnut Street
Needham, MA 02492

Newspapers

The Boston Globe is available Monday through Friday upon request and at no charge.

Notary Public

Notary Public service is available at the hospital for the convenience of our patients and/or family members Monday through Friday. Please call **(781) 453-3002** to make an appointment.

Pastoral Care

Many of our patients and families may benefit from spiritual support during their hospital stay. You and your family may request that we call your Church or Temple to inform them of your stay or, to request a visit. If you do not have a particular Church or Temple, we can call one for you. We have available to you, a monthly on-call schedule from the two local churches, St Joseph's Parish of Needham **(781) 444-0245** and St Bartholomew Catholic Church of Needham **(781) 444-3434**. Additionally, we have two local temples, Temple Beth Shalom of Needham **(781) 444-0077** and Temple Aliyah of Needham **(781) 444-8522**. If you would like assistance calling for spiritual support at any time during your hospitalization, please ask your Nurse or call the Case Management Department **(781) 453-5414**.

Patient Care

We invite you and your family to participate in your plan of care. When family members are involved, we request that one person be appointed to gather information about your condition and communicate this information to family and friends. Patient information is provided within the framework dictated by federal privacy laws.

Rehabilitation Services

Depending on your needs, you may see physical therapists, occupational therapists or speech-language pathologists during your stay. The primary role of therapy during an inpatient stay is to evaluate patients who have had a recent change in their ability to carry out activities of daily living such as walking, dressing, swallowing and talking. Based on the evaluation findings the therapist may make recommendations for ongoing treatment,

including suggestions for post discharge rehabilitation, equipment needs and diet modifications for swallowing issues.

Telephone Access

Bedside telephone service is available at no charge for incoming calls and outgoing local calls. To make a free local call in the (617), (508) or (781) area codes, dial 9 plus 1, followed by the area code and phone number that you are calling. To call all other area codes, dial 9 plus 0 to reach an operator. You may charge the call to your home telephone, reverse the charges or use a credit card.

You may use your cellular phone in most areas of the hospital. Please avoid disrupting other patients while using your cell phone.

Television Services

Each patient room is equipped with a television at no charge.

Visitors and Preferred Visiting Hours

We encourage your family members and friends to visit. Maintaining close contact with loved ones is important to your well-being. Visitors should be considerate and respectful of other patients and hospital personnel, and comply with the hospital's rules and regulations. In addition to visitors, the hospital allows for the presence of a support person of the patient's choice; this individual may or may not be the patient's surrogate decision-maker or legally authorized representative.

The hospital will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. The hospital will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Patients may have a support person present and receive visitors at all hours of operation, at the discretion of the patient, and/or the patient's nurse/physician, based on clinical status. Children under age 12 must be accompanied by an adult visitor.

Support persons or specific visitors may remain overnight in the patient's room. Whenever possible, a recliner chair will be provided for the visitor(s). Hospital beds may not be used by visitors. Visitors are asked to remain primarily in the patient's room. The patient or staff has the right to withdraw or deny consent for any visitors at any time.

In the Intensive Care Unit, immediate family members or a designated support person may visit patients at any time for short periods, but must request permission to enter the patient's room before doing so.

Volunteer Services

BID Needham is fortunate to have dedicated volunteers to help you while you are in the hospital. Volunteers escort patients within the hospital in wheelchairs, and deliver mail and flowers. When they are available, volunteers are glad to read to patients and perform in-hospital errands such as purchasing incidentals for you at The Gift Box. Ask your nurse to contact Volunteer Services.

Patient and Family Advisory Council

The Patient and Family Advisory Council (PFAC) actively participates in hospital care and decision-making, information sharing, policy and program development. For more information on PFAC and membership, contact Nursing Administration at **(781) 453-5252**.

Saying Thank You

There are a number of ways to show appreciation for the care you received at BID Needham. Some patients or family members choose to join our volunteer team. Letters to members of our staff or to the president are always welcome, and with the writer's permission, are sometimes used in hospital publications. You may also choose to make a donation to the hospital. Every gift to BID Needham will help improve the patient experience at the hospital. With your support, we can ensure that BID Needham is equipped to provide the most state-of-the-art, comprehensive and seamless cancer care and surgical services in the community. For more information about contributions, please contact the Chief Development Officer, at **(781) 453-3743**.

Your Right to Be Heard

A few days after you return home you may receive a patient satisfaction survey. We encourage you to provide us with feedback about your hospital stay so we can continually work to make sure all our patients receive the best possible care.

In the event that a problem occurs which interferes with either your rights as a patient, or with the quality of your care, you are encouraged to notify either the patient representative at **(781) 453-6042** or the Chief Nursing Officer/CNO:

Chief Nursing Officer/CNO

Beth Israel Deaconess Hospital-Needham
148 Chestnut Street
Needham, MA 02492
Telephone: **(781) 453-3003**

In addition, you have the right to discuss your problems with the following agencies:

Complaint Intake Unit

Massachusetts Department of Public Health
Division of Healthcare Quality
99 Chauncy Street
Boston, MA 02111
Telephone: **1-800-462-5540** or **(617) 753-8150**
Fax: **(617) 753-8165**

Medicare: KEPRO BFCC-QIO

5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131
Toll Free Phone: **888-319-8452**
TTY: **855-843-4776**
Toll free Fax: **833-868-4055**

Office of Quality Monitoring

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Telephone: **1-800-994-6610**
Fax: **(630)792-5636**
Email: complaint@jointcommision.org

Patient Care Assessment Unit

Board of Registration in Medicine
200 Harvard Mill Square, Suite 330
Wakefield, MA 01880
Telephone: **(781) 876-8200**

National Patient Safety Goals

BID Needham is accredited by The Joint Commission. Every year, The Joint Commission focuses on a number of National Patient Safety Goals with the purpose of promoting specific improvements in patient safety. The goals are generally geared toward maintaining and improving the quality of patient care, the safety of medications and communication among caregivers. This hospital has continued to develop a number of improvement initiatives that address and ensure patient care safety and quality. These National Patient Safety Goals can be found on signs displayed throughout the hospital.

Patient Financial Services

As part of registration for hospitalization or outpatient encounters, our registration staff will verify your insurance coverage and benefits and will notify the insurance company of your inpatient admission and obtain authorization for your treatment. As insurance coverage varies greatly, it is important for you to understand your coverage and responsibilities. (You or your family should contact your insurance company at the telephone number listed on your card.)

Regardless of your insurance coverage or ability to pay, you have the right to receive all of the hospital care you need for the treatment of your illness or injury. Beth Israel Deaconess Hospital- Needham's Financial Counselor provides assistance to all patients about insurance, medical expenses and financial options. Counseling also is available on methods of payment, and assistance in processing applications or applying for available state or federal programs that may cover your medical expenses. Certain visit co-pays may be payable at the time of your visit. If you have any questions about financial services, please call **(781) 453-3070**.

Certain charges are not billed by the hospital and will not appear on your hospital statement. These include the professional fees of your attending physician, consulting physicians, surgeons, emergency department physicians, anesthesiologists, radiologists, pathologists or private duty nurses. Those fees will be billed to you or your insurance directly from the individual private practitioner. If you have any questions regarding these professional bills, please contact those groups directly. Their telephone number will appear on your statement.

Patient Rights and Responsibilities (Also See Appendix 1: Patient Bill of Rights)

To ensure the hospital's ability to provide you with the best care possible, we ask that you accept the responsibility:

- To provide accurate and complete information to facilitate your care, treatment and services that includes your medical history, hospitalization and current health concerns. Report any unexpected changes in your health to your care providers.
- To ask questions or acknowledge when you do not understand the treatment course or care decisions.
- To follow treatment plans recommended by physicians and the health professionals working under the attending physician's direction. Let providers know immediately if you do not understand your plan of care or health instructions you are given.
- To participate and collaborate in your treatment and in planning for post-hospital care.
- To be part of the pain management team. If you are receiving pain medications, ask your medical team about pain management options. Use pain medications as prescribed, and provide feedback if certain methods are not working well for you.
- To be considerate and respectful of other patients and hospital personnel. Do what you can to help control noise and ensure that your visitors are considerate as well. Be respectful of hospital property.
- To follow instructions, policies, rules and regulations in place to support quality care for all patients and a safe environment for all individuals in the hospital.
- To support mutual consideration and respect by following hospital rules and regulations, including those that prohibit offensive, threatening and/or abusive language or behavior, or the use of tobacco, alcohol, or illicit drugs or substances by maintaining civil language and conduct with staff and licensed independent practitioners. Help ensure that your visitors are aware of and follow these rules.
- To provide the hospital with a copy of any advance directive or health care proxy that you have prepared.
- To provide accurate and complete financial information, and work with the hospital to ensure that financial obligations related to your care are met. Notify the hospital promptly if there is a hardship, so that we may assist you as needed.

Decisions about Your Care

Massachusetts law requires that, as a patient, you have the right to make decisions about your medical care, to accept or refuse medical or surgical treatments, and to appoint a health care agent by completing a Health Care Proxy. It is the policy of Beth Israel Deaconess Hospital-Needham (BID Needham) to respect all patients' rights of self-determination to the fullest extent permitted by law. To carry out this policy, it is important that you read the following pages carefully, and ask your doctor any questions you may have about your care. Please also see and review "[The Patient's Bill of Rights](#)" elsewhere in this document.

The Right to Accept or Refuse Treatment

As an adult patient receiving medical care in Massachusetts, you have the right to accept or refuse medical or surgical treatment. You also have the right to choose another person (who may or may not be a family member) to act as your agent or proxy, for making medical decisions in the event you become unable to understand and appreciate the nature and consequences of health care decisions, including the benefits and risks of and

alternatives to any proposed health care, and to reach an informed decision for yourself. Your agent will have legal authority to make decisions for you with your doctor. If you do not choose an agent, your family may be asked to make decisions based upon what they believe you would want done. If you have no family, or if there is a disagreement about what treatment you would want, a court may be asked to appoint a guardian to make decisions on your behalf. Any person, whether health care agent or other representative making a decision on your behalf, must base his or her decisions upon what he or she believes you would want done.

Your right to refuse treatment (whether exercised by you or your agent, family, or court-appointed guardian) includes the right to refuse life-sustaining treatments and procedures. In patients who have sudden cardiac or pulmonary arrest, cardiopulmonary resuscitation (CPR) is performed unless a Do Not Resuscitate (DNR) order is given.

A DNR is an order written by a physician specifying that no CPR efforts are to be made in the case of sudden, unexpected cardiac or respiratory arrest. Before writing a DNR order, the physician will confer with the patient, his or her agent, or family, in order to discuss the patient's wishes, condition and prognosis.

For people living in the community (including nursing facilities) who have decided upon Do Not Resuscitate (DNR) status, the Comfort Care/DNR (CC/DNR) protocol was developed by the Massachusetts Department of Public Health, Office of Emergency Medical Services. The existence of the Comfort Care/DNR form in the home (or nursing facility) will enable EMT's and first responders to honor a patient's request for no resuscitation and to provide the patient with palliative care in conformance with the Comfort Care protocol.

The Comfort Care/DNR form must be signed by the patient, health care proxy, or guardian and an attending physician, authorized nurse practitioner or authorized physician's assistant.

When a patient who has a Comfort Care/DNR form in place and is admitted to the hospital, the physician will verify with the patient (or health care proxy) that he/she still requests DNR status and if so, will write the DNR order in the patient's medical record.

In addition, The Massachusetts Medical Orders for Life Sustaining Treatment (MOLST) is another form issued by the Massachusetts Department of Public Health, which patients and their health care providers can use to document the results of discussions they have had regarding appropriate life-sustaining treatment. Massachusetts is currently transitioning towards use of the MOLST form. At this time, patients may have either form (CC/DNR or MOLST), and as long as the form is current and valid, it will be honored.

The Right to Information about Proposed Treatments

You (or your agent or representative) has the right to receive from your doctor, the information that you need in order to make informed decisions about whether to agree to a procedure or treatment that your doctor recommends.

This information should generally include:

- A description of the recommended treatment or procedure, and its risks and benefits.

- A description of the risks and benefits of alternative treatments or procedures (if there are any), including the likely result of having no treatment at all.
- Any other information you may want, which the doctor is able to provide.

It is very important to remember that although physicians cannot guarantee the results of a medical treatment, you have the right to ask, and you should ask your doctor, any questions you may have about your condition, or about any proposed treatments or procedures.

The Right to Complete an Advance Directive

The purpose of the advance directive is to provide written instructions about your wishes for medical treatment should you become unable to make health care decisions. The Health Care Proxy is a simple document, legally valid in Massachusetts, which allows you to name someone (an "agent") to make health care decisions on your behalf if you are unable to make or communicate those decisions.

Your health care agent may act for you only if your doctor determines that you are unable to make or communicate your health care decisions (for example, if you are unconscious or otherwise not able to make your wishes known). Your health care agent would then have the legal authority to make all health care decisions for you, including decisions about life-sustaining treatment unless you place limitations on your agent's authority in the Health Care Proxy Form. Other types of advance directives include a Living Will, Durable Power of Attorney and a MOLST form.

Questions and Answers Regarding the Health Care Proxy

Health Care Proxy

There may be a circumstance or period of time, because of an illness or accident, in which you are not able to make your own decisions. The purpose of the Health Care Proxy is to make sure that your wishes are respected if you become unable to make health care decisions.

You are not required to complete an advance directive such as a Health Care Proxy form in order to receive medical care. You have the right to receive the same type and quality of health care whether or not you complete a Health Care Proxy.

Upon your admission to the hospital, you will be asked whether you have completed a Proxy. If you have completed a Health Care Proxy, you should give a copy to your doctor, nurse or social worker to put in your medical record. You should also notify your Health Care Agent if you know that you are going to be in the hospital. If you have not completed a Proxy, one will be provided to you, along with relevant information, to help you complete the form.

Even if you have not selected a Health Care Proxy, you can still write down specific instructions about how you wish to be treated if you become terminally ill and/or unable to make decisions. This is sometimes called a "Living Will." Although Living Wills are not recognized as legally binding by statute in Massachusetts, these instructions can help other people know of your wishes regarding future medical treatments. You can also speak to your physician while in the hospital and he can complete the MOLST form documenting your wishes for medical treatment.

Health Care Proxy forms and additional information are available in the Patient Access and Case Management departments, on the nursing units and online at www.bidneedham.org/proxy. If you need assistance to complete the Health Care Proxy Form, a social worker can assist you; please call the case management department at (781) 453-5414 for assistance.

How is a Health Care Proxy different from a Living Will? What about a Power of Attorney?

In a Health Care Proxy, you name a person to make decisions for you when you are unable to do so. In a Living Will, you write out your feelings about particular treatments you may or may not want under certain circumstances. In Massachusetts, a Living Will, while not legally binding, may be treated as an important piece of evidence of a person's wishes.

If you spend a significant period of time in another state each year, you should learn that state's laws regarding these matters, as that state's laws may be different from those in Massachusetts.

A Durable Power of Attorney is similar to a Proxy, and you may find that term used in other states. In Massachusetts, a Durable Power of Attorney for health care that was signed before December 18, 1993 may be legally binding. Such documents may also be used as evidence of a patient's wishes, even if the documents do not meet the requirements of the Proxy law.

Why should you have a health care agent?

Choosing a health care agent lets you pick a specific person you trust to speak for you about your medical issues. The process of choosing an agent should prompt you to discuss your values and preferences with those close to you. These discussions can make it much easier for family, friends and doctors to make the best decisions for you, even in very difficult situations. Your agent will have full legal authority to make decisions for you with your doctor. It may be particularly important for you to choose an agent if, for any reason, you do not want your doctor to contact your family in an emergency or other medical situation in which you cannot speak for yourself.

Who should be your agent?

Your agent should be a person close to you, whose judgment you trust, and who is comfortable with the responsibility of making decisions on your behalf. If there are several people you would want to be involved in decision-making, you should have full discussions with all of them, and then choose one individual as your primary agent, and another as an alternate agent, in case your primary agent is not available. Your agent may be a family member, close friend, or a doctor or lawyer. If your agent is your doctor, then he or she cannot later judge your capacity to make decisions.

What if there is no one you want to be your agent?

In such a case, it is very important for you to have a full discussion with your doctor about your wishes. You may want your doctor to help you complete a MOLST form.

If You Are Under Age 18 (Minors)

If you are under age 18, your parent or legal guardian usually makes decisions about your medical care. Some minors may legally make healthcare decisions on their own in certain circumstances.

Mental Health Laws

Massachusetts also has special laws about the involuntary use of electro-convulsive therapy (ECT), the administration of anti-psychotic medications, and involuntary commitment to mental health facilities.

Patient Confidentiality

The Health Insurance Portability and Accountability Act of 1996 (HIPAA), implemented in April 2003, requires that we maintain the privacy of your medical information, provide a Privacy Notice of our duties and privacy practices, and abide by the terms of the Notice currently in effect. We reserve the right to change privacy practices, and make new practices effective for all information that we maintain.

At BID Needham, your privacy is a priority. We strive to provide the highest quality care and services in an environment built on trust and mutual respect. All members of our workforce, clinical and non-clinical, must follow HIPAA. At the time of your first admission, you are given the complete Privacy Notice, and you may refer to this Notice for a detailed description of how medical information about you may be disclosed, and how you can get access to this information. We adhere to all federal and state regulations to maintain the confidentiality of your medical information. Additional copies are available at the nursing stations and in patient access.

For more information, you may visit our website at www.bidneedham.org, or write to: Privacy Officer, BID Needham, 148 Chestnut Street, Needham, MA 02492, or call the reporting line at **(781) 453-3037**.

Important Telephone Numbers

Main Number
(781) 453-3000

Administration
(781) 453-3002

Anticoagulation Clinic
(781) 453-3642

BreastCare Center
(781) 453-3800

Cardiovascular Institute
(781) 453-7750

Case Management
(781) 453-5414

Derenzo Patient Care Unit
(781) 453-6100

Emergency Department
(781) 453-5400

Endoscopy/Gastroenterology
(781) 453-7861

Financial Counselor
(781) 453-3070

The Gift Box
(781) 453-3009

The Trotman Family Glover Café
(781) 453-3010

Hand Clinic
(781) 453-7800

Health Information Management
(Medical Records)
(781) 453-5211

Intensive Care Unit Nursing Station
(781) 453-5283

Joslin Center for Diabetes and
Endocrinology-Needham
(781) 453-8525

Laboratory
(781) 453-3090

Neurology
(781) 453-7730

Oncology
(781) 453-7500

Orthopaedics
(781) 453-7800

Patient Access (Registration)
(781) 453-3080

Patient Care Services (Nursing
Administration)
(781) 453-5252

Patient Financial Services
(Business Office)
(617) 754-0750

Patient Information
(781) 453-3622

Physician Referral Service
(781) 453-3700

President/CEO
(781) 453-3002

Pre-Admission Testing
(781) 453-3708

Healthcare Quality and Patient Safety
(781) 453-3878

Radiology
(781) 453-3053

Radiology - appointment scheduling
(781) 453-3044

Rehabilitation Services
(781) 453-3025

Respiratory
(781) 453-5245

Same-Day Surgery
(781) 453-7603

Social Service
(781) 453-5414

Spine Clinic
(617) 754-9000

Wound Care Center
(781) 453-8500

Map and Directions to BID Needham

From the North, West, and East:

- Take Route 128 South to Exit 19B
- Proceed on Highland Avenue for approximately 1.4 miles, through 4 traffic lights
- At the 5th traffic light, bear right onto Chapel Street
- Cross Great Plain Avenue onto Chestnut Street
- Follow Chestnut Street for 2 blocks
- Beth Israel Deaconess Hospital-Needham is on the left, just past the Fire Station and the intersection with School Street

From the South:

- Take Route 128 to Exit 17
- Turn right onto Route 135
- Proceed approximately 1.6 miles along Dedham Avenue (Route 135)
- Bear left onto School Street and follow to end at Chestnut Street
- Beth Israel Deaconess Hospital-Needham is on the left

MBTA Service:

The #59 bus stops directly across the street from Beth Israel Deaconess Hospital-Needham, at the traffic light at the corner of Oak and Chestnut Streets. An updated schedule of the #59 bus, as well as a map of its route, can be found on the MBTA website at www.mbta.com.

If you are traveling by subway, the #59 bus can also be accessed on Walnut Street in Newton, right above the Newton Highlands T stop on the Green Line.

In addition, BID Needham is only a five minute walk from the Needham Junction stop of the Needham commuter line. Weekday and weekend schedules can be found at www.mbta.com.

From the commuter rail stop, turn right onto Chestnut Street and continue walking until you see the parking lot of the Hospital.

BID Needham's Mission, Vision and Values

Mission

Beth Israel Deaconess Hospital-Needham provides safe, high-quality, community-based health care and access to tertiary care as a member of Beth Israel Lahey Health, regardless of the patient's ability to pay, race, color, ethnicity, religion, gender, gender identity, sexual orientation, national origin, ancestry, age, genetics, disability, military service or any other legally protected status.

Vision

BID Needham is committed to its mission by providing the highest quality care focused on patient safety. The entire BID Needham team, including employees, physicians, volunteers and students, is committed to exceeding the expectations of our patients and their families, the community and each other. Each team member is expected to exemplify our core values and standards of behavior. We hold ourselves to these standards and expect each member of our team to act with accountability, compassion, professionalism and respectfulness.

Our Core Values

Compassion

To treat others with kindness, empathy and caring, while providing sensitivity in communication, thoughtfulness in actions, and consideration for the situation.

Accountability

To communicate and foster a culture of ownership and responsibility.

Respectfulness

To treat everyone with dignity, kindness and understanding.

Excellence

To exceed our patient's expectations. Take pride in ourselves, our work and the work of others.

APPENDIX 1

Patient's Bill of Rights

At BID Needham, we support your right to know about your health and illness, and your right to participate in decisions that affect your well-being. In Massachusetts, there is a law designed to help protect the rights of patients in healthcare facilities (Massachusetts General Laws, chapter 111, Section 70E).

Your Rights:

- To receive medical care that meets the highest standards of BID Needham, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, military service, or the source of payment for your care.
- To receive care that is considerate of your culture and respectful of your personal beliefs and preferences.
- To be involved in your plan of care including to take part in decisions relating to your health care requests and or refusals for treatment and services.
- To privacy during medical treatment or any other rendering of care and treatment within the hospital's capacity.
- To have all reasonable requests responded to promptly and adequately within the capacity of BID Needham.
- Upon request, to obtain from BID Needham the name and specialty, if any, of the physician or other person responsible for your care or the coordination of that care.
- To make an informed decision regarding the care you will receive including the right for you or your representative to receive information prior to treatment including information about your health status, risks, benefits, potential complications and alternatives, before consenting to or refusing treatment and to be informed in advance before furnishing or discontinuation of care, whenever possible.
- The right to have a family member or representative of your choice and your own physician promptly notified of your admission to the hospital.
- To be informed at your initial evaluation that pain relief is an important part of your care, that your caregivers will respond quickly to reports of pain, work with you to establish goals for pain prevention and relief, as well as develop and implement a plan to achieve those goals.
- Upon request, to obtain an explanation as to the relationship, if any, of BID Needham or your physician to any other healthcare facility or educational institution insofar as said relationship relates to your care or treatment.
- Upon request, to obtain a copy of any Hospital rules or regulations which apply to your conduct as a patient.
- Upon request, to receive a copy of the bill or other statement of charges submitted to any third-party by BID Needham for your care.
- To inquire and receive information about the possibility of financial aid and public assistance. For inquiries related to financial aid and public assistance, please contact the Financial Assistance office at **(781) 453-3070**.
- To confidentiality of all records and communications to the extent provided by law.

- Upon request, to access the information contained in your medical records and to receive a copy thereof within a reasonable time frame as quickly as the hospital record keeping system permits, in accordance with Massachusetts General Laws, Chapter 111, Section 70E.
- To refuse to be examined, observed or treated by students or any other BID Needham staff without jeopardizing access to psychiatric, psychological or other medical care and attention.
- To refuse to serve as a research subject, and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic.
- To prompt lifesaving treatment in an emergency without discriminating on account of economic status or source of payment and without delaying treatment for purposes of prior discussion of the source of payment unless such delay can be imposed without material risk to health.
- To participate in consideration of ethical questions that arise in the course of care including conflict resolution, withholding resuscitative services, and forgoing or withdrawal of life sustaining treatments.
- To access protective services.
- If you are a female rape victim of childbearing age, to receive medically and factually accurate 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.
- To complete information from your physician on all alternative treatments that are medically viable in the event that you are suffering from any form of breast cancer.
- To receive information tailored to your age, language and ability to understand. If you are a patient with limited English proficiency, BID Needham will provide access to meaningful communication via a qualified interpreter service provided either in person, or via telephone. If you are a patient who is deaf or hard of hearing, BID Needham will request a certified interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing.
- To receive information about how you can get assistance with concerns and complaints about the quality of care or service you receive, and to initiate a formal grievance process with the Hospital or other state or regulatory agencies.
- To receive care in a safe setting within the hospital.
- To formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.

Any person whose rights under this section are violated may bring, in addition to any other action allowed by law or regulation, a civil action under Sections 60B to 60E, inclusive, of Chapter 231.

APPENDIX 2

Home Health Care Options

As a part of your hospital experience, we strive to provide you with a comprehensive, safe discharge plan. Our goal is to collaborate with you and your family to ensure a smooth transition from hospital to home.

When you require ongoing health care after your hospital stay, our team can arrange for services such as home health nurses and aides and help you obtain such medical equipment as walkers, commodes, wheelchairs, hospital beds and oxygen. If a home health care agency is needed, we refer to a range of agencies, many of which are accredited by The Joint Commission.

The referral choice is based on many factors, such as an existing relationship that you may have with an agency, the location of your residence, your insurance provider and the expertise of a particular agency with regard to your individual needs.

A list of agencies can be found on the next two pages. If you have any questions or would like additional information, please contact the Case Management Department at **(781) 453-5414**.

Home Health Care and Hospice Providers

VNA Care Network and Hospice
1-800-728-1862

Care Dimensions Hospice
888-918-6321

Hospice of the Good Shepherd
(617) 969-6130

Hope Hospice
(508) 957-0200

Life Choice Hospice
(781) 487-2201

MetroWest Homecare & Hospice
(508) 383-7000

Seasons Hospice
(617) 454-0200

Steward Hospice
(781) 551-5600

All Care VNA of Greater Lynn
(781) 598-2454

Americare
(978) 685-5700

Bayada
(508) 778-8100

Boston VNA
(617) 426-5555

Brockton
VNA (508) 587-2121

Cape Cod VNA
(508) 957-7400

CareGroup Home Care
(617) 673-1700

Centrus Premier Home Care
(508) 747-3521

Community VNA Attleboro
(508) 222-0118

Hebrew Senior Life Home Care
(781) 234-9900

Home Health VNA
(978) 552-4000

Jewish Family & Children's Services
(617) 227-6641

Lowell VNA
(978) 459-9343

Medical Resources
(617) 969-7517

Metro West Homecare & Hospice
(508) 383-7000

Natick VNA
(508) 653-3081

North Hill Home Care
(781) 433-6308

Parmenter VNA
(508) 358-3000

Partners Home Care
(781) 290-4000

South Shore VNA
(781) 624-7070

Steward Home Care
(781) 551-5600

Suburban VNA
(617) 264-7100

VNA of Greater Milford
(508) 473-0862

Walpole VNA
(508) 668-1066

Home Infusions Companies

Boston Home Infusion
(781) 326-1986

Coram
1-800-678-3442

Home Solutions
(617) 989-0888

New England Home Therapy
1-800-966-2487

Home Medical Equipment Companies

Apria
1-800-649-2422

Belmont Medical
(617) 484-3888

Byrne Home Health
(508) 655-3656

Cape Medical Supply
1-800-339-3322

Clinical Care America
(781) 250-1500

Lincare Home Medical
1-800-479-5511

Enos Medical Supply
1-800-473-4669

Healthwise
1-800-232-4112

Herron & Smith
1-800-427-5990

KCI
1-888-275-4524

Lincare
1-800-281-0005

New England Surgical
1-800-336-1300

HomeCare New England
1-888-437-0806

Reliable Respiratory
(781) 551-3335

Surgi-Care
1-800-797-8744

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