



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.
- **Your Doctor:** Your doctor will most likely be a hospitalist, or 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 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 white communication 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.



- **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 Sections below 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 Patient Handbook for more information.

Important Telephone Numbers

Main Number (781) 453-3000	Health Information Management (Medical Records) (781) 453-5211	Physician Referral Service (781) 453-3700
Administration (781) 453-3002	Intensive Care Unit Nursing Station (781) 453-5283	President/CEO (781) 453-3002
Anticoagulation Clinic (781) 453-3642	Joslin Center for Diabetes and Endocrinology–Needham (781) 453-8525	Pre-Admission Testing (781) 453-3708
BreastCare Center (781) 453-3800	Laboratory (781) 453-3090	Healthcare Quality and Patient Safety (781) 453-3878
Cardiovascular Institute (781) 453-5238	Neurology (781) 453-3696	Radiology (781) 453-3053
Case Management (781) 453-5414	Oncology (781) 453-5239	Radiology – appointment scheduling (781) 453-3044
Derenzo Patient Care Unit (781) 453-6100	Patient Access (Registration) (781) 453-3080	Rehabilitation Services (781) 453-3025
Emergency Department (781) 453-5400	Patient Care Services (Nursing Administration) (781) 453-5252	Respiratory (781) 453-5245
Endoscopy and Infusion Reception Desk (781) 453-3885	Patient Financial Services (Business Office) (617) 754-0750	Same-Day Surgery (781) 453-7603
Financial Counselor (781) 453-3070	Patient Information (781) 453-3622	Social Service (781) 453-5414
The Gift Box (781) 453-3009		Spine Clinic (781) 453-5701
The Trotman Family Glover Café (781) 453-3010		Wound Center (781) 453-8500
Hand Clinic (781) 453-5700		