



Manchester Memorial Hospital

Guide to Patient Services

Updated 06/2023



Healthy is feeling
comfortable and
confident with
your care.



Contents

Making Healthy HappenSM1

About Us2

Our Commitment to You..... 4

Hospital Practices, Resources & Amenities 5

Your Rights and Responsibilities.....12

Notice of Privacy Practices20

Nondiscrimination & Accessibility Policies.....21

Preparing For Your Discharge22

After You Leave23

Patient Financial Services..... 25

Other Important Services 28

Making Healthy HappenSM

Healthy is what you want to be, and what you wish for everyone you care about. Healthy is physical, mental and spiritual. It's preventing illness with education and wellness. It's curing disease with advanced care, and it's living fuller lives with health challenges.

At ECHN, we realize healthy doesn't just happen by itself. Healthy is a team effort. All of us, joining forces with all of you. Together, in the same pursuit. Every day and in countless ways. Making Healthy HappenSM.

People

We connect you to talented medical professionals who put patients first, and we connect our professionals to each other so they can coordinate your care. We train the next generation of caregivers and help them become our community's health leaders of tomorrow.

Network

We offer diverse services, from basic medical needs to alternative medicine and wellness. We offer a robust menu of classes and other educational opportunities, most of them free. And we connect it all in a single, cooperative network, ensuring consistent, high-quality care everywhere you see the ECHN name.

Innovation

We are forward-thinking and forward-doing, constantly investing in new ways to improve outcomes and patient safety – from the latest less invasive procedures like robotic-assisted surgery, to advanced therapies and imaging technologies. You don't have to go to a big city for advanced technology.

Community

Our caregivers are in your community every day, living and working alongside you. We listen carefully to the specific needs of this community, and we respond quickly with new services that improve community health. Plus, ECHN resources are neighborhood-based, making travel and parking easier.

Quality Care

We continue to make it easier and more affordable to access the highest quality care when you need it. Your community healthcare network is a healthcare leader, evidenced by numerous honors, achievements and certifications.



About Us

Our System

ECHN is a community healthcare system serving the residents of eastern Connecticut. Our network of affiliates includes:

HOSPITALS

Manchester Memorial Hospital

71 Haynes Street | Manchester, CT 06040
860.646.1222

Rockville General Hospital

31 Union Street | Vernon, CT 06066
860.872.0501

PATIENT SERVICE CENTERS

- [Blood draw centers](#) in Coventry, Ellington, Manchester, South Windsor, Tolland and Vernon
- [Rehabilitation centers](#) in Ellington, Manchester, South Windsor and Vernon
- [Imaging centers](#) located in Manchester, South Windsor, Tolland and Vernon

MEDICAL GROUP & SPECIALTY SERVICES

ECHN Medical Group

8 Keynote Drive | Vernon, CT 06066
860.533.2981 (Central Business Office)

- [Primary care offices](#) located in East Hartford, Ellington, Manchester, South Windsor and Vernon
- [Specialists](#)
Cardiology (Manchester); Endocrinology,
Orthopedic Surgery (South Windsor);
General Surgery (Manchester); Osteopathic
Medicine (Manchester)

John A. DeQuattro Cancer Center

100 Haynes Street | Manchester, CT 06040
860.533.2929

HOME CARE SERVICES

Visiting Nurse & Health Services of Connecticut

8 Keynote Drive | Vernon, CT 06066
860.872.9163

IN PARTNERSHIP WITH:

Aetna Ambulance Service

860.247.6792

Ambulance Service of Manchester

860.647.9798

CorpCare Occupational Health

860.647.4796

Evergreen Endoscopy Center

860.644.7336

Tolland Imaging Center

860.896.4848

About Us



ECHN employs approximately 3,000 people and is one of the largest employers in the town of Manchester and Tolland County. There are more than 400 physicians and allied health professionals on our medical staff.

Teaching Tomorrow's Doctors Today

For nearly a decade, ECHN has partnered with the University of New England College of Osteopathic Medicine and continues to be a major clinical campus for its medical students. Each year, 16 medical students rotate through ECHN hospitals, ambulatory centers and medical offices.

ECHN is also home to the Eastern Connecticut Family Medicine Residency Program at Manchester Memorial Hospital. Started in 2013, the residency program is the only program in Connecticut located east of the river. Created in response to the critical shortage of family physicians in the area, the program provides a community-focused clinical site for residents to learn the art and science of family medicine.

Addressing Community Health Needs

With roots stretching back to 1920, ECHN has always cared for the communities it serves. Each year, we dedicate millions of dollars and thousands of staff hours to activities that enhance the overall health and wellness of our communities, with special focus on the unmet needs of the financially disadvantaged and under-served populations. Our community benefit efforts include charity care, community health educational improvement services, health professional education, research, cash and in-kind donations and other community building activities.

Our Commitment to You

It is our mission to improve your well-being by providing high-quality, compassionate healthcare.

We achieve our mission through our Core Values of Caring, Teamwork, Respect and Communication.

These Core Values make up who we are and what we do. They are essential to maintaining excellence throughout our health network and forging positive relationships with our patients, peers and the community.

If you have a question about the care you receive during your stay, please speak to your nurse or ask for the nurse manager.



**Manchester Memorial Hospital is 3-Star
Quality Rated by the Center for Medicare
and Medicaid Services.**



Honored for **Patient Safety** Two Years in a Row!

Manchester Memorial Hospital is

- *The ONLY Awarded Hospital in Greater Hartford*
- *1 of 3 Hospitals Honored in all of Connecticut*
- *In the Top 10% of All Hospitals in the Country*

**Manchester Memorial Hospital was also ranked Top 3 by
Healthgrades in the state of Connecticut for Critical Care.**



Hospital Practices, Resources & Amenities

*Cafeteria Hours:

Breakfast:

6:30 a.m.-9:30 a.m.
(every day)

Morning Snacks:

9:30 a.m.-10:15 a.m.
(every day)

Lunch:

10:45 a.m.-1:30 p.m.
(Monday-Friday),
11:00 a.m.-1:00 p.m.
(weekends and
holidays)

Afternoon Snacks:

1:30 p.m.-2 p.m.;
2:30 p.m.-4 p.m.
(Monday-Friday);
Closed weekends
and holidays at
this time.

Dinner:

4:30 p.m.-6:30 p.m.
(every day)

*Vending machines
outside the cafeteria
are accessible
24 hours a day.*

Gift Shop Hours:

M-F: 10 a.m. - 7 p.m.
Sat: 11 a.m. - 4 p.m.
Sun: Closed

Please take a moment to familiarize yourself with some of our practices as well as the resources and amenities available to patients and visitors. If you have any questions, please ask your nurse for additional information.

ATM

For your convenience, an ATM is located on the ground floor near the main entrance information desk, just outside the cafeteria.

Bedside Call System

An easy-to-use call system is at your bedside. It provides access to the nursing station where someone is available to respond to your needs. The call system device also has controls to position your bed and adjust the television volume.

Cafeteria* and Vending Machines

A full-service cafeteria and vending machines are located on the ground floor of the hospital. At this time, the cafeteria accepts cash, credit and debit cards.

Fire Safety

Fire drills are conducted periodically as part of our ongoing fire safety program. During a drill, alarms will sound and the door to your room will be closed for a short period of time. The nursing staff, along with other hospital personnel and the town fire department, will respond in accordance with well-developed plans.

Hospitalist Care

ECHN has partnered with Sound Physicians to provide hospital medicine services. Our hospital medicine specialists or hospitalists include board-certified internal medicine physicians, family medicine physicians and non-physician providers who work closely with your primary care physician to ensure continuity of your care while you are hospitalized.

Hospital Practices, Resources & Amenities

Hospitalists are trained to effectively and efficiently coordinate and manage all aspects of your care with the nursing staff, as well as other specialists and hospital service staff to ensure that you receive the best medical care possible. The hospital medicine team is available to you and your family 24-hours a day, seven days a week during your hospitalization. Once discharged, your care will be transferred back to your primary care physician.

For more information about hospital medicine at ECHN, please call 860.533.6574.

Housekeeping Services

The hospital adheres to the highest standards of cleanliness for our patients' safety and comfort. Our housekeeping staff disinfects each patient room daily. If you have any special requests or concerns about your room, please contact the Environmental Services supervisor through the hospital switchboard by dialing "0." Your requests will be taken care of promptly.

Urgent Care

Mon - Fri: 8 a.m. - 7:30 p.m.
Sat & Sun: 8 a.m. - 2 p.m.

When feeling better can't wait, trust ECHN's Urgent Care for a wide range of medical services.

For everyone's safety, patients experiencing respiratory symptoms can be seen 'curbside' at one of the dedicated Telehealth parking spots! **Simply call 860.533.4686.**

Learn more at
echn.org/services/urgent-care



Hospital Practices, Resources & Amenities

Interpreters

For non-English-speaking patients and visitors in need of an interpreter, the hospital offers free language translation services. The service provides instant telephone access to translators in more than 120 different languages and dialects. Please ask your nurse for assistance.

Communication for the Deaf and Hearing Impaired (DHI)

During hospitalization, for patients and their companions who are deaf or hearing impaired, we provide communication equipment and services, free of charge, including:

- Sign language interpreters
- TTY/TDD telephones
- Assistive listening devices

During your hospital stay, please ask your nurse for assistance. **For questions related to services in the hospital for deaf/hearing impaired persons, contact 860.647.6886.** Please leave a voice message and your call will be returned within one business day. DHI individuals should use CT Relay (1.800.842.9710, if using a TTY) to leave a message.

Moving Around

For your safety, we ask that you always call a nurse or ask for help before attempting to move around on your own. Please do not try to get in or out of a wheelchair or lower your bed rails without assistance. An escort service is provided to transport you to and from tests and other procedures you may have during your stay.

Parking

Free visitor parking is available across the street from the hospital. Free valet parking is also available at the following front entrances on the hospital campus:

- **Main Entrance:** 7 a.m.-3:30 p.m.
- **Ambulatory Services Center:** 5:30 a.m.-5:30 p.m.

Security escorts to vehicles after dark can be requested at the nursing desk.

Hospital Practices, Resources & Amenities

Pastoral Care / Chaplaincy Services

An interfaith chaplain is available to all of our patients and their loved ones. Regardless of your religious background, you may request a visit from the chaplain for spiritual and/or emotional support and prayer. Chaplains are also a wonderful resource when difficult health decisions have to be made. Chaplains are trained to help you think through complex treatment options.

You may call the chaplain's office directly from a hospital phone at ext. 2478. You may also ask your nurse to place a call for you. If your request is urgent, the hospital operator is the most dependable resource for contacting the chaplain or other hospital support services. Simply dial "0", and ask for the chaplain.

A chapel is located on the first floor of the hospital. The chapel is always open and is a place for prayer and quiet reflection. Bibles and other Scripture materials are available, as are prayer rugs for our Muslim patients and visitors.

Your own clergy is always welcome to visit. Therefore, we encourage you to inform him/her about your hospitalization. Additionally, a priest is on-call seven days a week to provide sacraments to Catholic patients, as are volunteer Eucharistic ministers for communion. If you do not belong to a specific faith community, please dial the hospital operator who can assist you in contacting clergy in an emergency situation.

Personal Care Items

Upon request, we are pleased to provide the following items: toothbrush, toothpaste, combs, soap, eye masks, ear plugs, razors, lotion and lip moisturizer.



Hospital Practices, Resources & Amenities

Photography

For the respect and privacy of all, we ask all patients and visitors to adhere to the following guidelines regarding photography or videography while in the hospital:

- Families and visitors may engage in patient photography in the Family Birthing Center **only after** delivery.
- Families and visitors may engage in patient photography of the baby in the nursery, only if other babies are not in view.
- Patients may engage in patient photography of themselves, only if other patients, visitors and ECHN staff are not in view.
- Patients may request that their families and/or visitors engage in photography of the patient, only if other patients, visitors and ECHN staff are not in view.

Any patient or visitor found to be engaged in the unauthorized use of photography, videography or any other form of recording will be asked to cease the activity. If the individual continues to use a recording device, ECHN Security will be called and request that any unauthorized records be permanently deleted. Visitors failing to comply with this policy may be escorted off hospital property.

Rapid Response Team

During your stay, you have access to a special service called Rapid Response. The purpose of this service is to empower patients and visitors who recognize a drastic change in a person's condition to immediately summon help from members of a coordinated, critical care Rapid Response team, who will provide help before there is a life-threatening emergency.

If you notice a drastic change in the condition of anyone while in the hospital and a staff member is not readily available then:

1. Dial "77" to reach the operator from any hospital phone.
2. Tell the operator the reason for your call and your location within the hospital, including the room number.
3. The Rapid Response Team will respond immediately.

Hospital Practices, Resources & Amenities

Security

Rockville General Hospital's Security Department patrols areas inside and outside the hospital to provide a safe and secure environment. For non-emergency services, such as general information, lost and found, or escorting you to your car after dark, dial "0" for the operator. For emergencies, dial "77".

Smoking, Vaping & Electronic Nicotine Delivery System Products

As a responsible community leader in healthcare and role model for healthy behaviors, all ECHN facilities are smoke-free. The use and/or sale of tobacco, vapor or electronic nicotine delivery system products is prohibited by all persons on ECHN property, consistent with Connecticut General Statutes, Public Act No. 15-206. This applies to all owned or leased buildings and grounds, including sidewalks, parking lots, parking garages and ramps. This policy applies to all ECHN-owned or leased vehicles and all personal vehicles located on ECHN property.

Telephones

All patient rooms are equipped with telephones. Your room can be dialed directly by your family and friends from outside the hospital by dialing the phone number on the phone.

To place free local calls:

- Dial "9" and wait for the dial tone.
- Then, dial the local number, with area code

To reach a patient outside the hospital:

- If they know the phone number of the patient's room, dial the area code and full number
- If they don't know the phone number of the patient, they can call Patient Information 860.647.4745 or Main Number 860.872.0501 ext. 0

Visiting Guidelines

We recognize the value visitors have in our patients' healing process. In most cases, visitation is based on the individual needs of each patient. We ask all visitors to adhere to the following guidelines:

- Children, accompanied by an adult, are welcome for short visits and must remain supervised.
- Please be considerate of other patients on the unit. Keep voices low and try to limit visitors to two people at a time.
- Visitors who are contagiously ill or have flu-like symptoms are asked not to visit until they are well.

To reach a patient inside the hospital:

- If they know the phone number of the patient's room, dial the last 4 digits of the phone number
- If they don't know the phone number of the patient, they can call Patient Information 860.647.4745 or dial "0" for Operator

Hospital Practices, Resources & Amenities

Television

Each patient room has a television with more than 65 channels. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. Ask a staff member if you have any questions about using your TV.

Valuables & Belongings

The hospital is not responsible for patient belongings or personal care items. Valuables should be left at home or given to a trusted relative or friend for the duration of your hospital stay. If this is not possible, please notify your nurse that you need to have your valuables secured while you are with us. Please do not place essential, personal care items, such as contact lenses, eyeglasses, hearing aids and dentures on your bed or food tray, to help avoid them being lost or damaged.



Wireless Internet (Wi-Fi) Access

Free guest wireless Internet access is available within most inpatient units, as well as certain areas of the Emergency Department and Ambulatory Care units within the hospital. To connect, select “ECHN Guest Wi-Fi” on your electronic device. Please note that we are unable to assist patients and visitors with connectivity or equipment issues.

Weapons, Illegal Drugs and Other Contraband

To ensure the safety and security of all who enter our hospital, all patients, visitors and employees are forbidden from carrying and possessing weapons, illegal drugs, intoxicants, drug paraphernalia, flammable items and items with a sharp edge on hospital property. Weapons, concealed, licensed or otherwise are not permitted on our property. Anyone found to be in possession of contraband will be referred to ECHN security officers who will collect and secure such items. Local law enforcement will also be contacted for illegal contraband and weapons.

Your Rights & Responsibilities

Your Right To Speak Up!

While you are a patient with us, we encourage you to actively participate in decisions about your treatment and ask questions or express concerns about your care. You have the right to be well-informed about your illness, treatments and outcomes. Don't hesitate to discuss these matters with your physician or other healthcare professionals. The following suggestions are designed to help you become a more informed patient so that you can play a significant role in your care and safety. Therefore, do not be afraid to speak up!

Your Safety

An important way to help ensure your safety as a patient is to ask questions when you do not understand what is happening, if you believe something is not right or if you have concerns about your care. Although your healthcare providers are hard-working, highly-skilled and competent medical professionals, you can add to your safety by being knowledgeable in all aspects of your care. Another safety measure is to make sure that your doctors, nurses and other healthcare providers confirm your identity by checking your wristband, and by asking your name and date of birth before procedures or treatments are performed or medications are given. It is standard procedure to ask for two patient identifiers, even if your caregiver knows you. You may also be asked the same question more than once. Please be understanding as these questions are designed to ensure that each caregiver has accurate information about you.

To avoid the spread of infections, we encourage hand washing for you, your visitors and your caregivers. Wash your hands often. Feel free to ask your caregivers if they have washed or cleaned hands with hand sanitizer. Throughout the hospital, we offer hand sanitizer dispensers for your convenience.

Your Medical History

Please be as thorough and accurate as possible when providing your medical history to your caregivers, including all current complaints and symptoms, past illnesses and hospitalizations, family medical history, current medications and dosages, dietary supplements, herbal preparations, drug allergies and any adverse reactions that you may have experienced in the past. Ask for one of our complimentary medication cards to help organize your medical information. Remember to update it and present it each time you seek medical care.

Prescription Opioids

What You Need to Know

Prescription opioids can be used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your healthcare provider to make sure you are getting the safest, most effective care.

What are the Risks and Side Effects of Opioid Use?

Prescription opioids carry serious risks of addiction and overdose, especially with prolonged use. An opioid overdose, often marked by slowed breathing, can cause sudden death. The use of prescription opioids can have a number of side effects as well, even when taken as directed:

- Confusion
- Constipation
- Depression
- Increased sensitivity to pain
- Itching and sweating
- Low levels of testosterone that can result in lower sex drive, energy, and strength
- Nausea, vomiting and dry mouth
- Physical dependence – meaning you have symptoms of withdrawal when a medication is stopped
- Sleepiness and dizziness
- Tolerance – meaning you might need to take more of a medication for the same pain relief

Risks Are Greater With:

- History of drug misuse, substance use disorder, or overdose
- Mental health conditions (such as depression or anxiety)
- Older age (65 years or older)
- Pregnancy
- Sleep apnea

**AS MANY AS
1 IN 4
PEOPLE** receiving long-term prescription opioids in a primary care setting, struggles with addiction.

**Findings from one study.*

Avoid alcohol while taking prescription opioids. Medications also to avoid, unless specifically advised by your healthcare provider, are:

- **Benzodiazepines**
(such as Xanax or Valium)
- **Hypnotics**
(such as Ambien or Lunesta)
- **Muscle relaxants**
(such as Soma or Flexeril)
- **Other prescription opioids**



Be Informed!

Make sure you know the name of your medication, how much and how often to take it, and it's potential risks and side effects.

Know Your Options

Talk to your healthcare provider about ways to manage your pain that don't involve prescription opioids. Some of these options **may actually work better** and have fewer risks and side effects. Options may include:

- Cognitive behavioral therapy, a psychological, goal-directed approach, in which patients learn how to modify physical, behavioral, and emotional triggers of pain and stress
- Pain relievers such as acetaminophen, ibuprofen, and naproxen
- Physical therapy and exercise
- Some medications that are also used for depression or seizures

If You are Prescribed Opioids for Pain

- Never take opioids in greater amounts or more often than prescribed
- Follow up with your primary healthcare provider within 7 days
 - **Work together to create a plan on how to manage your pain**
 - **Talk about ways to help manage your pain that don't involve prescription opioids**
 - **Talk about any and all concerns and side effects**
- Help prevent misuse and abuse
 - **Never sell or share prescription opioids**
 - **Never use another person's prescription opioids**
- Store prescription opioids in a secure place and out of reach of others (this may include visitors, children, friends and family)
- Safely dispose of unused opioids: Find your community drug take-back program or your pharmacy mail-back program or flush them down the toilet, following guidance from the Food and Drug Administration (www.fda.gov/drugs/resourcesforyou)
- Visit www.cdc.gov/drugoverdose to learn about the risks of opioid abuse and overdose.
- If you believe you may be struggling with addiction, tell your healthcare provider and ask for guidance or call SAMHSA's National Helpline at 1.800.662.HELP

Learn More: cdc.gov/drugoverdose/prescribing/guideline.html

Your Rights & Responsibilities

Your Medications

While you are a patient at Rockville General Hospital, your medications will be given on a set schedule, which may differ from your home routine. Always verify that the medications being given to you are intended for you. Ask your caregivers to provide you with medication information in easy-to-understand language. You should feel free to ask questions when the doctor prescribes the medication as well as when you receive it, such as:

- What is the medicine for, when will it be given, and how long will I need to take it?
- What are the possible side effects and what should I do if they occur?
- Is this medication safe to take with my other medications?
- Are there any foods or beverages to avoid while taking this medication?
- Should this medication be taken before, after or with food?
- Is a pharmacist available for discussion?

Upon discharge, it is important that you have an understanding of the medications you are taking. Please keep an updated list to share with your healthcare providers.

Your Surroundings

During your hospitalization, you may be given medications to relieve your pain and help you sleep that may cause you to be disoriented. Please use the call bell to notify the nurse when you need to get out of bed until it is determined that it is safe for you to move about without assistance. Should you have any concerns about how equipment functions (such as lights, toilets and television), and the types of meals you are receiving, please contact your caregiver. We will address those concerns as quickly as possible to ensure that your stay is pleasant and comfortable.

Your Procedure And Your Care

You have the right to be involved in your plan of care, which includes procedures, tests and surgery. Ask your doctor to explain what will occur and what can be expected during and after recovery. Just prior to surgery, you will be asked to state your name, date of birth, the type of surgery you are having and the part of your body on which surgery will be performed. You may be asked to mark the correct location on your body.

Your Rights & Responsibilities

Your Recovery

During your hospitalization, it is important to tell a doctor or nurse if you start to feel worse than you felt earlier in the recovery process, or if you feel something significant has changed. During your stay, if you or your family feel that your condition is deteriorating, notify your caregiver. The Rapid Response Team may be called to come to your bedside to check on you. The team includes a physician, a critical care nurse and a respiratory therapist.

Your Discharge

Discharge planning begins at the time of your admission, which may include provisions for outpatient rehabilitation, home care, home health assistance, nursing home or rehabilitation facility placement. Ask your doctor or nurse to explain what will happen once you return home, especially if you will be dealing with wound care, bandages and casts. Also ask if there are any specific activities, dietary modifications or medication changes that you need to be aware of, as well as any follow-up visits. If your doctor prescribes medications to take following discharge, review the names of the medications and the dosage, as well as potential side effects. If you don't understand your discharge instructions, we encourage you to ask questions.



You've Been Prescribed an Antibiotic

Now What?

Your healthcare team thinks you or your loved one might have an infection. Some infections can be treated with antibiotics, which are powerful, life-saving drugs. Like all medications, antibiotics have side effects and should only be used when necessary. There are some important things you should know about your antibiotic treatment:

- Your healthcare team may run tests before you start taking an antibiotic.
- Your team may take samples (e.g., from your blood, urine or other areas) to run tests to look for bacteria. These tests can be important to determine if you need an antibiotic and, if you do, which antibiotic will work best.
- Within a few days, your healthcare team might change or even stop your antibiotic.
- Your team may start you on an antibiotic while they are working to find out what is making you sick.
- Your team might change your antibiotic because test results show that a different antibiotic would better treat your infection.
- In some cases, once your team has more information, they may learn that you do not need an antibiotic at all. They may find out that you don't have an infection, or that the antibiotic you're taking won't work against your infection. For example, an infection caused by a virus can't be treated with antibiotics. Staying on an antibiotic when you don't need it is more likely to be harmful than helpful.
- You may experience side effects from your antibiotic.
- Like all medications, antibiotics have side effects; and some of these can be serious.
- Let your healthcare team know if you have any known allergies when you are admitted to the hospital.
- One significant side effect of nearly all antibiotics is the risk of severe and sometimes deadly diarrhea caused by *Clostridioides difficile* (*C. difficile*). This may occur when a person takes antibiotics. Antibiotic use allows *C. difficile* to take over, putting patients at high risk for this serious infection.
- Diarrhea caused by *C. difficile* can be serious and must be recognized and treated quickly. When you are taking an antibiotic and you develop diarrhea, let your healthcare team know immediately.
- The risk of getting *C. difficile* diarrhea can last for up to a few weeks even after you are no longer taking antibiotics. You should let your healthcare team know if you develop diarrhea even after you have stopped taking your antibiotic.
- Another serious side effect of taking antibiotics is the risk of getting an antibiotic-resistant infection. Infections caused by antibiotic-resistant bacteria are often more difficult to treat. In some cases, the antibiotic-resistant infections can lead to serious disability or even death.

Source: CDC, Division of Healthcare Quality Promotion

Your Rights & Responsibilities

Our Commitment

ECHN is committed to providing you with the best medical care possible by offering the highest standard of care and service to every patient. Your well-being is important to us, so if you have a concern or comments during your stay, please speak to your nurse or ask for the nurse manager. **If you have additional concerns that have not been answered or addressed by staff on the unit, please contact ECHN's Patient Experience Department at 860.647.6886.**

YOUR RIGHTS

As a patient, you are a partner in your own healthcare. You are entitled to be treated with respect and to be involved in decisions about your treatment. As a patient in our facility, you have the right to:

- Considerate and respectful care provided to you in a safe setting free from abuse or harassment.
- Privacy, comfort and dignity.
- Have your cultural and personal values, beliefs and preferences respected.
- Freedom from restraints of any form that are not medically necessary.
- A commitment to prevention and management of pain.
- Complete, up to date information about your diagnosis, treatment, prognosis and unanticipated outcomes in terms you can be reasonably expected to understand in order to participate in decisions regarding your care.
- Make informed decisions about your plan of care and to give your permission before any procedure or treatment is started.
- Accept or refuse treatment as permitted by law. You have the right to be informed of the medical risks of refusing treatment.
- A reasonable response to your requests and needs for care, within the hospital's capacity, its stated mission and applicable laws.
- Have a family member, friend or other support person to be present for emotional support during your stay.
- Have a family member or representative of your choice and your own physician notified of your admission to the hospital.
- Participate in the consideration of ethical issues that may arise in your care or in that of your child.
- Receive information when you are admitted about our patient rights policies, other hospital rules that may apply to you and how to resolve complaints about your care.
- Have or compose an advance directive ("living will") and to name a person of your choice to make healthcare decisions on your behalf, to the extent permitted by law. (Please ask a staff member if you would like more information regarding advance directives.)
- Consent or decline to take part in medical research. If you decline, your decision will not affect the delivery of services to you.
- Continuity of care, which includes information at discharge of realistic options when hospitalization is no longer necessary.
- The names and titles of those individuals involved in your care.
- Confidentiality of patient information and medical records, unless you have given permission to release information, or unless reporting is required or permitted by law.
- Give or withhold consent to produce or use recordings, films or other images for purposes other than your care.
- Access information contained in your medical record within a reasonable time frame.
- Examine and receive an explanation of your bill.
- Transfer to another facility at your request or when it is medically recommended.
- Complain without fear of reprisal about the care or services you receive.

A complaint may be filed through a manager, a hospital or facility administrator or the Patient Experience Department. The ECHN Patient Experience Department may be contacted at **860.647.6886**.

Concerns regarding care may also be filed with the State of Connecticut Department of Public Health at 860.509.7400. You may also contact **The Joint Commission, One Renaissance, Boulevard, Oakbrook Terrace, IL 60181**.

Your Rights & Responsibilities

Concerns regarding care may also be filed with the State of Connecticut Department of Public Health at 860.509.7400. You may also contact The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

YOUR RESPONSIBILITIES

We encourage you to take an active part in your healthcare. Within your abilities, as a patient in our facility you have the responsibility to:

- Provide accurate, complete information about your present condition, past illnesses and hospitalizations, medications and other matters relating to your health.
- Remember to keep your medication list up to date upon discharge. If you would like a medication card to list your medications, please ask your nurse.
- Report to your healthcare providers unexpected changes in your medical condition.
- Participate in treatment decisions, follow treatment recommendations and instructions and inform your healthcare providers when you believe you cannot follow the prescribed treatment, or when you are unable to keep an appointment.
- Ask questions when you don't understand information or instructions.
- Recognize the effects of lifestyle on personal health and to take reasonable precautions to remain healthy.
- Follow hospital rules and regulations affecting your care.
- Be considerate of the rights of others in the hospital by limiting the number of visitors and keeping the noise level down.
- Provide the hospital with insurance information and to fulfill financial obligations to the hospital.
- Please do not bring any valuables with you to the hospital. Safeguard anything that you keep in your room.
- Maintain mutual respect with your caregivers in conversation and interactions.



Notice of Privacy Practices

The following notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your health or medical record is a collection of your personal information related to your healthcare. Although your health record is the physical property of Rockville General Hospital, the information belongs to you.

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Get a list of those with whom we've shared your information
- Receive a copy of ECHN's full Notice of Privacy Practices
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated
- Ask us to limit the information we share

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental healthcare

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement and other government requests
- Respond to lawsuits and legal actions
- Comply with the law

Notice of Nondiscrimination & Accessibility Policies

Discrimination is Against the Law

Manchester Memorial Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ECHN does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

ECHN:

- **Provides free aids and services to people with disabilities to communicate effectively with us, such as:**
 - » **Qualified sign language interpreters**
 - » **Written information in other formats**
- **Provides free language services to people whose primary language is not English, such as:**
 - » **Qualified interpreters**
 - » **Information written in other languages**

If you need these services, contact ECHN's Patient Experience Department.

If you believe that ECHN has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

ECHN's Patient Experience Department
71 Haynes Street
Manchester, CT 06040
860.647.6886 | Fax: 860.533.2935
Email: patientexperience@echn.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, ECHN's Patient Experience Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at:
hhs.gov/ocr/office/file/index.html.



Wound Care for Your Unique Needs

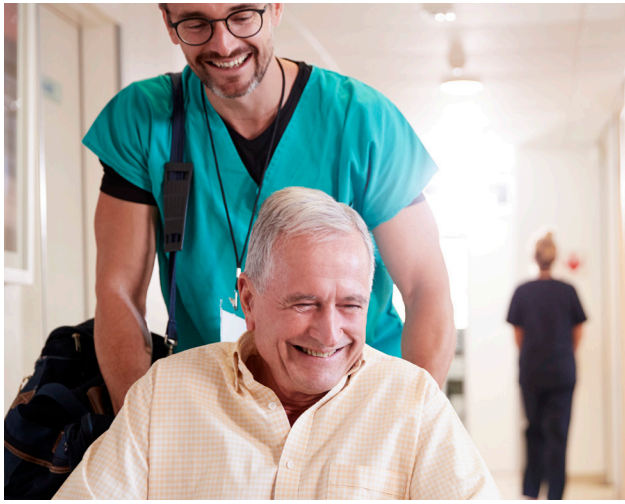
At the Center for Wound Healing, you will receive a personalized treatment plan to heal your wound and prevent recurrence.

Mon. - Fri. 8:30 a.m. - 4:30 p.m.

**Call 860.533.2903 for more
information.**

**Center for
Wound
Healing** **ECHN**
Eastern Connecticut Health Network

Preparing for Your Discharge



Members of the healthcare team, including your physicians, nurses, medical social worker, case manager and other ancillary departments will be working closely with you and your family to plan for discharge. The Care Management Department coordinates services for continued care after you are discharged from the hospital and assists in transitioning you to your home with or without home care services or to a skilled nursing facility.

For more information, call the ECHN Care Management team at 860.872.5231. From inside the hospital, dial ext. 5231.

Checklist for Discharge

Make sure you have the following information before you leave the hospital:

- **Discharge summary.** This includes why you were in the hospital, who cared for you, your procedures and medicines.
- **Medicine list.** This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each medication.
- **Prescriptions.** Check that your pharmacy has your new prescriptions and that you have a plan to get them filled.
- **Follow-up care instructions.** Beyond medicine, this can include:
 - **Foods or activities to avoid**
 - **Tests or appointments**
 - **How to care for incisions or use equipment**
 - **Warning signs to watch for**
 - **Daily living adjustments (like how to get into bed)**
 - **Who to call with questions**
- **After-hospital services.** Know how much support you'll need in these areas:
 - **Personal care: bathing, eating, dressing, toileting**
 - **Home care: cooking, cleaning, laundry, shopping**
 - **Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment**
- **Local resources.** Ask your discharge planner for help finding local after-care services or other support groups.

After You Leave

Obtaining Your Medical Records



Online Medical Record Access

Patients 18 years of age or older who have had an inpatient stay at Manchester Memorial Hospital can access their medical records after being discharged using the MyECHN Patient Portal. Through this secure website, patients can access information including:

- Healthcare team members
- Medications prescribed
- Lab results
- Discharge instructions

ECHN now offers an Online Patient Record Request tool for the following individuals to request patient records:

- Patients requesting their own records
- Parents of minor patients requesting records
- Caregivers acting on behalf of a patient (i.e. Power of Attorney)

The Online tool verifies your identity by asking for a photo of your driver's license, which can be taken via webcam or smartphone. There is no additional charge to use this service. Online medical record services are provided by CIOX. Click here to request your records online. <https://www.swellbox.com/echn-wizard.html>

You can request access by contacting ECHN's Medical Records Department anytime during or after your hospital stay. To request access, please call 860.533.2930.

Medical records can also be provided at the written request of patients or their authorized legal representative, such as a Power of Attorney (POA) or healthcare representative. Please contact the Medical Records department for assistance at 860.533.2930.

Patient Satisfaction Survey

You may receive a patient satisfaction survey in the mail. We ask that you take a few minutes to answer each question. We take your feedback very seriously and are always working to improve our services.

Our Patients Are Important.

We want to improve
and you can help.

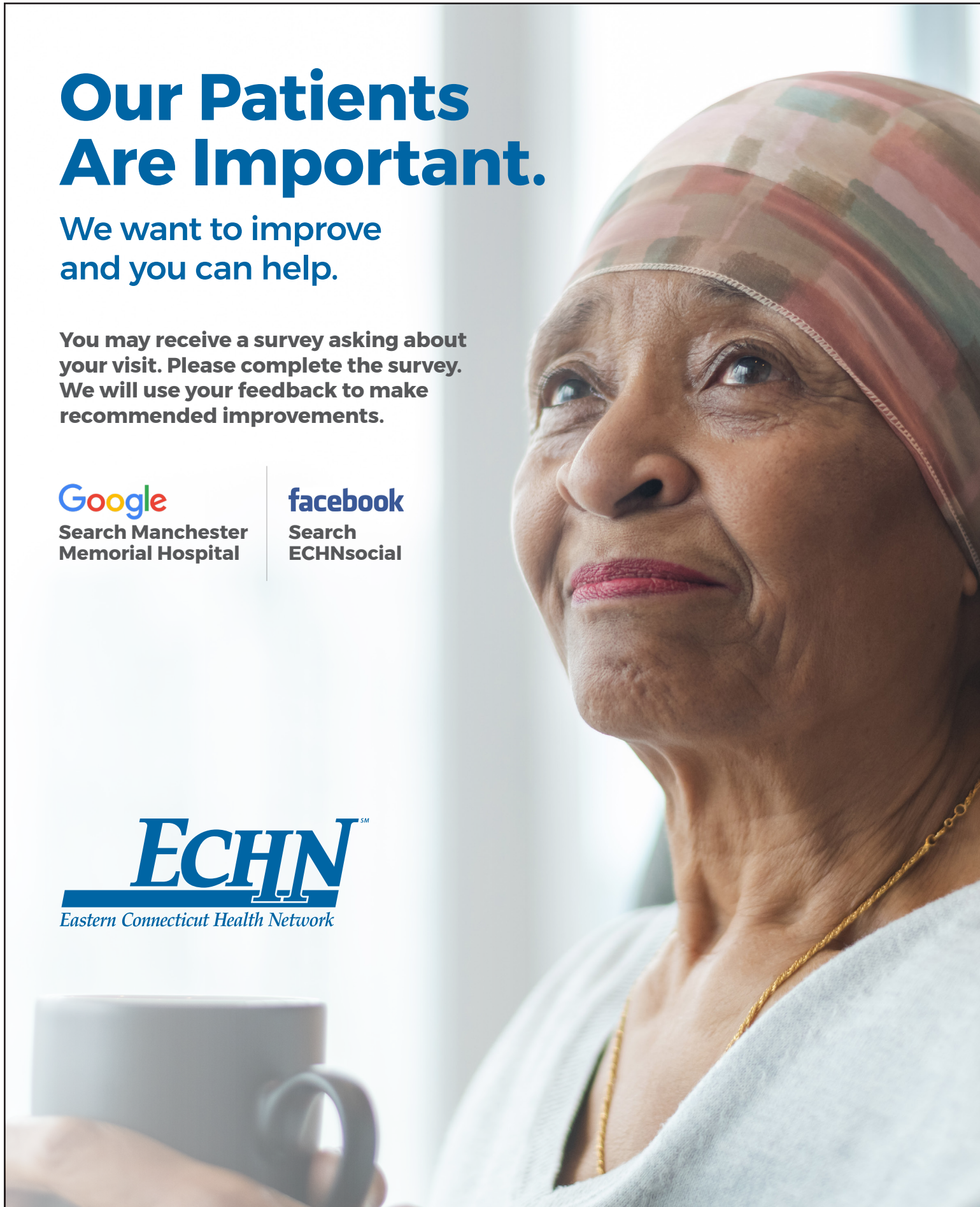
You may receive a survey asking about
your visit. Please complete the survey.
We will use your feedback to make
recommended improvements.



Search Manchester
Memorial Hospital



Search
ECHNsocal



Patient Financial Services

For Medicare and CHAMPUS Patients

Under federal law, we must have, or provide, the following information for patients covered by the Medicare and CHAMPUS programs:

- A Medicare questionnaire. This determines if your Medicare coverage is primary or secondary and gives us the authority to use your Medicare lifetime reserve days, if necessary.
- An “Important Message from Medicare.” This advises Medicare patients of their rights during hospitalization.
- Patients who do not meet Medicare’s guidelines for coverage will receive an “Admission Denial Letter.” This does not mean that the hospital will not treat you. However, it does inform you that you may have to pay the bill yourself if Medicare decides that you could be cared for at a facility other than the hospital.

An Important Message From Medicare

If you are a Medicare Health Plan enrollee who has been hospitalized, you have a number of rights.

These include your rights to:

- Receive Medicare covered services.
- Be involved in decisions about your hospital stay and know who will pay for it.
- Report concerns about the quality of care you receive to Livanta at 1.866.815.5440.
- Appeal a doctor’s or Medicare’s decision for your discharge without financial risk if you think you are being asked to leave the hospital too soon.

At the time of registration or admission, the hospital provides, to Medicare Health Plan enrollees, a copy of the “An Important Message from Medicare” form, which details these rights. For a copy of the form, or for questions or concerns, **please call the Care Management Department at 860.647.4739. From inside the hospital, dial ext. 4739.**

Patient Financial Services

Financial Counselors

Qualified financial counselors are available to all patients. These specialists can explain the hospital's billing process, help you apply for external sources of payment and answer any questions you have about your bill. A counselor may contact you for needed information, either before you are admitted or during your stay.

To reach a counselor, call 860.646.1222 ext. 2768, or dial ext. 2768 from inside the hospital, weekdays from 8 a.m. to 4 p.m. A 24-hour voice mail system will take your message after hours.

Paying Your Bill

All bills are administered equitably and governed by our collection policy on patient accounts. Once your physician completes your medical forms, we will submit your bill to your insurer. You are ultimately responsible for the full and final payment of your account.

We are happy to provide our patients with an itemized bill, upon request. Please call **1.888.943.6042** during the following times to submit your request:

Monday and Friday: 8 a.m. – 4:30 p.m.

Tuesday, Wednesday and Thursday: 8 a.m. – 7 p.m.

Saturday: 9 a.m. – 1 p.m.

If it is difficult for you to pay the balance, our representatives can help. They can also assist patients who are uninsured and must pay the entire bill. We can develop a payment plan with you, or if your resources are severely limited, financial assistance may be available through our MedData for Medicaid Program. **To find out more, please dial ext. 1030 or call 860.407.6781 from outside the hospital.**



Patient Financial Services



Availability of Hospital Bed Funds and Free Care Program

ECHN has limited free bed funds available to qualified patients. These funds are intended to assist patients who need help paying for services provided to them at Rockville General Hospital, and are available on a first-come, first-served basis. ECHN also has a free care program that provides discounts off patient balances for qualified patients. This program is based on gross family income. Anyone who wishes to be considered for this program must provide two of the following three documents: 1) the previous year's federal income tax return; 2) the previous year's W-2 form(s); 3) the last three payroll stubs from current employer. Patients eligible for State of Connecticut Title XIX of General Assistance must first apply for coverage under these programs before they can be considered for this hospital's free bed fund assistance or free care program. Any applicant who is deemed ineligible for either of these programs may reapply upon rejection, as additional funds may become available every October 1. **For more application or eligibility information, please call 860.646.1222 ext. 2768.**

Blood Draw Centers

Coventry

MEADOWBROOK PLAZA

1707 Boston Turnpike
(Next to Highland Park Market)
860.742.6792

HOURS: M-F 7:30 a.m. - 3:45 p.m.
(Closed daily for lunch from 12:30 p.m. - 1 p.m.)

Ellington

ECHN MEDICAL OFFICES

175 West Road, Suite 200
860.375.9138

HOURS: M-F 6 a.m. - 2:15 p.m.
(Closed daily for lunch from 12:30 p.m. - 1 p.m.)

Manchester

MANCHESTER MEMORIAL HOSPITAL

71 Haynes Street
860.647.4717

HOURS: M-F 7 a.m. - 5 p.m.
Sat. 7 a.m. - 12 p.m.
(24-Hour Emergency Department)

MANCHESTER MEDICAL OFFICES

130 Hartford Road
860.533.4680

HOURS: M-F 7:30 a.m. - 3:45 p.m.
(Closed daily for lunch from 12:30 p.m. - 1 p.m.)

TOLLAND TURNPIKE, EAST POINT

360 Tolland Turnpike, Suite 1F
860.646.2177

HOURS: M-F 7 a.m. - 2 p.m.
(Closed daily for lunch from 12:30 p.m. - 1 p.m.)

South Windsor

EVERGREEN WALK

2400 Tamarack Avenue,
Suite 103
860.533.4693

HOURS: M-F 7 a.m. - 4 p.m.
Sat. 8 a.m. - 12 p.m.
(Closed daily for lunch from 12:30 p.m. - 1:30 p.m.)

SOUTH WINDSOR OUTPATIENT DRAW STATION

25 Oakland Road, Suite 2
860.533.4680

HOURS: M-F 7:30 a.m. - 3:30 p.m.
(Closed daily for lunch from 12:30 p.m. - 1 p.m.)

Tolland

ECHN MEDICAL OFFICES

6 Fieldstone Commons
860.896.4872

HOURS: M-F 7 a.m. - 3:30 p.m.
(Closed daily for lunch from 12:30 p.m. - 1 p.m.)

Vernon / Rockville

ROCKVILLE GENERAL HOSPITAL

31 Union Street
860.872.5172

HOURS: M-F 7 a.m. - 4 p.m.
Sat. 8 a.m. - 12 p.m.
(24-Hour Emergency Department)

ECHN MEDICAL GROUP

520 Hartford Turnpike, Suite M
860.872.3226

HOURS: M, W, F 8 a.m. - 12 p.m.

ECHN MEDICAL GROUP

428 Hartford Turnpike, Suite 210
860.533.4606

HOURS: M-F 6:30 a.m. - 5 p.m.
Sat. 7 a.m. - 12 p.m.

Imaging Service Centers

Digital Mammography | Ultrasound | Bone Density | MRI | Breast MRI
CT Scan | Breast Biopsies | PET/CT | X-Ray | Echocardiology | Cardiac Stress Test

EVERGREEN IMAGING

2800 Tamarack Avenue
Suite 002
South Windsor, CT
860.872.5150

ROCKVILLE GENERAL HOSPITAL

31 Union Street
Vernon, CT
860.872.5150

MANCHESTER MEMORIAL HOSPITAL

71 Haynes Street
Manchester, CT
860.872.5150

TOLLAND IMAGING CENTER

6 Fieldstone Common
Suite E
Tolland, CT
860.896.4848

WOMEN'S CENTER FOR WELLNESS

2600 Tamarack Avenue
Suite 100
South Windsor, CT
860.533.4646

Call for your appointment today!

Healthy is finding the right doctor.



Free Physician Referral Service

Do you need a doctor? ECHN's Free Physician Referral Service operates 24 hours a day, 365 days a year and can connect you with a physician on the ECHN medical staff who meets your specific needs.

Call 1.888.299.3676.

Community Health Education

ECHN offers a variety of free health educational programs, screenings and support groups to the community. **For the current schedule or to register, call 860.533.6550** Monday through Friday or visit echn.org/events.

Freedom From Smoking

Your hospital visit is a great time to quit smoking! Smoking may slow your recovery from surgery and illness. If you smoke, talk to your hospital team about a plan for quitting. Ask for help right away. Your doctor may give you medicine to help you handle withdrawal while in the hospital.

Continue to be smoke free after you leave the hospital. Ask your family and friends for support. Make sure you leave the hospital with the right medications. If you need more support, ECHN and the American Lung Association offer a smoking cessation group program, Freedom From Smoking. **For more information, please call 860.646.1222 ext. 1408. If you need more support, additional help is available through the Connecticut Quitline at 1.800.QUIT NOW or 1.855.DEJELO YA.**

Your mental health is just as important as your physical health. Depression and other mental health issues are common, and like physical illnesses they need to be treated.

Mental health issues can affect your thinking, feelings, mood, how you relate to others, and even how you function throughout the day. Depression is a serious condition; it is more than just feeling sad or blue, but sadness can be a symptom.



Know the signs and symptoms

For adults, signs and symptoms of a mental health issue can include:

- Feeling sad, down, irritable, nervous, or anxious.
- Excessive worry or fear.
- Loss of interest or pleasure in almost all activities.
- Changes in eating or sleeping habits, as well as sexual drive.
- Low energy or feeling tired.
- Withdrawing from family, friends, or social activities.
- Abuse of alcohol or drugs.
- Difficulty thinking, learning, or making decisions.
- Extreme mood changes.
- Intense fear of weight gain or concern with appearance.
- Experiencing delusions or hallucinations.
- Thoughts of death, suicide, or other self-harm.

Children can have different signs or symptoms, such as:

- Nightmares
- Aggression
- Temper tantrums
- Misbehaving or disobeying
- Changes in performance at school



Talk to someone

Speaking with family, friends, or someone you trust can be a great starting point. They may be able to help you contact a provider who can help. You also can reach out to a:

- Physician
- Counselor
- Psychologist
- Social worker
- Therapist



Be active in your care

Being informed will help ensure you get the treatment that works best for you. Be sure to ask:

- What types of treatment are available?
- Are outpatient, inpatient, or telehealth services available?
- Which treatment type best suits my concerns and ability to follow the care plan?
- What types of medication are involved, if any?
- How frequently do I need to take this medication?
- Are there any side-effects?
- What should I avoid doing or taking while on this medication?
- Will the dosage need to be adjusted over time?

Have an advocate

Ask someone you trust to help by:

- Providing emotional support.
- Helping overcome the stigma of seeking help for mental health.
- Making or getting to appointments.
- Speaking up for you if you feel you are not getting the care you want or need.

- Keeping track of instructions from your provider or asking follow-up questions.
- Picking up medications.
- Navigating insurance or the healthcare system.
- Recognizing changes in your condition.
- Seeing if your state's mental health department has a peer advocate who can assist.

Don't wait to get help

Remember: You are not alone – you can get the help you need. If you have signs or symptoms of depression or mental health issues, Speak Up for your mental health!

- [988 Suicide & Crisis Lifeline](#)
- [Crisis Text Line](#) — Text NAMI to 741-741

- [Substance Abuse and Mental Health Services Administration](#) — Call 800-662-HELP (4357) or visit [FindTreatment.gov](#).
- [National Domestic Violence Hotline](#) — Call 800-799-SAFE (7233)
- [National Sexual Assault Hotline](#) — Call 800-656-HOPE (4673)

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

Physical, Occupational & Speech Therapy

	Manchester Memorial Hospital Manchester	Rockville General Hospital Rockville	Evergreen Walk South Windsor	Ellington Y Ellington	Home-Based Outpatient Rehab
Physical Therapy	•	•	•	•	•
Occupational Therapy	•	•	•	•	•
Speech Therapy	•	•			•
Aquatic Therapy			•	•	
Amputee Rehab		•			
Breast Cancer Rehab	•		•		
Falls/Balance Program	•	•	•	•	
Hand Therapy		•			
Kinesiotaping	•	•	•	•	
Lymphedema	•		•		
Oncology Rehab Program	•				
Orthopedics, including Pediatric & Adolescent	•	•	•	•	
Parkinson's Movement Treatment (LSVT BIG®)	•	•	•		
Parkinson's Voice Treatment (LSVT LOUD®)	•	•			
Pelvic Floor Therapy		•			
Sports Medicine	•	•	•	•	
Stroke/Neurological Rehab	•	•	•	•	
Vestibular Rehab	•	•		•	

Manchester Memorial Hospital | 71 Haynes Street, Manchester | 860.647.6485

Rockville General Hospital | 31 Union Street, Rockville | 860.872.5261

Evergreen Walk | 2800 Tamarack Avenue, Suite 101, South Windsor | 860.533.4670

Ellington YMCA | 11 Pinney Street, Ellington | 860.871.1078

Home-Based Outpatient Rehab | 860.871.1092

For questions about any of our rehabilitation locations and services please call 860.533.4650



Healthy has a whole new place.

The **Center for Healthy Living** at Manchester Memorial Hospital is one destination with so many ways to help organizations and community members live healthier lives every day.

Visit the Center or call **860.647.6824** to schedule an appointment.



Healthy is a powerful feeling

Healthy is an outlook, a state of mind, a way of life. At the Women's Center for Wellness you have access to quality breast imaging services, an array of wellness and support programs, as well as integrative health services.

- Breast Imaging and Biopsy Services
- Counseling Services
- Nutrition Services
- Bone Health Assessments
- Gestational Diabetes Program
- Integrative Health Services (acupuncture, massage and reiki)

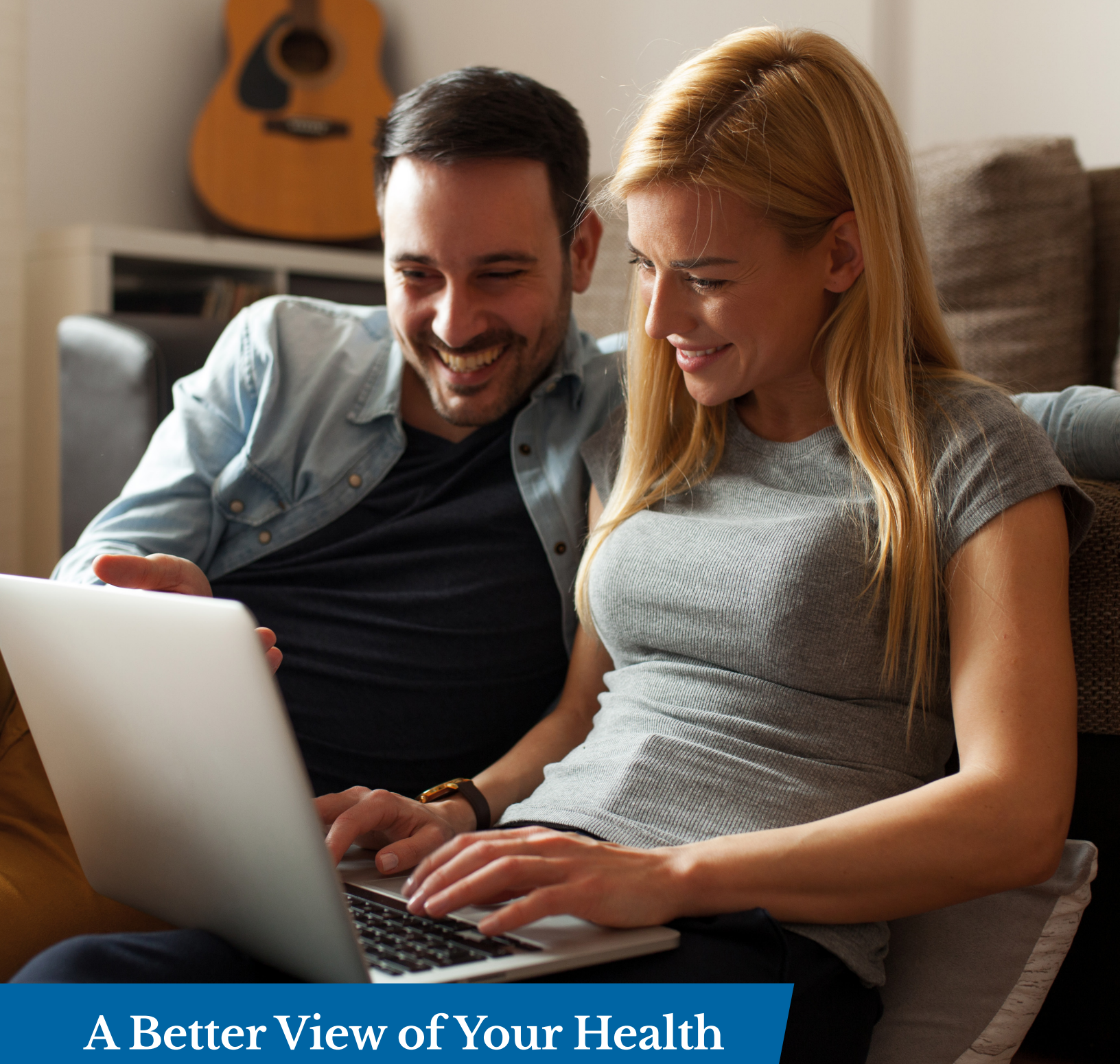
Women's Center for Wellness
2600 Tamarack Ave, South Windsor

To learn more or to schedule an appointment, please call **860.533.4646**



Notes

Notes



A Better View of Your Health

Get access to your healthcare information with just a few simple clicks. The MyECHN Patient Portal is an online tool that gives you access to your medical records so you can review lab results, prescribed medications, upcoming appointments and more.

Registration is fast and easy. Just visit **MyECHN.org** and click on the Patient Portal link.

