ECHN Welcomes You to Manchester Memorial Hospital

We are pleased that you have chosen our hospital for your health care needs. We will do our best to ensure that the time you spend with us is as pleasant as possible. Our goal is to deliver the very best of care with a friendly, personal touch.

Manchester Memorial Hospital (MMH) and Rockville General Hospital (RGH) are part of Eastern Connecticut Health Network (ECHN), a not-for-profit health system that features a full range of inpatient and outpatient medical, surgical and behavioral health care services. ECHN also includes Woodlake at Tolland (WAT), the Women's Center for Wellness in South Windsor, John A. DeQuattro Cancer Center, Eastern Connecticut Medical Professionals (ECHN's physician practices), and the Glastonbury Wellness Center. We are proud to say that our two hospitals and WAT have been awarded Accreditation by The Joint Commission. Additionally, ECHN is one of two members of Visiting Nurse & Health Services of Connecticut, which provides home care services.

Affiliated with ECHN are: Evergreen Imaging in South Windsor; Tolland Imaging Center (a partnership between ECHN and Windham and Johnson Memorial Hospitals); Community CancerCare (a partnership between RGH, MMH, and Hartford and Johnson Hospitals), which provides radiation therapy at the John A. DeQuattro Cancer Center; Evergreen Endoscopy Center (a partnership between ECHN, the Colon & Rectal Surgeons of Greater Hartford, and community Gastroenterologists); Connecticut Occupational Health Partners, a regional occupational medicine service operated with St. Francis Hospital and Medical Center and Bristol Hospital; and three medical transportation services — Ambulance Service of Manchester, Aetna Ambulance, and Metro Wheelchair (which we share ownership with Hartford Hospital). ECHN is also affiliated with Connecticut Children's Medical Center. In addition, cardiac catheterization services are provided at RGH in conjunction with St. Francis Hospital and Medical Center's Hoffman Heart Institute of Connecticut.

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Preparing For Your Hospital Stay

Pre-Admission Registration and Testing

If being admitted for elective surgery, you may be called by the hospital's Patient Access staff prior to your admission for pre-registration. If not pre-registered, the patient will be asked to stop at the Ambulatory Services Center registration area to confirm information on the day of their scheduled admission.

If your physician has ordered tests, our staff will call you to schedule them.

On the day before your procedure, you will receive a phone call from a nurse, who will do a brief health assessment and explain what you can expect before, during, and after your hospital stay. It is important that you have available a complete and current list of your medications and the dosages taken at that time.

On the day of your pre-admission testing and procedure visit, report to the Ambulatory Services Center entrance, located on Guard Street. If necessary, you may be asked to complete any remaining paperwork. You may also be directed to have additional testing at this time.

Pregnancy Advisory

If you are pregnant, or think you may be pregnant, please notify our staff before having any procedures involving radiation. These include X-rays, CT scans, and nuclear medicine tests.

In the Event of a Delay

We will make every effort to carry out your tests and treatment as scheduled. Please understand that delays sometimes occur due to circumstances beyond our control, such as emergency patients in need of immediate treatment.

Checking Into The Hospital

Admissions

- ***Elective Surgery.*** If you are having elective surgery, enter the hospital through the Ambulatory Services Center on Guard Street.
- ***SBM Charitable Foundation Family Birthing Center.*** On Monday through Friday, 6:00 a.m. to 8:00 p.m., enter the hospital through the Ambulatory Services Center on Guard Street. At all other times, please enter the hospital through the Emergency Department.
- ***All Other Admissions.*** If you are coming directly from the physician's office or being admitted for any other non-elective surgery, report to the Outpatient/Admitting/Registration (Patient Access) office, located on the ground floor of the hospital.

Patient Agreement

When you are admitted (or at pre-registration) you will be asked to provide information for your hospital record. You may be asked to present insurance and identification cards, such as a license. You will also be asked to sign papers allowing the hospital to care for you and release medical information to your insurance carrier. You must also sign a permission form for general care, release of information, payment of Medicare benefits, and a financial agreement.

The hospital is not responsible for valuables or clothing kept here while you are a patient. Please do not bring valuable personal property with you. If you do have valuables, we will put them, at your request, in the hospital safe.

Identification Bracelets

An identification bracelet will be placed on your wrist when you are admitted. This is a very important item of information. Please do not remove it until you are discharged.

Language Translation

For non-English-speaking patients and visitors in need of an interpreter, the hospital is pleased to offer a free special service called "Language Line." This 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 loan equipment and provide services, free of charge, including:

- Sign language interpreters.
- TTY/TDD telephones.
- Assistive listening devices.
- Closed-caption television.

During your hospital stay, please ask your nurse for assistance. Prior to or after your hospitalization, for questions related to services in the hospital for deaf/hearing impaired persons, contact 860/647-6886. 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.

Bedside Call System

An easy-to-use call system is at your bedside. It lends instant access to the nursing station, where someone is always there to respond to your needs. There are also controls to position your bed and adjust the television volume.

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 to lower your bed rails unassisted. When having tests, please wait to be escorted back to your room.

Cleaning 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.

Telephone

Patient rooms are equipped with two telephones for use by patients. Single rooms have one telephone.

Your room can be dialed directly by your family and friends from outside the hospital. (Note: To reach a patient room from inside the hospital, dial the last four digits only.)

To place local calls:

(Bloomfield, Colchester, Columbia, Coventry, East Hartford, Glastonbury, Hartford, Manchester, Rockville, South Windsor, Vernon, West Hartford, Windsor, Windsor Locks)

- Dial "9" and wait for the dial tone.
- Dial the local number.

Television

Cable television service for our patients is free and consists of more than 65 channels.

Fire Safety

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

Security

The hospital's Security Department patrols areas both inside and outside the hospital to provide a safe and secure environment during your stay. 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."

Hospital Medicine at ECHN

Providing Inpatient Hospital Care at Manchester Memorial Hospital and Rockville General Hospital

The Society of Hospital Medicine defines Hospital Medicine as "the medical specialty dedicated to the delivery of comprehensive medical care to hospitalized patients." At ECHN, our Hospital Medicine Service includes board certified internal medicine physicians, family medicine physicians and non-physician providers (advanced practice registered nurses) who provide 24 hour a day, 7 days a week care of our hospitalized patients at both ECHN hospital campuses.

Your Hospital Medicine Specialist, or "Hospitalist," will work closely with your primary care physician to assure continuity of care. They will also coordinate and manage all aspects of your care with the nursing staff, as well as other specialists and hospital services, in order to optimize the delivery of your care while you are hospitalized. Hospitalists are trained to effectively and efficiently utilize all hospital and health care resources to assure that you receive the best medical care available. The Hospital Medicine team will be available to you and your family at all times during your hospitalization.Once you are discharged, your care will be transferred back to your primary care physician.

For more information about Hospital Medicine at ECHN, please call 860/533-6595.

Pastoral Care / Chaplaincy Services

An interfaith chaplain is available to all 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 decisions, impacted by health issues, have to be made. For example, chaplains are trained to help as you think through complex treatment options.

You may request a visit from the in-house chaplain in several ways. You may call the chaplain's office directly at ext. 2137 or 2478 at MMH or ext. 5399 at RGH. You may also ask your nurse to place a call for you. If your request is urgent, the hospital operator is a dependable resource for contacting the chaplain or other hospital support services. Simply dial "0," and ask for the chaplain.

ECHN's interfaith chapels are places for prayer and quiet reflection. MMH's chapel is located on the First Floor North. At RGH, the chapel can be found on the main floor of the Maxwell Mansion. They are always open. Bibles and other scripture are available, as are prayer rugs for our Muslim guests.

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, our switchboard can assist you in contacting clergy in an emergency situation.

Infection Control

A system of safeguards, known as "universal/standard precautions," is practiced to reduce the risk of infection to patients and staff. This includes staff wearing gloves, goggles, gowns, and/or masks when appropriate. All health care workers routinely wash their hands, which is the easiest and most effective way to contain the spread of infection.

You may see a card marked "Isolation Precautions" on a patient's door. This means that visitors and staff may need to take additional precautionary measures. Before entering these rooms, visitors must check with the nurses' station. We encourage you to ask your caregivers if they have remembered to clean their hands before entering your room.

Smoking Policy

All facilities owned, leased, or maintained by ECHN, including Rockville and Manchester Hospitals, are smoke-free, both inside and outside. This includes parking lots and garages, hospital grounds, and inside any vehicle on ECHN grounds.

Your Rights As A Patient

As a patient, you are a partner in your own health care. 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.
- To 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.
- To make informed decisions about your plan of care and to give your permission before any procedure or treatment is started.
- To 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.
- The names and titles of those individuals involved in your care.
- To have a family member, friend, or other support person to be present for emotional support during your stay.
- To 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.
- To have or compose an advance directive ("living will") and to name a person of your choice to make health care 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.
- 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.
- To access information contained in your medical record within a reasonable time frame.
- Examine and receive an explanation of your bill.
- You have the right to 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 a patient representative. The ECHN Patient Representative may be contacted at 860/647-6886, or from inside the hospital dial ext. 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 Responsibilities As A Patient

We encourage you to take an active part in your health care. 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 health care providers unexpected changes in your medical condition.
- Participate in treatment decisions, follow treatment recommendations and instructions, and inform your health care 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.
- 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.

A Word About Independent Contractors at the Hospital

Many of our physicians and other health care providers are independent contractors who deliver medical services to our patients and are not employees, agents, or servants of the Hospital. Although these independent contractors occasionally will wear lab coats or other hospital apparel and identification badges required by the Hospital, the use of this clothing or the use of a hospital identification badge is not intended to lead anyone to believe that the person is an employee, agent, or servant of the Hospital. If you have any questions concerning the status of any health care provider as an independent contractor, employee, agent, or servant, please feel free to ask questions.

Speak Up! A Team Effort

Your Right To Speak Up!

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 health care professionals.

Your Safety

A major way to help assure your safety as an inpatient 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 health care providers are hard working, highly skilled and competent medical professionals, you can add to your safety by being knowledgeable about all aspects regarding your care. Another safety measure is to make sure that your doctors, nurses and other health care 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 assure 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 own hands often. Feel free to ask your caregivers if they have washed their hands or scrubbed their hands with sterile gel.

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 wallet-sized Medication Cards to help organize your medical information. Remember to update it and present it each time you seek medical care.

Your Medications

While you are a patient in the 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?

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. 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 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 as pleasant and comfortable as possible.

Your Procedure And Your Care

You have the right to be involved in your plan of care, which includes procedures, tests or surgery. Ask the 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 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, including making provisions for outpatient rehabilitation, home care or home health assistance, and nursing home or rehab facility placement. Ask your doctor to explain what will happen once you return home, especially dealing with wound care, bandages and casts, and 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.

Our Commitment!

ECHN is committed to providing you with the best medical care possible, offering the highest standards of care and service to every patient.

Your well-being is important to us, so if you have a concern during your stay, please speak to your nurse or ask for the Nurse Manager. If you have additional concerns that cannot be answered or addressed by staff on the unit, please contact one of ECHN's Patient Representatives:

- Manchester Memorial Hospital
  860/647-6886 or ext. 6886 (if calling within the hospital)
- Rockville General Hospital
  860/872-5205 or ext. 5205 (if calling within the hospital)

Ethical Decisions

Ethics Committee

As a patient, there are many decisions that you and your family need to make. Some will be straightforward and easy, but others may be extremely complex and difficult. For example, sometimes making decisions about surgery or highly technological care, such as life support, can be very challenging for everyone involved.

Our Ethics Committee is ready to help you. Comprised of members of the hospital, its medical staff, and representatives from the community — all with a special interest/expertise in medical ethics — it provides a confidential forum where ethical issues related to medical treatments can be discussed. The interdisciplinary committee can offer guidance on ethical questions regarding treatment options, etc. Members can also give counsel on whether or not it is justified to forego aggressive treatment and opt for treatments that more directly address comfort and quality of life.

Our ethics team does not replace decisions made by you and your physician. It does, however, offer recommendations to clarify situations and help you reach decisions together.

For more information, call the committee chair, who is also a chaplain, at 860/872-5399. From inside the hospital, dial ext. 5399. The hospital switchboard can also be called by dialing "0" to assist you in contacting a committee member if the chaplain is not available.

Advance Directives

We ask all inpatients age 18 and older if they have "advance directives." These include living wills, a durable power of attorney, or the appointment of a health care representative. Such documents direct your medical care if you become too ill to make or communicate your decisions.

If you have advance directives, please discuss them with your physician. You should also provide a copy for your hospital records. If you would like more information, please ask a staff member.

Organ Donation

By law, we are required to report all deaths to LifeChoice Donor Services (LDS). If a patient meets the criteria for organ or tissue donation, the option of donation will be discussed with the next of kin by a member of the LifeChoice Team.

Information For Visitors

Our patients are healing and need their rest. The staff of ECHN realizes the value of visitors to our patients and therefore, our visitation policy is based on the individual needs of each patient. We encourage and support visitation.

Please keep the following guidelines in mind as you visit Manchester Memorial Hospital:

- Children, accompanied by a parent or guardian, are welcome for short visits.
- Many of our rooms are semi-private. Please remember to be considerate of the other patient in the room and the other patients on the unit. This can be done easily by remembering to keep your voices low while visiting and trying to limit visitors to two at a time.
- If you have flu-like symptoms or something that may be considered contagious, we ask that you visit at another time in the best interest of all of our patients.
- If there is an isolation sign on the patient's door, please see the nurse so that the process of entering and leaving the room can be explained in detail. This would include any protective apparel to be worn when entering the room, review of what to do with the attire when leaving, and the importance of hand washing prior to exiting the patient's room.
- There will be times when visits may be interrupted so that we may provide patient care to your loved one or their roommate. We appreciate your understanding and support during these times, and we encourage you to either wait in the waiting area or return later in the day. We realize the importance of your visits to the healing process of our patients.

Some of our areas have specific hours for visitation. Please see below.

Behavioral Health-Adolescent Unit:

Monday-Friday, 5:00-7:00 p.m.; weekends and holidays,
2:00-4:00 p.m. and 5:00-7:00 p.m.

Behavioral Health-Adult Unit:

Monday-Friday, 6:00-8:00 p.m.; weekends and holidays,
2:00-4:00 p.m. and 6:00-8:00 p.m.

With the above in mind, our Hospital will often set very strict standards for visitation during the flu season. For example, we may limit children coming into the hospital as they will often be carriers of viruses.

Please note that the hospital conducts periodic fire drills. If an alarm should sound while you are in the hospital, or a "Code Red" page is announced, please stay where you are until you are directed otherwise, or until "all clear" is announced over the paging system. Do not pass through any closed doors or use any elevators.

Directions to Manchester Memorial Hospital

71 Haynes Street, Manchester, CT 06040, 860/646-1222

From Hartford, CT: Take I-84 East to I-384 East. Take Exit 3 (Route 83, Downtown Manchester) and bear right at the end of the exit ramp. Follow Main Street through the business district for approximately two miles until you reach the light at Haynes Street. Turn left onto Haynes Street.

From Boston, MA: Take I-84 West to Exit 63 (Route 30). Take a right off the ramp onto Deming Street. Proceed less than a half mile; take a right onto Oakland Street (Route 83). Continue about one mile; take a right at the light onto North Main Street (will still be Route 83). At the next light, take a left onto Main Street (will still be Route 83). Proceed about one mile. Pass the Middle Turnpike intersection; take a right onto Haynes Street.

Parking

Free visitor parking is available across the street from the hospital. Free visitor valet parking is also available by driving up to the front entrance of:

- **Manchester Memorial Hospital**
  7:00 a.m. – 4:00 p.m.
- **John A. DeQuattro Cancer Center**
  7:30 a.m. – 4:00 p.m.
- **Ambulatory Services Center (Guard Street)**
  6:00 a.m. – 5:00 p.m.

If visitors would like an escort to their vehicles after dark, they should ask at the nursing desk and a security guard will be called.

Cafeteria and Vending Machines

A full-service cafeteria and vending machines (accessible 24 hours a day) are available on the ground level of the hospital. Cafeteria hours are:

	Monday-Friday	Saturday & Sunday
Breakfast:	6:30 – 10:15 a.m.	6:30 – 10:30 a.m.
Lunch:	10:45 a.m. – 2:00 p.m.	11:00 a.m. – 1:30 p.m.
Dinner:	2:30 – 6:30 p.m.	4:30 – 6:30 p.m.

Lullaby Music

Every time a baby is born, a member of the family is invited to push a special button to play a brief, soothing lullaby throughout the hospital. When you hear it, you'll know our patient population has just increased by one!

Wireless Internet Access

ECHN offers wireless internet access at Rockville and Manchester Hospitals to patients and visitors who bring in their own wireless equipped computers. The service is available in many locations throughout the facilities, including most inpatient units, as well as certain areas of the Emergency Departments and Ambulatory Care units. (Please note that we are unable to assist patients and visitors with connectivity or equipment issues.)

Going Home And Financial Matters

Before you leave the hospital, please arrange to have someone drive you home. You cannot drive home after surgery or a procedure in which you are medicated. When you are ready to go, a nurse or volunteer will assist you.

Financial Counselors/Patient Access Liaisons

Qualified financial counselors, referred to as Patient Access Liaisons (PALS), 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.

A counselor may contact you for needed information, either before you are admitted or during your stay.

To reach a counselor, call ext. 2073, or dial 860/646-1222, ext. 2073 from outside of the hospital, weekdays from 8:30 a.m. to 4:00 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.

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 Community Financial Assistance Program. To find out more, please call ext. 6565, or dial 860/533-6565 from outside the hospital.

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 Manchester Memorial 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. 2218.

Medicare and CHAMPUS Letters

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 the Quality Improvement Organization (QIO) – Qualidigm – at 1-800/553-7590.
- 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. 5231 or 4739.

Patient Questionnaire

You may receive a patient satisfaction survey in the mail. We ask that you take a few minutes to fill it out and return it promptly. We take your feedback very seriously and are always working to improve our services.

Continuity Of Care

The Care Management Department coordinates services for continued care after you are discharged from the hospital. The staff works with the patient and family to ease the transition from hospital to home, or to a skilled nursing facility. For information, call Care Management at 860/647-4739. From inside the hospital dial ext. 4739.

Woodlake at Tolland Rehabilitation and Nursing Center

Woodlake at Tolland, part of the ECHN family, is a modern, comfortable nursing home and short-term rehabilitation center.

In addition to skilled nursing services, Woodlake offers oncology services for people with cancer; physical, occupational, and speech therapies; joint replacement rehabilitation; stroke and neurological rehabilitation; wound management; pain management; dementia management; respite care; hospice; and more. In April 2009, Woodlake opened a new, state-of-the-art Short-Term Rehabilitation Unit specializing in inpatient orthopedic, cardiac, and stroke rehabilitation, as well as outpatient services.

Woodlake serves residents throughout eastern Connecticut, is Medicare- and Medicaid-certified, and participates in most managed care plans. It is located at 26 Shenipsit Lake Road in Tolland, in a beautiful, country setting. The telephone number is 860/872-2999.

Medical Transportation

The Ambulance Service of Manchester (ASM), Aetna Ambulance and Metro Wheelchair Service are ECHN affiliates providing comprehensive, non-emergency medical transportation throughout the greater Hartford area.

The companies provide services such as non-emergency ambulance, critical care and wheelchair van transportation. ASM and Metro can provide transportation related to admission, discharge, and medical and personal appointments. For more information or booking please call 860/647-9798. Dial 9-1-1 in an emergency.

Visiting Nurse & Health Services of Connecticut

Visiting Nurse & Health Services of Connecticut (VNHSC), in partnership with ECHN, provides a full array of community home health and hospice care services to 25 communities east of the river. VNHSC is a Medicare-certified home health and hospice agency, and is accredited by the Connecticut Homecare Accreditation Program (CHAP). Services include: skilled nursing; occupational, physical, and speech therapies; medical social workers; and home health aides. Specialty services include: in-home cardiac rehabilitation; in-home mental health; TeleHealth; Hospice & Palliative Care; wound and ostomy care; pulmonary rehabilitation and diabetes management. Community services include: senior wellness programs and screenings; flu clinics; corporate wellness programs; support groups — bereavement, stroke, Alzheimer's, and related dementia; and caregivers. A Caring Hand (ACH), an affiliate of VNHSC, provides an affordable, alternative, long-term solution to allow those needing care to remain home. ACH can provide homemakers and companions, assistance with personal care needs, and 24-hour live-in services to assist with all daily routines.

VNHSC has offices located at 8 Keynote Drive in Vernon and 155 Hazard Avenue, Enfield. For more information, please call 860/872-9163 or visit www.vnhsc.org.

Home Health Agency Information

Listed below are Medicare-certified home health agencies that serve eastern Connecticut.They are presented in compliance with federal law; however, by including them, ECHN is not necessarily endorsing them.

At your request, we will gladly refer you to agencies outside of the area.

- ***Visiting Nurse & Health Services of CT***
  (A partner of ECHN)
  8 Keynote Drive
  Vernon, CT 06066
  860/872-9163
- ***Backus Home Health Care***
  31 Clinton Avenue
  Norwich, CT 06360
  1-877/331-8923
- ***Connecticut VNA***
  111 Founders Plaza, Suite 200
  East Hartford, CT 06108-3829
  860/528-2273
- ***Day Kimball Home Care***
  P.O. Box 6006
  Putnam, CT 06260
  1-800/664-2442
- ***Gentiva Health Services***
  30 Stamford Drive
  Farmington, CT 06032
  860/674-1302 or
  1-800/280-8202 (Intake)
- ***Hebrew Community Services***
  Home Health Care Agency
  1 Abrahms Boulevard
  West Hartford, CT 06117
  860/523-3888
- ***Home & Community Health Services***
  101 Phoenix Avenue
  P.O. Box 1199
  Enfield, CT 06082-1199
  860/763-7600
- ***Interim Health Care***
  231 Farmington Avenue
  Farmington, CT 06032
  860/677-0005
- ***Interim Health Care***
  15 Wilson Street
  Willimantic, CT 06226
  860/456-3500
- ***New England Home Car***e
  136 Berlin Road
  Cromwell, CT 06416
  1-800/286-6300

- ***Nursing Services, Inc.***
  21 High Street
  East Hartford, CT 06118
  1-800/742-4901
- ***Patient Care***
  1290 Silas Deane Highway
  Wethersfield, CT 06109
  860/257-1887
- ***Patient's Choice Homecare***
  370 Silas Deane Highway
  Wethersfield, CT 06109
  860/561-0599
- ***Saint Francis Home Health Agency***
  114 Woodland Street
  Hartford, CT 06105
  860/714-4682
- ***Staff Mates***
  5 West Main Street
  Hebron, CT 06248
  860/228-4321
- ***VNA East***
  34 Ledgebrook Drive
  P.O. Box 716
  Mansfield Center, CT 06250
  860/456-7288
- ***VNA Health Care***
  103 Woodland Street
  Hartford, CT 06105
  860/249-4862
- ***VNA Health Care***
  969 Hebron Avenue
  Glastonbury, CT 06033
  860/466-3227

Skilled Nursing Facility Information

Listed below are Medicare-certified skilled nursing facilities, rehabilitation hospitals, and long-term care hospitals that serve eastern Connecticut. They are presented in compliance with federal law; however, by including them, ECHN is not necessarily endorsing them. At your request, we will gladly refer you to facilities outside of the area.

- ***Woodlake at Tolland Rehabilitation and Nursing Center***
  (An affiliate of ECHN)
  26 Shenipsit Lake Road
  Tolland, CT 06084
  860/872-2999
- ***Avery Heights***
  705 New Britain Avenue
  Hartford, CT 06106
  860/527-9126
- ***Bidwell Health Care Center***
  333 Bidwell Street
  Manchester, CT 06040
  860/533-3086
- ***Blair Manor***
  612 Hazard Avenue
  Enfield, CT 06082
  860/749-8388
- ***Bloomfield Health Care Center***
  Park Avenue
  Bloomfield, CT 06002
  860/242-8595
- ***Chelsea Place***
  25 Lorraine Street
  Hartford, CT 06105
  860/233-8241
- ***Chestnut Point***
  171 Main Street
  East Windsor, CT 06088
  860/292-5394
- ***Crestfield Rehabilitation Center***
  565 Vernon Street
  Manchester, CT 06042
  860/643-5151
- ***Douglas Manor***
  103 North Road
  Windham, CT 06280
  860/423-4636
- ***East Hartford Health Care & Rehabilitation***
  51 Applegate Lane
  East Hartford, CT 06118
  860/568-7521
- ***Elm Hill Nursing Center***
  45 Elm Street
  Rocky Hill, CT 06067
  860/529-8661
- ***Evergreen Health Care Center***
  205 Chestnut Hill Road
  (Route 190)
  Stafford Springs, CT 06076
  860/684-6341
- ***Fenwood Manor***
  565 Vernon Street
  Manchester, CT 06042
  860/643-5151
- ***Fox Hill Nursing & Rehabilitation***
  22 South Street
  Rockville, CT 06066
  860/875-0771

- ***Gaylord Rehab Hospital***
  Gaylord Farm Road
  Wallingford, CT 06492
  860/284-2810
- ***Glastonbury Health Care***
  1175 Hebron Avenue
  Glastonbury, CT 06033
  860/659-1905
- ***Harrington Court***
  59 Harrington Court
  Colchester, CT 06415
  860/537-2339
- ***Haven Health***
  595 Valley Street
  Willimantic, CT 06226
  860/423-2597
- ***Hebrew Home & Hospital***
  1 Abrahms Boulevard
  West Hartford, CT 06117
  860/523-3960
- ***Hospital for Special Care***
  2150 Corbin Avenue
  New Britain, CT 06053
  860/827-4841
- ***Jefferson House***
  1 John Stewart Drive
  Newington, CT 06111
  860/667-4453
- ***Kettlebrook Health Center***
  96 Prospect Hill Road
  East Windsor, CT 06088
  860/623-9846
- ***Kimberly Hall***
  One Emerson Drive
  Windsor, CT 06095
  860/640-6302
- ***Kindred Hospital Parkview***
  1400 State Street
  Springfield, MA 01109
  413/787-6700
- ***Liberty Specialty Care***
  36 Broadway
  Colchester, CT 06415
  860/537-4606
- ***Manchester Manor***
  385 West Center Street
  Manchester, CT 06040
  860/646-0129
- ***Mansfield Center for Nursing & Rehab***
  100 Warren Circle
  Mansfield, CT 06250
  860/487-2300
- ***Mapleview Manor***
  856 Maple Street
  Rocky Hill, CT 06067
  860/563-2861
- ***Marlborough Healthcare Center***
  85 Stage Harbor Road
  Marlborough, CT 06447
  860/295-9531
- ***Mt. Sinai Rehabilitation Hospital***
  490 Blue Hills Avenue
  Hartford, CT 06112
  860/714-3500
- ***Newington Health Care Center***
  240 Church Street
  Newington, CT 06111
  860/667-2256
- ***Park Place Health Center***
  5 Greenwood Street
  Hartford, CT 06106
  860/236-2901
- ***Parkway Pavilion***
  1157 Enfield Street
  Enfield, CT 06082
  860/745-1641
- ***The Reservoir, Harborside Healthcare***
  1 Emily Way
  West Hartford, CT 06107
  860/289-2791
- ***Riverside Health and Rehab Center***
  745 Main Street
  East Hartford, CT 06108
  860/289-2791
- ***Saint Joseph's Living Center***
  14 Club Road
  Windham, CT 06280
  860/456-1107
- ***Salmon Brook Center***
  72 Salmon Brook Drive
  Glastonbury, CT 06033
  860/633-5244
- ***South Windsor Rehabilitation and Nursing Center***
  1060 Main Street
  South Windsor, CT 06074
  860/289-7771
- ***Suffield House***
  1 Canal Road
  Suffield, CT 06078
  860/668-6111
- ***Trinity Health Care Center***
  151 Hillside Avenue
  Hartford, CT 06106
  860/951-4047

Disclosure of Financial Interest

ECHN, as a health network, has a financial and ownership or membership interest in all of its subsidiaries. It is a member of Community CancerCare (Northeast Regional Radiation Oncology Network, Inc.), a provider of radiation therapy services; and a member of Connecticut Occupational Health Partners, LLC, a regional occupational health venture. ECHN has, as well, an ownership interest in Evergreen Endoscopy, an ambulatory care facility specializing in endoscopic procedures and colon cancer detection and protection, located in the ECHN Medical Building at 2400 Tamarack Avenue in South Windsor; Evergreen Imaging, a medical imaging facility in the ECHN Medical Building at 2800 Tamarack Avenue in South Windsor; Tolland Imaging Center, a medical imaging center in the ECHN Medical Offices at Fieldstone Commons in Tolland; and three medical transportation companies: Aetna Ambulance Services, Inc.; Ambulance Service of Manchester, LLC; and Metro Wheelchair Service, Inc.

ECHN is also one of two members of Visiting Nurse & Health Services of Connecticut, Inc.

Other Important Services

Physician Referral Service & Community Health Promotion

Do you need a doctor? Want to ask about health screenings in the area? Wish to register for a health education program? For all of these services, simply call ECHN's Physician Referral and Program Registration Line. It is a toll-free number that operates 24 hours a day, 365 days a year.

Our physician referral service will direct you to a doctor credentialed through ECHN. We will give you information on training and certification, insurance plans, and any additional languages the physicians speak.

The telephone number for ECHN's Physician Referral and Program Registration Line is 1-888/299-3676.

Cardiac Catheterization

The Hoffman Heart Institute @ Rockville General Hospital provides cardiac catheterizations to patients when an arterial blockage in the heart is suspected. This specialized service, performed by ECHN board-certified cardiologists, is provided in collaboration with St. Francis Hospital & Medical Center. For more information, call 860/872-5060.

Cardiac Rehabilitation

Rockville General Hospital and Manchester Memorial Hospital have both monitored (PHS II) and unmonitored (PHS III) outpatient Cardiac Rehabilitation programs. These programs provide patients, families, and communities with important resources in the battle against cardiovascular disease. For more information, call 860/646-1222, ext. 2166.

Home services are also provided for recovering heart patients who are not yet ready to participate in an outpatient program. Call Rockville General Hospital Cardiac Rehabilitation or Visiting Nurse and Health Services of CT, Inc. at 860/872-9163 for details.

Center For Wound Healing

ECHN's Center for Wound Healing offers specialized outpatient care for patients with chronic, non-healing wounds, potentially caused by diabetes, circulatory disease, or radiation burns, among other things. We offer the latest advances in medical care and management of non-healing wounds, with the use of surgical debridement, special dressings, and for some patients, the intervention of Hyperbaric Oxygen Therapy. We are open Monday through Friday from 7:45 a.m. to 5:30 p.m. and are conveniently located in the Ambulatory Services Center on the Manchester Memorial Hospital campus. For more information, or if you are a patient who could benefit from our program, please call 860/533-2903.

da Vinci Robotic Surgery

Manchester Memorial Hospital was the first hospital in eastern Connecticut to introduce the da Vinci S HD (High Definition) Surgical System. Manchester Memorial Hospital was honored to be the first minimally invasive, multi-specialty, high-definition robotics surgery program in Connecticut, Massachusetts, and Rhode Island. Robotic surgery is used in urology, gynecology, and colo-rectal procedures.

The system allows surgeons to perform complex, delicate procedures through very small incisions with unmatched precision. Patients also benefit from less pain, blood loss, and scarring. This can mean shorter recovery times and often better clinical outcomes.

For more information on physicians who perform procedures using the da Vinci surgical system, call our physician referral line at 1-888/299-3676.

Diabetes Self-Management

This is a comprehensive educational program that has been recognized for excellence by the American Diabetes Association. Classes emphasize wellness and a team approach, and are generally provided in three small group sessions followed by individual appointments with nurse and dietitian diabetes educators. Optional services include a stress management class, a free podiatry screen, counseling for gestational diabetes, medical nutrition therapy for diabetes or pre-diabetes self-management, review sessions, and basic and advanced instruction on using insulin. Classes are offered at Manchester Hospital and covered by Medicare and most CT-based group insurers with a doctor's referral. Call ext. 6824 or dial 860/647-6824 from outside the hospital to learn more.

Laboratory Services

Laboratory Services offer a wide range of clinical testing using state-of the-art diagnostic instruments to provide clinicians and their patients with timely and accurate results. Services include clinical chemistry, hematology, microbiology, blood banking, histology, cytology and surgical pathology. We also have a trained and competent team of phlebotomists that staff a variety of Patient Service Centers, most of which are open for full days Monday through Friday and some Saturdays. We welcome patients at our service centers with an order from their physician and we participate will all major insurance carriers. A listing of all ECHN Patient Service Centers can be found in the advertisement located next to page XXX of this guide.

Lifeline Emergency Response System

Lifeline is an easy-to-use medical alert service designed to reduce the risk of living alone. In the event of a fall or emergency, the Lifeline Service lets you access emergency help at the touch of a button, 24 hours a day/365 days a year. Lifeline allows you to live independently, while providing peace of mind for you and your loved ones. Our new Lifeline with AutoAlert provides an added layer of protection by automatically placing a call for help if a fall is detected and you can not push your button because you are disoriented, immobilized or unconscious. To learn more about Lifeline, call our local office at 860/647-6889.

Medical Imaging Services

ECHN's Medical Imaging department offers a full line of medical imaging services including: diagnostic radiology, CAT Scan, MRI, Ultrasound, Vascular US, Echocardiography, PET/CT Scan, and Nuclear Medicine. Both Manchester Memorial and Rockville General Hospitals offer flexible appointments during the weekdays and the weekends. For more information, please call 860/872-5150.

Nutrition Counseling Services

Registered dietitians are available to enhance your understanding of nutrition and health. Nutrition counseling is offered to manage weight changes, gastrointestinal disorders, cardiovascular disease, hypertension, pregnancy, eating disorders, cancer, food-related

allergies, bariatrics, sports nutrition, HIV/AIDS and various other conditions. A physician referral is required for all consultations. Please call Central Scheduling at 860/872-5150 to schedule an appointment.

Physical/Occupational/Speech Therapy

Comprehensive rehabilitation services are available for both adults and children at the following seven convenient locations: CorpCare Occupational Health (Manchester – 860/533-6500), Court House Plus* (Vernon – 860/649-3369), Manchester Memorial Hospital (860/647-6485), Rockville General Hospital (860/872-5261), Glastonbury Wellness Center* (860/652-3181), ECHN Medical Building at Evergreen Walk* (South Windsor – 860/533-4670), Ellington YMCA (860/871-1078), and Woodlake at Tolland (860/872-2999). We specialize in treating conditions such as orthopedic (including joint replacements) and sports injuries, arthritis, neurological disorders, work-related injuries, hand/upper extremity injuries, speech/swallowing disorders, balance and vestibular conditions, breast cancer, lymphedema, and more.

*indicates pool therapy available

Pulmonary Rehabilitation

Pulmonary Rehabilitation is provided at Rockville General Hospital and Manchester Memorial Hospital for patients with chronic respiratory disease. The program provides physical training and education to decrease shortness of breath and improve quality of life.
A maintenance (PHS III) program is also available upon completion of the program. For further information, call 860/872-5171.

The Sleep Disorders Center

The ECHN Sleep Disorders Center, located at Manchester Hospital, can diagnose disorders such as sleep apnea, narcolepsy, and restless legs syndrome using state-of-the-art computerized technology. The center now also accepts referrals for children suspected of having a sleep disorder. If you are having trouble sleeping, contact the Sleep Disorders Center at ext. 6881, or dial 860/647-6881 from outside the hospital, to determine if a sleep study is appropriate for you.

Special Assistance for Families

Early Head Start: This program serves families with children from birth to age three. Its key focus is building children's breadth of skills — physical, emotional, intellectual, and social. Services are delivered in area homes and through family activities at the community locations. To qualify, families must meet income guidelines. Please call 860/872-0501, ext. 5779.

Nurturing Connections: This program helps new mothers and fathers adjust to their roles as parents. Moms and dads are matched with our specially-trained volunteers, who provide resource materials on parenting and emotional reassurance through regular phone calls. More information is available by calling 860/646-1222, ext. 2457.

Nurturing Families Network: This home-visit program enhances child development and overall family functioning. Geared to first-time parents, specific services include education, support, and case management. For additional information, call 860/646-1222, ext. 2451.

Family Resource Centers: Located at two area public schools — Maple Street School in Vernon and Washington School in Manchester — the Family Resource Centers serve the school community through pre-school education, school-age child care, families in training, family childcare support, adult education referrals, positive youth development, and resource and referral to community services. For additional information, call 860/647-3330 (Manchester) or 860/875-5771 (Vernon).

Family Enrichment Services: This program assists parents of children from birth through age 8 who have been referred by the Department of Children and Families for help in parenting skills and building family strengths. After an assessment has been made and a family/child action plan has been established, parenting education services begin via home visits and referrals to other necessary resources. For additional information, contact 860/646-1222, ext. 2442.

Nurturing Group: This is a 10-week parenting education course with series designed for pregnant teens under age 21, parents with children up to age 5, and the baby's father and/or support person. Class focus is on prenatal nutrition, preparing for delivery, infant development, bonding techniques, child development, behavior management, etc. Special groups are held just for dads. For additional information, call 860/646-1222, ext. 2447.

Other ECHN Affiliates

ECHN Breast Care Collaborative: ECHN's Breast Care Collaborative is a team of specialists with particular expertise in the treatment of breast health and breast cancer, including radiologists, surgeons, pathologist, medical oncologist, radiation oncologist and the services of the Breast Health Nurse Navigator. The services provided by the Breast Care Collaborative can range from facilitating timely appointments, education and educational materials or providing support. The Breast Care Collaborative is available to assist the patient and her family in any manner. The Breast Care Collaborative is located at 2600 Tamarack Avenue, Suite 100, South Windsor, CT 06074. The Breast Care Coordinator can be reached at 860/533-4696, option #2.

Evergreen Endoscopy Center, LLC: Evergreen Endoscopy Center is an ambulatory surgical center specializing in the delivery of endoscopic procedures and colon cancer detection and prevention. Evergreen Endoscopy is a partnership between ECHN, the Colon & Rectal Surgeons of Greater Hartford, and several community Gastroenterologists. The center is located in the ECHN Medical Building at 2400 Tamarack Avenue in South Windsor. To make an appointment, please call 860/644-7336 (64GREEN).

Evergreen Imaging: Evergreen Imaging, located in South Windsor, offers high field MRI, CT, Ultrasound, and digital X-ray. The center is an all digital facility utilizing state-of-the-art equipment. Evergreen Imaging offers same day appointments and on-site Radiologists. For more information, please call 860/533-4600.

Glastonbury Wellness Center: The Glastonbury Wellness Center, located in Glastonbury, is a health care facility offering physical therapy and aquatic therapy; medical imaging services that include X-Ray, mammography, and bone density; and an Outpatient Laboratory Service Center. A Healthtrax fitness center is also located at the Glastonbury Wellness Center. For more information, please call 860/652-7066.

The John A. DeQuattro Cancer Center: The John A. DeQuattro Cancer Center, home of the Eastern Connecticut Cancer Institute, is a unique continuum of care driven by advanced technology, supportive resources and the extraordinary dedication of a highly skilled team of compassionate professionals, providing patients and their families with the highest quality cancer diagnosis and treatment close to home. For more information, please call 860/533-2929.

Tolland Imaging Center: Tolland Imaging Center, located in Tolland off exit 68 on Route 84, offers Open MRI, CT, Ultrasound, digital X-ray, digital mammography, and bone density. Tolland Imaging is jointly owned by ECHN, Johnson Memorial Hospital, and Windham Community Hospital. Tolland Imaging Center offers same day appointments and on-site Radiologists. For more information, please call 860/896-4848.

Women's Center for Wellness: The Women's Center for Wellness offers state-of-the-art imaging services, including digital mammogram and breast ultrasound, with a radiologist on site daily. To screen for osteoporosis, we offer Dexa bone density scans. Our integrative medicine therapies, such as acupuncture and therapeutic massage, can relieve symptoms related to stress, self-esteem, and physical and emotional factors. We are located in the ECHN Medical Building at 2600 Tamarack Avenue in South Windsor. Appointments are made by calling 860/533-4646.

Resources For You And Your Family

There are many community resources to help you and your family in a time of need. In fact, confidential, compassionate assistance is just a phone call away. The professionals and volunteers at each of the organizations below have been well trained and have your interests at heart.

Smoking Cessation

Your hospital visit is a great time to quit smoking! Smoking may slow your recovery from surgery and illness. It may also slow bone and wound healing. All hospitals in the United States are smoke-free. You will be told NOT to smoke during your hospital stay. 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.

Helpful Hints to Stay Quit

Ask your friends and family for support. Continue your quit plan after your hospital stay. Make sure you leave the hospital with the right medications or prescriptions. If you "slip" and smoke, don't give up. Set a new date to get back on track. For help in quitting smoking, call the National Quitline toll free: 1-800/QUIT NOW.

Crisis Services

- Mental Health (Genesis) — 1-877/884-3571
- Suicide Hotline — 1-800/784-2433
- Infoline — Dial 211

Emergency Numbers

- Fire/Police/Medical — Dial 911
- Poison Control — 1-800/222-1222

Community Support Services

- Consumer Credit Counseling — 1-800/282-3100
- ECHN Family Development Centers — 860/646-1222, ext. 2450
- Elderly Outreach and Family Services — 860/647-3096
- Genesis Center, Inc. — 860/871-8227
- Hockanum Valley Community Council Inc. — 860/872-9825
- KidSafe — 860/872-1918
- Manchester Youth Services Bureau — 860/647-5213
- Vernon Youth Services Bureau — 860/870-3555
- Visiting Nurse & Health Services of Connecticut — 860/872-9163

Community Behavioral Health Services

- ECHN Behavioral Health Services
  - Behavioral Health Administration — 860/533-3494
  - Adolescent Inpatient — 860/646-1222, ext. 1052
  - Child & Adolescent Ambulatory Services — 860/647-6827
    - Child & Adolescent Outpatient
    - Adolescent Partial Hospital
    - Adolescent Intensive Outpatient
    - Clinical Day School
    - Adolescent Occupational Therapy
  - Adult Inpatient — 860/647-4746

- Adult Ambulatory Services — 860/533-3434
  - Adult Intensive Outpatient
  - Adult Partial Hospital
  - Adult Substance Abuse
  - Work Services/Supported Employment
  - Horizons Case Management

- State and State-Funded Services
  - Community Child Guidance Clinic — 860/643-2101
  - Connecticut Department of Mental Health & Addiction Services (DMHAS) — 860/418-7000
  - Connecticut Department of Public Health — 860/509-8000
  - Mental Health Association of Connecticut — 860/529-1970
  - National Alliance for Mental Illness (NAMI) of Manchester — 860/645-9563

Shelters

- East Hartford Community Shelter — 860/568-0323
- My Sister's Place (Hartford) — 860/522-0416
- MACC/Samaritan Shelter (Manchester) — 860/647-8003
- Salvation Army Family Shelter (Hartford) — 860/543-8423
- South Park Inn (Hartford) — 860/724-0071
- Tri-Town Shelter (Vernon) — 860/875-9702

Temporary Youth Shelters

- The Cornerstone, Vernon — 860/871-1823
- Jewel House (YMCA), Hartford — 860/522-4183
- Marshall House (Salvation Army), Hartford — 860/543-8430

Abuse Resource Numbers

- Connecticut Department of Children and Families (DCF) — 1-800/842-2288
- Elderly Protective Services — 860/723-1003

Assistance Program Information

- CT Department of Social Services (DSS) — 860/647-1441
- Elderly and Family Services — 860/647-3096
- Health Care for UninSured Kids and Youth (HUSKY) — 860/646-1222, ext. 2798
- Housing and Urban Development (HUD) — 1-800/998-9999
- Women, Infants and Children (WIC) — 860/875-0602
- Infoline — Dial 211

Health Assistance Programs

- HIV-AIDS Anonymous Confidential Testing — 860/278-4163
- Manchester Area Network on AIDS (MANA) — 860/646-6260
- Planned Parenthood of Connecticut — 860/643-1607

Support Groups and Programs

- Adult Children of Alcoholics
- Al-Anon
- Alcoholics Anonymous (AA)
- Alzheimer's Support Group

- Autism Spectrum Support Group
- Bereavement Support Group
- Breast Cancer Network of Strength
- Cancer Support Group
- Cancer Survivors Club
- Caregiver Support Group
- Compassionate Friends
- Crohn's & Colitis Disease Support Group
- Diabetes Support Group (Sweet Talk)
- Family Support Night
- HELP Support Group (herpes)
- Lung Cancer Support Group
- Man-to-Man Prostate Cancer Support Group
- Narcotics Anonymous
- Older Adult Recovery and Support Group
- Oral Head and Neck Cancer Support Group
- Ostomy Support Group
- Overeaters Anonymous
- Parent Support Group
- Seriously Seeking Recovery (NA)
- Stroke Support Group
- The Journey Continues (NA)
- Traumatic Brain Injury Support Group

For additional information on any of the support groups listed, please call 860/646-1222, ext. 2292.

2012 Awards

We're proud to have Manchester Memorial Hospital rated among the best in the nation by HealthGrades®, the independent leader in national health care ratings. These results further demonstrate the commitment of our doctors, nurses, and staff in providing the highest quality care. Our 2012 awards for Manchester Memorial Hospital include:

- Among America's 100 Best Hospitals For Critical Care Ranked #1 in Connecticut for Critical Care second year in a row (2011-2012)
- Five-Star Rated for Treatment of Heart Attack for 4 Years in a Row (2009-2012)
- Five-Star Rated for Treatment of Heart Failure for 3 Years in a Row (2010-2012)
- Five-Star Rated for Treatment of Stroke in 2012
- Five-Star Rated for Treatment of Pneumonia for 7 Years in a Row (2006-2012)
- Five-Star Rated for GI Procedures and Surgeries for 4 Years in a Row (2009-2012)
- Five-Star Rated for Overall Critical Care for 2 Years in a Row (2011-2012)
- Five-Star Rated for Treatment of Sepsis for 4 Years in a Row (2009-2012)
- Five-Star Rated for Treatment of Respiratory Failure for 5 Years in a Row (2008-2012)

According to the HealthGrades 2011 Healthcare Consumerism and Hospital Quality in America report, patients treated at 5-star rated hospitals experience a 73% lower risk of dying and a 63% lower risk of complications compared to 1-star rated hospitals. Patients also had a 54% lower risk of dying in a 5-star rated hospital compared to the national average.

"We recommend MMH for their superior quality and support of consumerism and transparency." -HealthGrades

Questions For My Doctor

Question _____

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Response _____

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Question _____

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Response _____

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Question _____

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Response _____

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Questions