

CAPE COD HOSPITAL

Patient Information Guide



CAPE COD HOSPITAL
Cape Cod Healthcare

27 Park Street
Hyannis, MA 02601
508-771-1800

*Driving directions are available on our
website at www.capecodhealth.org.*

REV 11.2010



CAPE COD HOSPITAL
Cape Cod Healthcare

Contents

<i>1</i>	Welcome
<i>2</i>	Our History, Mission and Accreditations
<i>4</i>	Your Patient Care Team
<i>6</i>	Your Hospital Accomodations
<i>8</i>	Safety Concerns
<i>10</i>	Clinical Services
<i>12</i>	Other Services
<i>14</i>	For Family and Friends
<i>16</i>	Discharge Planning
<i>17</i>	Billing and Insurance
<i>18</i>	Other Hospital Information
<i>19</i>	Patient Rights and Responsibilities
<i>20</i>	To All Patients

Welcome to Cape Cod Hospital

Welcome to Cape Cod Hospital, a proud part of Cape Cod Healthcare. We are committed to coordinating and delivering the highest quality, accessible health care services which enhance the health of all of our Cape Cod residents and visitors. We have the utmost confidence in our medical staff and dedicated nurses and offer you and your family every assurance that your care will be professional and timely.

We hope the information in this Guide will answer some of the questions you and your family may have regarding our services.

In recent years, the medical community has placed greater focus on how to make medical care safer. At Cape Cod Hospital, we are a leader in this area. Nothing takes higher priority than the safety of our patients, our staff and our visitors.

Research on medical safety has shown that the best results are achieved when health care providers work as partners with patients and families to promote safe care. Included in this guide are techniques you can use to ensure the best outcome of your care.

We welcome any suggestions you may have as to how we can improve our service.

Thank you for choosing Cape Cod Hospital.

Our History

During a winter storm in 1919, a ship was wrecked in the lower Cape off Harwich. Despite heroic efforts on the part of Cape Codders in the area, there was loss of life, and horrible injuries to many sailors, whose hands had been frozen to the deck railings. Survivors were put on a train for the long and painful trip to the nearest hospital, which was in Boston.

At a stop in Hyannis, local businessman Charles Lincoln Ayling boarded the train. As the train pulled off Cape, Mr. Ayling realized the plight of the suffering shipwrecked men and decided that it was time the Cape had its own hospital. With the support of seven other members of the Hyannis Board of Trade, Cape Cod Hospital was incorporated on August 22, 1919. The summer residence of Dr. Edward Francis Gleason was chosen as the site in April, 1920. The eight businessmen put a down payment of \$3,000 toward the \$35,000 purchase price. The first major fund raising drive was begun on July 26, 1920 to secure the balance.

Cape Cod Hospital opened for patients on October 4, 1920. It was a three story, wooden frame building with 14 beds and 2 cribs. Quarters for nurses were on the third floor. In 1922, work began on the first addition to the hospital and, in 1924, the appropriately named Charles L. Ayling Wing was opened. The Hospital stayed pretty much this way right on through the Second World War, with the next key expansion being built in 1950. Major additions were built in 1962, 1976, 1993, 1999 and 2007.

From the very beginning, every step was made possible by the support and the philanthropy of the Cape communities we serve. Every future step forward we make will be because we have earned the confidence and the support of those we serve today. Excellence in patient care and customer service will earn us that support.



Our Mission:

To coordinate and deliver the highest quality, accessible health services which enhance the health of all Cape Cod residents and visitors.

Our Vision

We will be the health service provider of choice for Cape Cod residents by achieving and maintaining the highest standards in health care delivery and service quality. To do so, we will partner with other health and human service providers as well as invest in needed medical technologies, human resources and clinical services. Above all, we will help identify and respond to the needs of our community.

Our Values

- To be compassionate, respectful and professional in the way we deliver care.
- To be relentless in pursuing the highest standard of quality through continuous improvement, emphasizing the power of teamwork.
- To be honest, ethical and open in all our relationships.
- To be responsible stewards of the community's resources by working efficiently and cost effectively.
- To serve all without regard to sex, race, creed, residence, national origin, sexual orientation or ability to pay.

Hospital Accreditation

Cape Cod Hospital is accredited by the Joint Commission, the College of American Pathologists and the American Association of Blood Banks. Cape Cod Hospital's Cancer Program is accredited by the American College of Surgeons. Our Continuing Medical Education Program is approved by the Massachusetts Medical Society.

Cape Cod Hospital is a member of the American Hospital Association, the Association of Community Cancer Centers, Massachusetts Hospital Association, New England Hospital Association, Southeastern Massachusetts Hospital Council, Cape Cod Healthcare, Volunteer Trustees of Not-For-Profit Hospitals, Voluntary Hospitals of America and the VHA/Health Front.

About Cape Cod Hospital

- Cape Cod Hospital has been named one of America's Top 100 Hospitals five times in a nationwide, annual survey - The 100 Top Hospitals®: National Benchmarks for Success conducted by Solucient, an Illinois-based health care information company.
- Cape Cod Hospital has one of the busiest Emergency Centers in Massachusetts year round and is the busiest in the summer months. We see over 85,000 patients annually.
- Cape Cod Hospital performs over 2 million laboratory tests each year.
- Cape Cod Hospital performs over 12,500 surgical procedures a year.
- There are approximately 1,000 births a year at Cape Cod Hospital.

Asking questions is key to good communication with your doctor/health providers. If you don't ask questions, your doctor may think you do not need or want more information. Asking questions helps your doctor know what is important to you. It also lets your doctor know when something he or she says is unclear. You are an important part of your Patient Care Team.

Hospitalists (Hospital-based physicians)

Hospitalists are physicians who specialize in the care of hospitalized patients. They are highly qualified and experienced - carefully selected to provide compassionate patient care.

A Hospitalist may visit you during your stay. When you are discharged from the hospital, the Hospitalist will discuss with your physician ongoing treatment needs, including follow-up treatments, medication, rehabilitation and home health. Each Hospitalist has access to all Cape Cod Hospital specialists, departments and services.

Nursing staff

Your hospital stay will be carefully monitored and evaluated by our dedicated nursing staff who will work collaboratively with your physician, hospitalists, certified nursing assistants and unit coordinators. There is also a care management team consisting of Registered Nurses and licensed Social Workers who will assist in planning your care both in the hospital and for after you are discharged.

Patient Representative

Should you have any concerns about your stay at Cape Cod Hospital, please contact the Patient Representative Office at extension 25401. The office is staffed Monday through Friday 8:00 a.m. to 4:00 p.m. The Nursing Supervisor is available during the times that our Patient Representative Office is closed. The Nursing Supervisor may be contacted by calling the Operator or by informing your nurse that you wish to see the Nursing Supervisor.

Other methods of voicing concerns or complaints are by contacting the Department of Public Health at 617-753-8000 or 800-462-5540 or by contacting the Board of Registration in Medicine at 617-654-9800.

Environmental Services

Your room will be cleaned daily by a member of our house-keeping staff. If you notice any house-keeping or maintenance issues in your room, please contact extension 22610 and the problem will be dealt with promptly.

Volunteers

More than 500 volunteers give of their time, talent and heart. They work in many areas including the gift shop, information desk, medical library, patient transport, admissions, emergency, surgical day care, pastoral care and in many offices.

A volunteer may visit you to ask you if there is anything we can do to make your hospitalization more pleasant. Please feel free to share your comments or suggestions. If you would like to purchase a newspaper or an item in the Gift Shop, please call Volunteer Services at extension 22295 Monday thru Friday between 8:00 a.m. and 4:00 p.m.

Pastoral Care

Pastoral Care works cooperatively with all staff to bring spiritual, emotional and religious support to all patients and their families receiving care at Cape Cod Hospital. During the admission process you will have the opportunity to identify your religion of choice and state your desire to be visited by clergy members and/or Hospital chaplains. You can reach a Chaplain by calling directly from your bedside telephone - extension 25287; or call the Hospital operator anytime of the day or night.

Interpreter Services / TTY

Trained medical interpreters fluent in Portuguese and Spanish are available on site. If you need a trained medical interpreter for a different language, we will provide one free of charge or use the AT&T Language Line, which will provide access for other language needs. Please call 27822 for more information.

Sign language services, telecommunication devices (TTY's) and other aids for the hearing impaired are available free of charge. These services include telephones with amplified sound that are hearing aid compatible and assisted listening devices. Your caregiver is aware of these services and how to obtain them for your use.



Your Room

Your room assignment at Cape Cod Hospital is based on your diagnosis and bed availability at the time of your admission. You may be moved as your health changes or as other rooms become available. Most of our rooms are single bed private rooms or semi-private two-bed rooms.

Your Belongings and Valuables

Cape Cod Hospital cannot accept the responsibility for lost or damaged personal items and cannot reimburse you for the cost of lost items. We strongly urge that all valuables be kept at home. In the case of an emergency admission, a safe is available in the Security Department. Unneeded items should be sent home with a trusted friend or family member. In the event a personal item is lost, we will make every effort to locate it, but we do not accept responsibility for its replacement.

To ensure the safety of your belongings, please follow these guidelines:

- Do not keep credit cards or large amounts of cash in your room.
- Items that you will need daily such as glasses, hearing aid or walker must be labeled.
- If you have dentures, ask your nurse for a denture cup and make sure the cup is labeled with your name.
- Be careful not to put your dentures or any personal items on your meal tray as items can become lost when the tray is removed from your room.
- All non-essential items should be sent home including clothing, jewelry, purses, cell phones, laptops, electronic equipment, and personal items that you will not need on a daily basis.
- If you are not able to send items home, ask your nurse to have them locked in our safe which is located in the Security Department.

We recommend you bring to the hospital only a robe, one pair of slippers, personal toiletries and no more than \$15.00.



Patient Meal Service

Patient meal service is available through an innovative program called *At Your Request Room Service Dining*[®]. Patients have the ability to order their meals daily, based on the diet prescribed by their physician. Patients may order what they like, when they want it (based on dietary restrictions) and it will be delivered within forty-five (45) minutes of the order being placed. Meals may be ordered individually or up to three (3) meals may be ordered in advance. Orders may be placed by calling x25555 between the hours of 6:30 a.m. and 6:30 p.m. and our *Room Service Dining*[®] operators will assist in selecting meal options. If a patient is unable to fully participate in our *Room Service Dining*[®] program accommodations will be made. The Nutrition & Food Services Department will send a trained staff member to the patient room to assist with meal selection if necessary. Family members may also assist in ordering meals by calling x25555 or by calling 508-862-5555 if they are calling from outside the hospital. Included in this packet you will find a menu with multiple options. Please have your nurse check foods brought in from home or restaurants for compliance with the diet ordered by your physician.

Guests may dine with patients if appropriate. Guest trays are available in patient rooms for a fee of seven dollars and fifty cents (\$7.50). If a guest tray is requested in a patient room, a

voucher for a guest tray may be purchased in the *Mugar Dining Hall* at the cashier station. However, we encourage all visitors to visit our dining room on the first floor of the Mugar building to enjoy our selections. We hope that you enjoy our meal service.

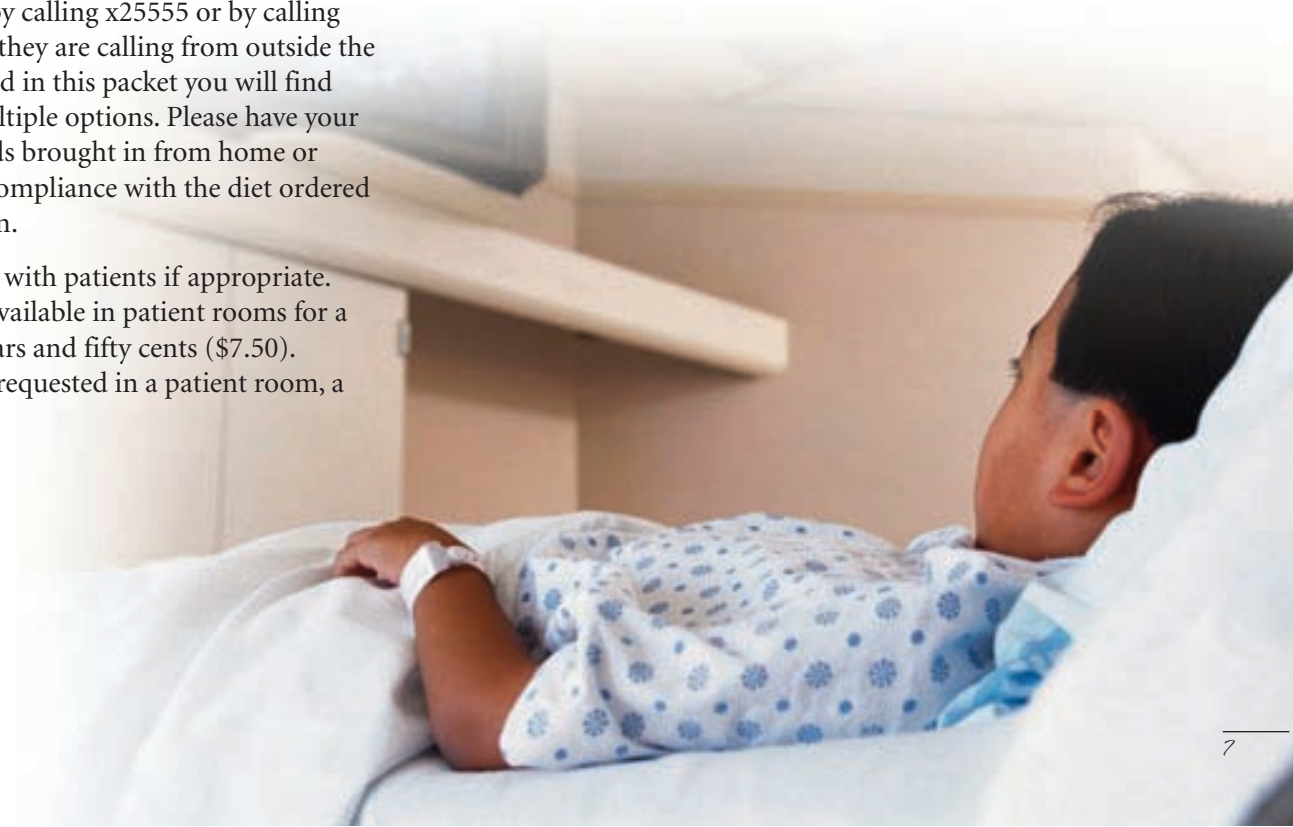
Television / Wireless Access

Each bedside unit on our patient care floors has a television available to patients free of charge.

You may connect to the Internet using our wireless access throughout the hospital.

Telephones

Telephones for patient use are available in all rooms. Family and friends may call you directly by calling the number posted on your telephone. Please dial the switchboard "0" if you have any questions or need assistance.



Safe care is a priority at Cape Cod Hospital. Physicians, nurses, administrators, and other hospital staff each have a role in making your healthcare safer. You also play a vital role in making your healthcare safe by becoming an active member of your healthcare team. Please report to your nurse or doctor any unexpected changes in your condition or anything that appears unsafe about your care or the environment. Ask questions about your care. You and your family need to fully understand your treatment plan and expected outcomes. Carefully follow instructions regarding breathing treatments and getting out of bed. Falls can complicate many conditions. Do not hesitate to ask for help to prevent falls.



Identification

Your identification band and the identification badges of your caregivers are very important. Anyone who enters your room who is part of your treatment team should be wearing a hospital identification badge. If you do not see it, call your nurse.

Your identification band will make sure that your caregivers have you positively identified. Be certain that you are wearing it at all times as it is very important for proper care and safety. You will be asked frequent questions regarding your name and date of birth as well that may seem redundant, but this is part of double checking and triple checking that you are receiving the correct treatment.

Medications

Your physician will prescribe the medications you will need while hospitalized from the hospital pharmacy. Do not bring any medications from home unless your doctor or your nurse asks you to do so. Make a list of all your current medications, prescription and non-prescription, and give it to your hospital caregiver. Tell your doctor and anyone who gives you medications about any allergic reactions you may have had in the past to any medications or food, especially shellfish.

Ask questions about your medications. When you are given a medicine, ask what it is and what it is for. Report any problems or unexpected symptoms to your nurse right away. It is important that you know your medications by name and the purpose, dose and possible side affects of each one.



Rapid Response Team (RRT)

Cape Cod Hospital has a Rapid Response team that can be activated by staff members, patients and families when a patient's condition appears to be deteriorating. If you are feeling sicker and need help right away, you or a family member can call the Rapid Response Team. Call extension 22233.

Tell the Operator:

- To call an RRT
- Patient's room number
- Name of patient

The Rapid Response Team has special training in critical care. They will come to the bedside and assess the patient's need for immediate treatment.

Ask for Help

It is important that you ask for help the first time you get out of bed following surgery or any medical procedure. We want you to feel comfortable about asking for assistance, especially when it comes time to use the bathroom. By providing you with assistance while you are sick, we can help you to prevent serious injury from falls. Even if you feel like you can make it on your own, or if you are reluctant to "bother" the nurse, continue to ask your nurse for help getting out of bed until your nurse says that it's okay to get out of bed on your own.

Private Equipment

In order to provide a safe environment for our patients and employees, private equipment used for medical therapy cannot be utilized without your physician's order, and then the equipment must be cleared for use by our Biomedical Department.

Equipment you may use at home such as radios, cassette players or televisions should not be brought to Cape Cod Hospital.

Preventing Infections in the Hospital

There are several things that you can do to help prevent infections:

- Wash your hands carefully after handling any type of soiled material. This is especially important after you have used the bathroom.
- You are a part of your healthcare team. Do not hesitate to remind doctors, nurses or any other care giver to wash their hands before working with you.
- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if the dressing works loose or gets wet.
- If you have a dressing on a wound, a catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.
- If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during and after your hospital stay. High blood sugar increases the risk of infection.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- If you smoke, consider a smoking cessation program. (Call 877-729-7200). This will reduce your chances of developing a lung infection and may also improve your healing abilities following surgery.
- Ask your friends and relatives not to visit if they feel ill.



Cape Cod Hospital and our Cape Cod Healthcare affiliates offer you a complete continuum of care right here on Cape, close to home. From diagnostic testing and lab services to treatments, rehabilitation, VNA home visits and hospices service, we are able to coordinate and deliver the highest quality health services.

Pain Management

Cape Cod Hospital strives to offer all patients the best level of pain relief that may be safely provided. Many anxieties surround the subject of pain.

Cape Cod Hospital has many forms of pain therapy available. The most important factor in pain management is you, the patient. You must report your pain accurately to your doctor or nurse when asked to rate its severity. Any appropriate adjustments in pain therapies will then be made.

Imaging Services, X-rays

Cape Cod Hospital offers technologically advanced imaging services including a 64-slice CT scanner, MRI, mammography, nuclear medicine, bone scans, ultrasound and cardiac stress tests. Some of these tests may require that you abstain from eating or drinking for a period of time prior to the exam. You may also spend a short period of time in the department after the test as results are reviewed to determine if additional tests are needed.

Physical Rehabilitation

Our qualified and experienced clinical staff evaluate rehabilitation needs, set realistic goals and establish individualized treatment programs to help each patient achieve the highest level of function. Services provided are Physical Therapy, Occupational Therapy, and Speech & Language Pathology.

Advance Directives / Ethics Consultations

In the event that an illness or accident leaves you unable to make decisions about your medical treatment, the Massachusetts Health Care Proxy Law allows you to name another person to make those decisions for you, including decisions about life support treatments. Discuss your wishes with your family, your doctor, and the person you want to name as your agent and then fill out a Health Care Proxy form.

If you have questions about the ethics of medical treatment and options for treatment, you may wish to request an ethics consultation to discuss issues or concerns. Contact extension 25444 or the nursing supervisor.

A Network of Care

Cape Cod Hospital is a part of Cape Cod Healthcare, Inc., an integrated healthcare delivery system. Through this network, Cape Cod Hospital works with diagnostic centers, physician offices, outpatient facilities, rehabilitation centers, the Visiting Nurse Association of Cape Cod, C-Lab and Cape Cod Human Services to offer patients a complete range of services.

For more information about Cape Cod Healthcare please visit our website at www.capecodhealth.org or call the Cape Cod Healthcare Information Line toll-free at 1-877-CAPE COD (1-877-227-3263).



Cape Cod Hospital offers a wide range of services to make your stay a comfortable, healing experience. If you or your family members and friends require services not listed here, please inform your nurse. While you are in our care, we offer the following services:

Parking

Valet parking is available free of charge for patients and visitors in front of the main hospital entrance, the Davenport/Mugar Cancer Center and the O’Keeffe Surgical Pavilion. Additional parking is provided to the south of the Main Entrance. Areas for patient and visitor parking are marked, well lit and patrolled by our security staff. Complimentary shuttle bus service is available for transport to and from these parking locations Monday through Friday from 7:00 a.m. until 8:00 p.m. and on Saturdays, Sundays and holidays from 8:00 a.m. until 8:00 p.m.



Patient/Visitor Information Desk

The Patient Information Desk located in the Main Lobby can provide information regarding patient location and condition. Telephone requests addressing a patient’s condition can be placed by calling 508-862-5297. Specific information regarding a patient’s condition cannot be provided, in order to maintain patient confidentiality. Wheelchairs are available at the Information Desk for ease of access for both patients and visitors.



Maps

Locations within the hospital are well identified by gray signs. Maps to direct you to various locations are available at the Information Desk and the Concierge Desk. The Patient Information Representative, the Concierge and other staff members are always willing to assist you with directions. Please do not hesitate to ask them for assistance.



Gift Shop

The Gift Shop is located down the hallway just off the Main Lobby. It is operated by the dedicated members of the Cape Cod Hospital Auxiliary and all proceeds go to benefit the hospital. The Gift Shop offers a full service florist shop, magazines, books, cards, gifts, toiletries and an assortment of candy. Hours of operation are Monday through Friday 9:00 a.m. to 7:30 p.m. and Saturday and Sunday 10:00 a.m. to 4:00 p.m.



ATM Machine

A 24-hour Automated Teller Machine is located in the Lorusso Conference Center just off the Mugar Lobby. There is a small bank fee charged for using the machine. The hospital does not cash checks.

Mail Service

Mail is delivered to nursing units by volunteers once a day Monday through Friday. After you are discharged from the hospital, your mail will be forwarded to the address you provided when you were admitted. Please notify the Volunteer Office at extension 25292 if you want your mail forwarded to another address. Stamps are available in the Auxiliary Gift Shop.

Visiting a Patient

Our goal is to maintain a safe, comfortable and quiet atmosphere for our patients. We ask that visitors abide by the following policies while visiting the hospital.

Please do not visit if you are ill.

- There is no smoking at Cape Cod Hospital. This is a smoke-free campus.
- Please do not wear perfumes or colognes.
- Do not bring latex balloons or products into the hospital.
- Please be aware that your voice carries. Remember how every sound is magnified when you are ill. Remind others of the need for quiet.
- Plan visits so that there are only two visitors in a patient room at one time.
- Check at the Nurse's Station prior to entering a patient room.
- Obey all signs which may be posted on the door of a patient's room.
- Use cell phones only in designated areas.



Visiting Hours

In order to ensure high-quality care and comfort for all patients, Cape Cod Hospital requests that family and friends observe our visiting hours. All visitors must use the main entrance of the hospital and stop at the Information Desk for directions to your destination. Visiting hours are:

- Medical/Surgical Units: 1:00 p.m. – 8:00 p.m.
- Maternity: 12:00 Noon – 8:00 p.m.
- Pediatrics: 11:30 a.m. – 8:30 p.m.
- CICU and ICU (Cardiovascular Intensive Care Unit and Intensive Care Unit): The Critical Care units support a 24-hour a day visitation policy. Immediate family members only are permitted in order to respect patient privacy. Additional visitors may be allowed at the discretion of the patient, family and hospital staff. Due to space constraints, two visitors at a time are suggested. As always, we will accommodate the changing needs of the patient, family and the clinical situation. The critical care needs of the unit and patient confidentiality will take precedence at all times.
- Psychiatric Center: Monday through Friday, 6:00 p.m. – 8:00 p.m., Saturday, Sunday and holidays 2:00 p.m. – 4:00 p.m. and 6:00 p.m. – 8:00 p.m.

Chapel and Worship Services

There is a chapel located on the second floor above the main entrance to the hospital. It is open 24 hours for prayer, meditation and devotion. Bibles, devotional books and pamphlets are available for your use.

Spiritual counseling is available by calling extension 25287.

Telephones / Cell Phones

Pay telephones are located in the following areas:

- Off the main hospital lobby next to the Gift Shop
- Emergency Center Waiting Area
- In the Lorusso Conference Center off the Mugar lobby

Phones for patient use are available in all rooms. Patient phones are not available for use by visitors.

Please use cell phones only in designated areas.

Visitor Meals

A variety of foods including hot meals, soups, salads and sandwiches can be purchased by visitors in the dining hall of the Mugar Building and at the *Casual Gourmet* in the main lobby next to the reception desk. The dining hall is open daily 6:45 a.m. until 7:00 p.m. The *Casual Gourmet* is open Monday through Friday 7:00 a.m. until 8:00 p.m., opening at 8:00 a.m. on Saturdays and 11:00 a.m. on Sundays.

Guests may dine with patients if appropriate. Guest trays are available in patient rooms for a fee of seven dollars and fifty cents (\$7.50). If a guest

tray is requested in a patient room, a voucher for a guest tray may be purchased in the *Mugar Dining Hall* at the cashier station. However, we encourage all visitors to visit our dining room on the first floor of the Mugar building to enjoy our selections. We hope that you enjoy our meal service.

Vending machines are available 24 hours in the corridor leading to the dining hall in the Mugar Building, in the lobby of the Emergency Center and in the O'Keeffe Surgical Pavilion lobby.

Smoking Policy

Cape Cod Hospital is a smoke-free campus. Visitor smoking is prohibited within 100 feet of the hospital. We suggest you utilize your vehicle should you wish to smoke while visiting our facility. Information regarding smoking cessation programs at Cape Cod Hospital is available by contacting 877-729-7200.



Our Case Management Department of Registered Nurses are experts in the field of discharge planning. They will work with you, your health care team, your family and your insurance company to develop a comprehensive, effective and a safe plan for after your discharge from Cape Cod Hospital.

If you have no medical insurance, qualified financial account representatives will confidentially explore possible coverage options. Regardless of your ability to pay, your discharge plan will be implemented according to your healthcare needs.

Day of Discharge

We will make every effort to coordinate your discharge by 10:00 a.m. on the day of your scheduled discharge. Only your physician may discharge you. Patients will not be discharged alone. Please make arrangements for someone to pick you up at the time of your discharge.

Before Leaving

- Check your room and make sure you have all of your belongings.
- Reclaim any valuables that were kept for you in the hospital safe.
- Make necessary arrangements for your transportation.
- Talk with your physician about your follow up care and special instructions.
- Make sure you have your prescriptions with you.
- If there is anything about your instructions that you do not understand, ask your physician or nurse to clarify for you.

Additional Testing

If your physician has ordered tests for you after your discharge, you will come back to the hospital and check in at our Admitting/Registration desk, located in the Main Lobby. Please bring with you the written order for the test and/or the written instructions you received from your physician along with your insurance card(s).

Hospital Bill

It is possible that several bills will be generated for services at Cape Cod Hospital during your hospitalization. Separate billing is sent for services provided by Emergency Physicians, Radiologists, Anesthesiologists and the hospital. The billing statements for contracted physicians services are sent separately. Your Cape Cod Hospital bill consists of room charges, laboratory charges, pharmacy charges, nursing service charges, as well as physical therapy and occupational therapy charges. You will receive copies of all bills sent to your insurance carriers. Charges for which you are responsible will be billed directly to you after your insurance carrier(s) have processed your bill.

Any questions related to your hospital bill can be directed to the Patients Accounts Department at 508-957-8409 or 800-635-6311. The Patient Accounts Department is available to answer your concerns Monday through Friday from 8:00 a.m. until 4:00 p.m.

Financial Assistance and Free Care Availability

Cape Cod Hospital makes financial counseling services available to all patients. We provide information about federal, state and private programs that may assist patients with paying their medical bills.

Those patients who are unable to pay for all or part of their hospital care, may apply for financial assistance by meeting with a financial counselor to determine eligibility for MASSHEALTH, free-care or low cost insurance coverage through the Commonwealth Care program by completing the Application for Financial Assistance, available upon request from the Financial Assistance Office at 508-862-7019 Monday through Friday from 8:00 a.m. until 4:00 p.m.



Blood Donations

If you are a visitor to Cape Cod Hospital, please consider a donation of blood. Our Blood Bank is always appreciative of conscientious people kind enough to donate blood, a vital component in the treatment of our patients. The personnel in our Blood Bank are committed to keeping our blood supply at an adequate level. Many of our staff members donate blood regularly. You will find the process both comfortable and rewarding.

The Blood Bank is located on the ground floor of the Ayling Wing next to the laboratory. It is open Monday through Friday 8:00 a.m. until 4:00 p.m. and evenings and Saturdays by appointment. Thank you.

Your Gift is Welcome

Charitable gifts from the community and from the Cape Cod Hospital Auxiliary have played a critical role in the growth and progress of Cape Cod Hospital. In addition to new programs, services and technology at Cape Cod Hospital, philanthropy has helped make possible recent renovations and construction including the Lyndon P. Lorusso Emergency Center, the Davenport-Mugar Cancer Center, the John F. Kennedy Jr. Pediatric Department, an Ambulatory Surgery Center at the O'Keefe Pavilion, and the new dining hall and patient care tower in the Marian G. and Stephen P. Mugar Building. The Hospital Foundation welcomes all contributions and invites you to inquire about the many ways to support the hospital. For more information please contact the Foundation Office at 508-778-0505 or call toll free at 1-800-499-3377.

Cape Cod Hospital Auxiliary branch meetings are held monthly in order to plan fund raisers such as fashion shows, bridge parties, raffles, craft sales, bake sales, a Holly Berry bazaar, a golf tournament and Tag Day. Between formal branch meetings we gather as committee members in our homes to organize each event. Whether you are a member of one of our four branches, contributing hours at one of the two shops, or even participating in both activities, the camaraderie among the group is unsurpassed and all consider it a labor of love. If you are interested in becoming a member of the Cape Cod Hospital Auxiliary, please call the Cape Cod Hospital Volunteer Office at 508-862-5259.



Patient Rights

While you are in our care you have the right to:

- Receive considerate and respectful care.
- Adequate pain control.
- Obtain accurate and timely information about your illness and treatment plan.
- Consent to or refuse a treatment, as permitted by law.
- Freedom from the use of seclusion or restraints in any form unless clinically required.
- Have an advance directive in the form of a Health Care Proxy.
- Receive as soon as possible, the services of a translator or interpreter.
- Express and practice your religious and cultural beliefs. (CCH clergy, Ext. 25286)
- Have privacy.
- Confidentiality.
- Information in your medical records.
- Expect that necessary services will be provided to meet your health needs.
- Know when Cape Cod Hospital has a relationship with outside parties that may influence your care or treatment.
- Free care availability. (508-862-7019)
- Know about Cape Cod Hospital resources to help you deal with any problems or issues. (Patient Representative, Ext. 25401 or Dept of Public Health's Advocacy Office, 1-800-462-5540)
- Know about our billing process.

Patient Responsibilities

While you are in our care you have the responsibility to:

- Provide us with accurate and honest information about your medical history.
- Ask questions when you do not understand any information provided to you.
- Let us know when you believe you cannot follow through with your treatment plan. We will work with you to try and develop a plan which meets your needs.
- Treat your caregivers, family, visitors and fellow patients with dignity and respect.
- Designate one person to act as the contact for information and updates regarding your care.
- Not tamper with Cape Cod Hospital property, including any medical device being used for your care.
- Abide by the rules and regulations, as posted, of Cape Cod Hospital particularly with regard to smoking and cell phone use. Smoking is not allowed on the premises or immediately around any of the entrances. Cell phones may only be used in designated areas.
- Provide information about your insurance coverage and work with our financial consultants to arrange payment when needed.

To hear the Patient Rights and Responsibilities in either English, Spanish or Portuguese dial extension 27730.

TO ALL MEDICARE PATIENTS:

A Notice of Your Rights

In Massachusetts, the law protects Medicare patients from discrimination. Medicare patients must receive hospital care when they need it and be treated the same as non-Medicare patients. Hospitals may not:

- Deny admission when hospital care is needed
- Inappropriately delay admission to the hospital
- Prematurely transfer or discharge a patient
- Inadequately treat a patient

As a Medicare patient, you are entitled to receive hospital care regardless of the cost of treatment or the seriousness of your illness. Hospitals may not discriminate based on your Diagnosis Related Group (DRG) classification, average length of stay, or any other criteria that are not applied equally to the patients with comparable medical needs.

If you need assistance with post hospital services, the hospital must give you a written discharge plan at least 24 hours before your discharge from the hospital (unless a short length of stay makes it not feasible to meet the 24-hour requirement). The plan should indicate the arrangements that the hospital has made for your post-hospital care.

If you do not agree with your discharge plan, your doctor and the hospital discharge planning coordinator must meet with you to develop a satisfactory plan. If after the meeting you still do not agree with your discharge plan, you may request the Department of Public Health's Advocacy Office to review the plan and decide if it is adequate.

To file a complaint of discrimination or to request a review of a discharge plan, contact:

Complaint Unit
 Massachusetts Department of Public Health
 Division of Health Care Quality
 99 Chauncy Street, 2nd Floor
 Boston, MA 02111

1-617-752-8000, Monday through Friday
 9:00 a.m. – 5:00 p.m. or
 1-800-462-5540, toll free 24-hours a day
 Fax 1-617-753-8165

TO ALL PATIENTS:

Patient Privacy

At Cape Cod Hospital, your privacy is a priority. We follow strict federal and state guidelines to maintain the confidentiality of your medical (protected health) information.

Protected Health Information

Protected health information (PHI) is any information about your past, present, or future health care, or payment for that care that could be used to identify you.

Members of our workforce and our business associates may only access the minimum amount of protected health information that they need to complete their assigned tasks.

Use and Disclosure of PHI

When you visit a Cape Cod Healthcare facility, we use and disclose your protected health information to treat you, to obtain payment for services and to conduct normal business known as health care operations. We may also share information with a contracted business associate who must meet our privacy requirements. Examples of how we use and disclose your information include:

- **Treatment** – We document each visit and/or admission. This documentation may include your test results, diagnoses and medications, and your response to medications or other therapies. This allows your doctors, nurses and other clinical staff to provide the highest quality care to meet your needs.
- **Payment** – We document the services and supplies you receive at each visit or admission so that you, your insurance company and another third party can pay us. We may tell your health plan about upcoming treatment or services that require its prior approval.
- **Health Care Operations** – Medical information is used to improve the services we provide, to train staff and students, and for business management, performance improvement and customer service.

We May Also Use Information to:

- Recommend treatment alternatives.
- Tell you about health benefits and services.
- Communicate with other Cape Cod Healthcare members or business associates for treatment, payment or health care operations.
- Send appointment reminders.
- Communicate with family or friends involved in your care with your permission.
- Include you on the inpatient list for callers or visitors if you are admitted.*
- Let clergy know if you are admitted.*
- Contact you about support for the Cape Cod Hospital Foundation (fundraising).*

Services followed by an asterisk () are optional. Tell the admitting clerk or fundraiser (if contacted) that you do not wish to participate.*

There are limited times when we are permitted or required to disclose medical information without your signed permission. These situations include the following:

- For public health activities such as tracking diseases or medical devices.
- To protect victims of abuse or neglect.
- For federal and state health oversight activities such as fraud investigations.
- For judicial or administrative proceedings.
- If required by law or for law enforcement.
- To coroners, medical examiners and funeral directors.
- For organ donation.
- To avert serious threat to public health or safety.
- For specialized government functions such as national security and intelligence.
- To workers' compensation if you are injured at work.
- To a correctional institution if you are an inmate.
- For research following strict review to ensure protection of information.

Other uses and disclosures not previously described may only be done with your signed authorization. You may revoke your authorization, in writing, at any time.

Our Responsibilities

Cape Cod Hospital is required by law to maintain the privacy of your medical information, provide this notice of our duties and privacy practices, and abide by the terms of the notice currently in effect. We reserve the right to change privacy practices and make the new practices effective for all the information we maintain. Revised notices will be posted in our facilities and will be available from your health care provider.

Your Rights:

You have a right to:

- Request that we restrict how we use or disclose your medical information (we are not required to abide by your request).
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your medical information (fees will apply).*
- Request amendment to your medical information (reason required).*
- Receive an accounting of how your medical information was disclosed (excludes disclosures for treatment, payment, health care operations and some required disclosures; fees may apply.)*
- Obtain a paper copy of this notice even if you receive it electronically.
- Register a complaint. See – “To Contact Us” below.
- Opt out of our inpatient list or fundraising requests.

**Request must be in writing.*

Contact Us

If you have questions about this notice, contact the Privacy Officer or e-mail:
 ComplianceOfficer@capecodhealth.org

If you would like to exercise your rights or if you feel your privacy rights have been violated, contact the Privacy Officer of Cape Cod Healthcare 508-862-5031n or call toll free 1-800-892-9205.

All complaints will be investigated and you will not suffer retaliation for filing a complaint. You may also file a complaint with the Secretary of Health and Human Services in Washington, D.C.

NOTES :