



*Falmouth Hospital  
Patient Information*



[www.capecodhealth.org](http://www.capecodhealth.org)

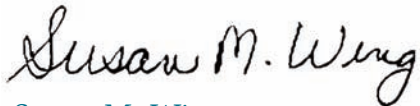


## Welcome

*Welcome to Falmouth Hospital, a proud part of Cape Cod Healthcare. We are pleased that you have selected us to provide your medical care. We realize that hospitalization can be unexpected and sometimes overwhelming, but we will do our best to make you as comfortable as possible. If you have any questions or concerns, please don't hesitate to ask your physician or your nurse. If at any time you feel you are not being treated in a fair and compassionate manner, please call our Patient Concern Line at extension 73948 for assistance. It is our privilege to be your health care provider.*

*Thank you for choosing Falmouth Hospital.*

*Sincerely,*



*Susan M. Wing  
Chief Operating Officer*

## 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.

# Your Accommodations

## Your Room

Your room assignment at Falmouth Hospital is based on your admitting diagnosis and bed availability at the time of your admission. You may be moved as your health changes or other rooms become available.

## Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nurse is alerted that you need assistance, and a light flashes above your door. A staff member will respond to your signal as soon as possible.

## Your Bed

Hospital beds are electronically operated. Your nurse will show you how to work your bed properly. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They may be raised at night or during the day if you're resting and/or recovering from surgery.

# Telephones and Television

## Telephones

Telephones are provided in each room. Patients may receive calls in their rooms from 7:00 a.m. to 9:00 p.m. Local calls may be made at any time from the room by dialing 9 and the number. Long-distance calls cannot be charged to your room. You can make a credit card call or charge a long-distance call back to your home number. Call the Hospital Operator (0) for assistance.

## Cellular Phones

Cellular phone use is allowed in Falmouth Hospital. Due to the potential risk of interference with patient care equipment, we do not allow cellular devices to be used within 3 feet of patient care equipment. Some areas have restricted cellular use due to the high volume of patient care equipment in that area. If you are unsure about cellu-

lar use in your area, please ask the clinical staff for clarification. Please help us maintain patient confidentiality by keeping your conversations private and restricting them to private areas.

## Television

Cable television services are provided at no charge in each patient room. Channel selections include local broadcast stations and some cable stations.

Please note that there is no separate television remote (except in the ICU and Pediatrics). To operate your television, use the bedside remote that has the nurse call button on it. Please be considerate of other patients by playing the television softly or by turning it off at night.

# Food and Nutrition

## Cafeteria and Vending Machines

The Cafeteria at Falmouth Hospital is located on the basement floor and is open seven days a week. The Cafeteria menu features hot and cold entrées, daily specials, deli bar, and salad bar. In addition, vending machines are located in the Cafeteria seating area, Faxon Building and the Medical Office Building.

## Weekdays

The Cafeteria is open Monday through Friday from 7:00 a.m. to 7:00 p.m. The Cafeteria serving stations are open between the following times:

**Breakfast:** 7:00 a.m. – 11:00 a.m.  
Continental Breakfast

**Lunch:** 11:30 a.m. – 2:00 p.m.  
Entrée, Grill, and Salad Bar stations are open

**Dinner:** 5:30 p.m. – 7:00 p.m.  
Entrée and Salad Bar stations are open

## Weekends and Holidays

On weekends and holidays the Cafeteria is open during the same time periods; however only continental breakfast is available in the morning and hot entrees at lunch and dinner.

## “At Your Request” Room Service

We are pleased to offer 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. Quality meals are delivered directly to you within 45 minutes of the order being placed. The Dietary Office is open to accept orders from 6:30 a.m. to 6:00 p.m. On the back of this page are the recommended ordering times; however, you may order at any time during operating hours. For your convenience, all menu items – breakfast, lunch and dinner – are available all day.

**Breakfast:** 7:30 a.m. – 9:00 a.m.

**Lunch:** 11:30 a.m. – 1:00 p.m.

**Dinner:** 4:30 p.m. – 6:00 p.m.

A Room Service menu can be found on the table next to your bed. If the Room Service menu is missing from your room, please press the call button and someone at the nurses’ station will locate one for you. Dialing extensions 76325 or 76326 will connect you to our Dietary Office, where an experienced Nutrition Assistant familiar with your diet limitations, if any, will help you place your order and answer any questions you have about your meals. Please alert your nurse if you experience any difficulty ordering your meals. Family members and visitors may also place orders early for you if you are unable to order for yourself at any time during operating hours by calling 73729 or 508-457-3729.

If a family member or friend wants to eat in your room with you, the person may order from the Room Service menu. Upon delivery of the tray, a Dietary Aide will collect the \$6.00 charge for the guest tray and provide you with the necessary change.

Our Department of Food Services strives to provide excellent service and welcomes any feedback or questions you may have regarding our food service. Please feel free to contact a manager on duty by dialing extension 73898 or 77149 during operating hours.

# Pain Management / Pain Management Philosophy

## Are You in Pain?

As a patient at this hospital, you can expect state-of-the-art pain management including:

- Information about pain and pain relief measures.
- Treatment from concerned staff committed to pain prevention.
- A quick response to your reports of pain.

## How to Help us Manage Your Pain

Tell us when you are in pain. Help us understand how you feel. We consider pain to be the fifth vital sign. We assess you each time we check your other vital signs, as well as when you move to a new setting, when the assigned nurse changes, or when you receive pain medication. These repeated assessments allow us to develop a profile of your pain and to work with you to find an acceptable level. We use a 0 – 10 pain scale. If your pain level changes at any time, notify your nurse.

## Choose the face that best describes how you feel:



## Falmouth Hospital Pain Management Philosophy

- We believe that the patient has the right to have their pain assessed.
- To have their report of pain believed.
- To have their pain promptly addressed and optimally relieved.
- We believe patients and their families should be involved in developing their pain management plan.

- We believe patients and their families should be educated regarding their pain assessment, pain medications and non-pharmacological interventions.

The Goal is to develop realistic pain management expectations for pain relief with the patient and family, to encourage mobility and enhance the quality of life for the patient.

## *Safety and Security*

### **Identification**

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

Your identification band will make sure that your caregivers have positively identified you. Be certain that you are wearing it at all times, as it is very important for administering proper care and for your safety. You will be asked frequent questions regarding your name and date of birth. This is our process for double and triple checking that you are receiving the correct treatment(s).

### **Medication**

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. Ask questions about your medications. When 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; please notify your nurse if you have any home medications with you.

### **Smoking Policy**

Falmouth Hospital is a non-smoking facility. Smoking is not allowed.

### **Ask for Help**

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

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

### **Fire Drills**

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed; staff are always available to assist you. The hospital is a fire-resistant building, and the staff is trained in fire protection. During the drill your doors will be closed and reopened after the drill is completed.

### **Oxygen**

Special regulations are in effect in areas where patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any room.

### **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. Equipment must also be cleared for use by our Biomedical Department. Equipment such as radios, televisions or cassette players should not be brought to the hospital.

## Your Belongings and Valuables – Lost Items

Falmouth 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. Unnecessary items should be sent home with a family member or friend. In the event a personal item is lost, we will make every effort to locate it.

Please do not keep credit cards or large amounts of cash in your room. If you have dentures, ask your nurse for a denture cup and make sure the cup is labeled. 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. We recommend that you have a limited amount of clothing, such as a robe, slippers and no more than \$15.00.

## *Your Multidisciplinary Care Team*

### Your Patient Care Team

Frequently, your Primary Care Physician may have difficulty following you in the hospital because the Cape's unique geography makes timely travel difficult. Additionally, physicians often have a full schedule of patients during practice hours. For these reasons, Falmouth Hospital has introduced the Hospitalist program, a proven and successful way to provide high quality care for hospitalized patients. If you have no local primary care or are visiting the Cape, the hospitalist group is here to care for your medical needs.

Hospital-based physicians are board-certified/eligible, highly qualified, experienced and considered specialists in hospital medicine. They are selected specifically for their ability to provide quality and compassionate patient care. Our Hospitalists are all general internal medicine physicians.

The Hospitalist is an extension of your physician, not a replacement, and consults with your physician on aspects of your care. Your physician also shares their knowledge of your case with the hospitalist team so as to allow them to provide you with the best care possible.

Depending on your condition, any needed sub-specialists will also be consulted at the request of your Hospitalists. Your Hospitalist also has access to all Cape Cod Healthcare tests and records, and any hospital stays you have experienced in the past.

The Hospitalists are available twenty-four hours a day, seven days a week, 365 days a year. This "24 hour" coverage allows you or your family to communicate with a physician at any time of day or night and the added comfort that your Hospitalist team is always on hand to care for any problems that may arise.

When you are discharged from the hospital, your Hospitalist will communicate with your physician about your ongoing treatment needs, including follow-up treatments, medication, rehabilitation and home health. If you do not have a local physician, your Hospitalist will even help you find one.

If you or your family needs to contact a Hospitalist, please call 508-457-3748 from 10 a.m. to 5 p.m., Monday through Friday. In an emergency/holiday or weekend, the Hospitalist can be paged through the Falmouth Hospital operator, 508-548-5300. There is **always** a physician in house to help with your needs, 24 hours a day, seven days a week.

If you are admitted to the Intensive Care Unit (ICU), your care will be directed by an Intensivist or Cardiologist. They will collaborate and coordinate your care with other members of the medical staff while you are in the ICU.

During your stay at Falmouth Hospital, many health care providers contribute greatly to your well-being. If you should require assistance with any of your needs, please communicate with your nurse and they will assist you with coordination of your care.

## **The Nursing Staff**

Your hospital stay will be carefully monitored and evaluated by our dedicated and professional nursing staff who work collaboratively with your physician, hospitalists, certified nursing assistants and unit coordinators. A nurse director is responsible for directing and coordinating the nursing care on each unit. Please feel free to contact your nurse or the nurse director if you have questions or concerns.

## **Case Managers**

Case Managers are trained to help patients and family members deal with financial, social and emotional problems that relate to their illness or hospitalization. Case Managers are assigned to each patient care area and work closely with our Social Workers when a patient may have psychosocial needs. They work with patients, families, patient representatives and the health care team to assess patient health care needs while you are hospitalized and during the creation of your discharge plan.

## **Physical Rehabilitation**

Our qualified and experienced clinical staff evaluate rehabilitation needs, set realistic goals and establish individual treatment plans to help each patient achieve their highest level of function. We provide Physical Therapy, Occupational Therapy, as well as Speech and Language Pathology.

## **Pastoral Care**

We believe that total patient care includes addressing the spiritual needs, as well as the physical and emotional needs of each patient. As members of the health care team, Pastoral Care works cooperatively with all staff to bring spiritual, emotional and religious support to all patients and their families. Members of the Pastoral Care staff are available to assist you, whatever your religious tradition. If you would like a visit from Pastoral Care, the hospital operator will page a chaplain for you or you can leave a message at extension 73522.

## **Dietitians**

The hospital maintains a staff of full-time registered dietitians to meet your dietary needs during your stay. If you have questions about your meals or diet, call extension 73579.

## **Environmental Services**

Your room will be cleaned daily by a member of our Environmental Services staff. If there is a housekeeping problem in your room, tell your nurse, and it will be taken care of promptly.

## **Volunteers**

Volunteers contribute many hours of service to Falmouth Hospital. They supplement the services of the hospital staff in many ways and can be identified by their name tags. They work in several areas including the information desk, outpatient registration, medical library, emergency services, pastoral care, the gift shop, respiratory and cardiac rehab, cafeteria cashiers and clerical services. A volunteer may visit you to ask you if there is anything we can do to make your stay more pleasant.

# *Special Services*

## **Advanced Directives**

A Health Care Proxy is a simple legal document that allows you to name someone you know and trust to make health care decisions for you should you become unable to make those decisions for yourself. The Massachusetts Health Care Proxy Law states if you are 18 or older and mentally competent, you may use the Health Care Proxy form to designate a person you trust as your agent. Your agent can make potentially difficult decisions on your behalf including decisions about life support. The form must be signed by two witnesses and can be completed without an attorney. Discuss your wishes with your family, your doctor, and the person you want to name as your agent. If a patient should require more information or need help completing a Health Care Proxy they can ask their nurse for assistance.

## Mail

Volunteers deliver letters and packages to patients each day. Letters and parcels that arrive after you have been discharged are forwarded to your home. Outgoing mail may be left at the nurses' station or dropped in the mailbox outside the Visitor Entrance.

## Flowers & Newspapers

Volunteers deliver flowers to your room. Please keep in mind that large plants and flowers are difficult to deliver and remove upon discharge. Complimentary copies of the local newspaper are delivered throughout the clinical areas and waiting rooms Monday through Friday. Newspapers may be purchased at the vending machines located outside the Main Entrance or the Emergency Room entrance. Flowers/Plants are not allowed in the Intensive Care Unit (ICU) due to infection control issues.

## Notary Public

For your convenience the hospital has free Notary Public Services available on site. Please contact your nurse if you should need this service.

## Interpreter Services

A network of interpreters is available for those who need assistance. To access this service see below:

### *Falmouth Hospital Main Campus*

- 150 languages available 24 hours, 7 days a week.
- Portuguese and Spanish Interpreters:
  - In house Monday through Friday, 8:00 a.m. – 4:00 p.m.
  - On call at other times
  - Portuguese & Spanish accessed by beeper: 1-978-963-5555
- All other languages available through Pacific Interpreters over the phone.

Please page the Portuguese/Spanish Interpreter for assistance with any other language.

## For the Hearing Impaired

A telecommunications device is available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Please ask your nurse to page our interpreters and they will help you with scheduling a sign language interpreter or the Nextalk Video.

- TTY phones are available

## *Family and Friends*

### Visiting Hours

Family members and friends are welcome to visit patients. However, patient care is our primary concern at Falmouth Hospital, thus visiting hours may be restricted for some patients, because rest is an important part of treatment.

Our goal is to maintain a safe, comfortable and quiet atmosphere for all of our patients.

Visiting in the Intensive Care Unit is limited to immediate family and significant others as designated by the patient. The ICU has open visitation hours based on the needs of the patient at that time. There is a phone located outside of the ICU for visitors to notify staff of their presence.

### Visiting Regulations

We ask that those visitors abide by the following guidelines:

- Visitors may not smoke anywhere in the hospital.
- Visitors must dress appropriately and are asked not to wear strong colognes or perfumes.
- Falmouth Hospital is a latex-safe facility. Latex balloons are prohibited (Mylar balloons are acceptable).
- No more than two visitors are allowed at the bedside at one time and visits should be kept short.
- Visitors in semi-private rooms should be considerate of both patients.

- People with colds, sore throats or any contagious diseases should not visit patients.
- Obey all signs which may be posted on the door of the patient's room.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.

### Chapel

There is a Chapel located on the ground floor. It is open 24 hours a day for prayer, meditation and devotion. Pastoral counseling is available by calling 73522.

### Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate. Flowers/plants are not allowed in the Intensive Care Unit.

### Gift Shop

The Gift Shop is located on the second floor of the Medical Office Building and is staffed by volunteers. It is open from 10:00 a.m. until 4:00 p.m., Monday through Friday. The shop has gift items, jewelry, magazines, greeting cards, candy, toiletries, flowers and plants. The Gift Shop phone number is extension 73992.

### Parking

Visitors and patients may park in designated locations. There is no fee for parking. Please be sure to lock your car. If something happens which causes you to need assistance with your vehicle, please call the Security Department by dialing 0 for the hospital operator. You may also contact security for an escort to your car when leaving the hospital during evening hours.

### Waiting Areas

Specific waiting areas have been designated for families of patients in the Intensive Care Unit, the Emergency Department and for the families of surgical patients. During certain hours, a volunteer is on duty at our Information Desks located in the lobbies and in the Emergency Department.

### Coffee Shop

*The Beach Plum Bakery and Coffee Shop* is open for business Monday through Friday from 6:00 a.m. to 4:00 p.m. They serve a light breakfast and lunch and are located in the Medical Office Building. Phone orders are welcomed. Please call 76680 to place an order.

## *Participating with Your Hospital for a Safe Stay*

### How to Have a Safe and Successful Stay

As a patient, the single most important thing you can do to ensure good care is to be an active partner in your own health care. You have the power to make your stay safer and more enjoyable by getting involved in your care and asking questions of your health care providers. For example, you can follow the suggestions below to reduce the likelihood of a medication error, minimize your risk of infection and falls, and promote a more satisfactory experience.

### Improve Medication Safety

One of the most common preventable causes of patient injuries are mistakes in the administration of medication. We have created numerous safeguards to prevent medication errors. These include medication reconciliation, during which we list your current medications and communicate them to your health care team. To assist us, you should:

- Provide us a complete list of the medications you take at home, including vitamins, herbs, and over-the-counter medications.

- Leave your home medications at home unless instructed otherwise.
- Examine medications you are given while in the hospital. If you do not recognize a medication, ask your caregiver to check it.

### Reduce Your Risk of Infection

Falmouth Hospital is recognized for excellence in infection prevention. There are several things you can do to prevent an infection:

- Wash your hands frequently or use alcohol-based sanitizer. This is especially important after you have used the bathroom.
- You are a part of your health care team. Do not hesitate to remind doctors, nurses or any other caregiver 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 becomes 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 smoke, consider a smoking cessation program. To register for a class you can 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.

### Help with Decision-Making

There may be a time when you are called on to make a decision about health care for yourself or for a loved one. This can be a confusing, frightening or painful task. Increased understanding among patients, families and health care providers may make the process easier. If you would like help with a difficult decision, ask for the involvement of your physician, nurse, case manager or Pastoral Care Services.

### Have a More Satisfactory Experience

Patients who are more actively involved in their care tend to be more satisfied. If you take the time to learn about your procedure and talk to us about your history, as well as your hopes and concerns, you are likely to be more satisfied with your results.

### Reduce Your Risk of Falling

At Falmouth Hospital, your safety is a primary concern and we make every effort to prevent falls. Upon admission, you were assessed for fall risk. As necessary, a special plan of care may have been implemented.

To help reduce your risk of injury, be sure you:

- Inform a member of your health care team of any difficulties with balance or coordination, history of recent falls, lack of bowel or bladder control, or visual problems.
- Use your call light and ask for assistance. Do not try to get up alone unless you have been cleared by your physician, nurse or physical therapist.
- Report any changes in how you feel. Surgery, a change in medication, or a current illness can increase your risk for falls. Even if you have already been cleared to walk, it is important for you to report any changes in your condition to a member of your health care team immediately, such as a feeling of dizziness or unsteadiness.

### Protected Health Information

At Falmouth Hospital, your privacy is a priority. We follow strict federal and state guidelines to maintain confidentiality of your medical (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. When you visit our facility we use and disclose your protected health information to treat you, or 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 confidentiality requirements.

# Patient Rights and Responsibilities / Day of Discharge Day of Discharge

## 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.
- Have an advanced 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 (FH Clergy, Ext. 73522).
- Have privacy.
- Confidentiality.
- Review your medical records.
- Expect that necessary services will be provided to meet your health needs.
- Know when this hospital has a relationship with outside parties that may influence your care or treatment.
- Know about Falmouth Hospital's insurance care criteria, which may affect your treatment and insurance coverage or payment.
- Have access to Financial Counseling Services (508-495-7156 or 508-495-7157).
- Know about Falmouth Hospital resources to help you deal with any problems or issues (Patient Representative, Ext. 73769, 73517 or The Massachusetts Dept. of Public Health's Advocacy Office, 1-800-462-5540).
- Know about our billing process (1-800-635-6311).

## 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 develop a plan which meets your needs.
- Treat your caregivers, family, and 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 Falmouth Hospital property, including any medical device being used for your care.
- Abide by the rules and regulations, as posted, of Falmouth 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.

## Day of Discharge

When your physician decides you are ready to leave Falmouth Hospital, a discharge order will be written. Only your physician may discharge you. Patients will not be discharged alone, so you should make arrangements with a family member or friend to help you when it's time to go home. Some important things to remember:

### Before Leaving

**Collect all of your belongings and double-check closets and drawers. If you have stored anything in the hospital safe, speak with your nurse.** 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 this information for you.

## Discharge Instructions

Your physician and your nurse will give you instructions about post-hospital care. Upon discharge, you will also receive a list of medications which you should continue taking at home. If you have questions about your medications, diet, activity level or other matters, please be sure to ask prior to your discharge.

## Transportation Service

When you are ready to leave, a member of the staff will escort you to the front entrance and help you into the car.

## Post-Hospital Care

There are occasions when patients need additional treatment or care after they are discharged. Your Hospitalist or Case Manager may recommend specific options.

## A Network of Care

Falmouth Hospital is a part of Cape Cod Healthcare, an integrated healthcare delivery system. Through this network, Falmouth Hospital works with diagnostic centers, physician offices, outpatient facilities, JML Care Center, the Visiting Nurse Association of Cape Cod, C-Lab and Cape Cod Human Services. For more information about Cape Cod Healthcare please visit our website at [www.capcodhealth.org](http://www.capcodhealth.org) or call the Cap Cod Healthcare Information Line at 1-877-CAPE COD (1-877-227-3263).

# *Hospital Bills and Insurance*

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the Hospital's billing procedures and charges.

## If You Have Health Insurance

We will need a copy of your identification card. We also may need the insurance forms, which are supplied by your employer or the insurance company. You will be asked to assign benefits from the insurance company directly to the hospital.

## If You Have No Insurance

Falmouth Hospital has 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.

Patients who are unable to pay for all or part of their hospital care are encouraged to apply for financial assistance. Counselors are available to assist patients in determining eligibility for MassHealth, Health Safety Net or low cost insurance coverage through the Commonwealth Care program. The Financial Services contact number is 508-495-7157/7156.

## To ALL MEDICARE Patients:

In Massachusetts, the law prohibits 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 or inadequately treat a patient.

As a Medicare patient, you are entitled to receive hospital care regardless of the cost of treatment or 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 will provide you a 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 physician and the hospital discharge planning coordinator must meet with you to develop a satisfactory plan. If after meeting you still not agree with your discharge plan, you may request the Department of Public Health's Advocacy Office to review the plan.

To file a complaint 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

1-617-753-8000, Monday through Friday

9:00 a.m. – 5:00 p.m. or 1-800-462-5540, toll free 24-hours a day.

### **Your Hospital Bill**

The Hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. It is possible that several bills will be generated for services at Falmouth Hospital during your hospitalization. Your Falmouth Hospital bill may consist 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 Patient Accounts Department at 1-800-635-6311. The Patient Accounts Department is available to answer your concerns Monday through Friday from 8:00 a.m. until 4:00 p.m.

## *Other Information*

### **Your Gift is Welcome**

Charitable gifts from the community and from the Falmouth Hospital Auxiliary have played a crucial role in the growth and progress of Falmouth Hospital. 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 508-457-9700.

### **Unannounced Survey Process**

The Joint Commission can conduct an accreditation survey of Falmouth Hospital at any time. The purpose of the survey is to evaluate the organization's compliance with nationally established Joint Commission Standards. The survey results will be used to determine whether, and the conditions under which, accreditation should be awarded to the organization.

Joint Commission standards deal with organizational quality of care issues and the safety of the environment in which care is provided. Anyone believing that he or she has any concerns about valid information regarding such matters that the hospital has not addressed, is encouraged to contact the hospital's management. If the concerns cannot be resolved through the hospital, the individual is encouraged to contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling:

1-800-994-6610

or by e-mailing:

[complaint@jointcommission.org](mailto:complaint@jointcommission.org)

# Placing a Call

## To Place a Call

**Inhouse Calls:** Dial the last 5 digits of the number.

**Local Calls:** 9 + (area code) + (seven-digit number)

### **Telephone Extensions:**

- |                                 |                |
|---------------------------------|----------------|
| • Main Hospital/Operator        | 0              |
| • Administration                | 73500          |
| • Financial Services            | 77156          |
| • Information Desk              | 71200          |
| • Lost and Found                | 73558          |
| • Pastoral Care                 | 73522          |
| • Patient Accounts              | 1-800-635-6311 |
| • Patient Advocacy/Concern Line | 73948          |
| • Quality Management            | 73517          |
| • Security                      | 73558          |
| • Volunteer Services            | 73521          |