Patient Information Guide

FALMOUTH HOSPITAL
Expert physicians.
Quality hospitals.
Superior care.
CONTENTS

1  Welcome
2  Our History, Mission and Accreditations
4  Your Multidisciplinary Patient Care Team
6  Your Hospital Accommodations
8  Comfort & Safety
10 Have a Safe and Successful Stay
12  Special Services
14  For Family and Friends
16  Day of Discharge
17  Hospital Bills and Insurance
18  Other Hospital Information
19  Patient Rights and Responsibilities
20  To All Patients
WELCOME TO FALMOUTH HOSPITAL
Welcome to Falmouth Hospital, a proud part of Cape Cod Healthcare. We are committed to coordinating and delivering the highest quality, accessible health services which enhance the health of our residents and visitors. We offer the latest technology and evidence based treatments. Our medical staff and nursing staff offer you and your family every assurance that your care will be professional and timely.

We hope the information in this Patient 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 in hospitals safer. At Falmouth Hospital, we believe that 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 Falmouth Hospital.
Our History

Dr. Langdon Burwell was one of the eager young proponents of a hospital in Falmouth. On April 4, 1955, approximately 100 people met in the Falmouth Recreation Building to hear Dr. Burwell and others argue for a Falmouth hospital. In 1956, a $50,000 gift from the Lilly Foundation got the ball rolling. Fund raising began in earnest in 1957, coordinated by H.J. Pettengill of Elm Road. Over the next six years more than 2,600 donors contributed almost a million dollars. DeWitt Ter Heun donated a wooded height that was once part of Bebee’s Woods to the project for a site to build upon. Federal funds under the Hill-Burton Act brought in enough additional money to get underway in October 1961.

Falmouth Hospital opened on Tuesday, May 28, 1963 with a 24-hour, 7-days per week emergency room, 58 beds, and 53,600 square feet. Robert Bacon was the President of the Falmouth Hospital Association, the governing body. There were 33 nurses on staff and 22 attending physicians, including Dr. Edwin P. Tripp, the first President of the medical staff. Falmouth Hospital has expanded several times over the past half century and has added the JML Nursing Home, Heritage Assisted Living and the Bramblebush Medical Offices to the campus. The Yawkey Emergency Center opened in 2015 with 29 private treatment rooms.

In 1996, Falmouth Hospital joined with the Visiting Nurses Association (VNA) of Cape Cod and Cape Cod Hospital to form Cape Cod Healthcare. From the very beginning, every step was made possible by the support and the philanthropy of the communities we serve. Every future step forward we make will be because we have earned the confidence and the support of the people 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.

Accreditation
Falmouth Hospital is accredited by the Joint Commission and the College of American Pathologists. Falmouth Hospital’s Cancer Program is accredited by the American College of Surgeons. Our Continuing Medical Education Program is approved by the Massachusetts Medical Society.

Falmouth Hospital is a member of 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 Falmouth Hospital
• Incorporated in May 1956
• 95 Licensed Beds
• Over 3,000 Inpatient Discharges a year (including newborns)
• Staffed by over 700 Employees
• 153 Core Medical Staff
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 in-patients and one may be assigned for you. When you are discharged, the Hospitalist will discuss with your primary care physician ongoing treatment needs. Your Hospitalist has access to all Cape Cod Healthcare tests and records, and any past hospital stays you have experienced.

Nursing Staff
Your hospital stay will be monitored and evaluated by our dedicated, professional nursing staff working collaboratively with your physicians, hospitalists, certified nursing assistants and unit coordinators. A nurse manager is responsible for directing and coordinating the nursing care on each unit. Please contact your nurse or the nurse manager with questions or concerns.

Case Managers
Case Managers help patients and family members deal with financial, social and emotional problems. They 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.

Physical Rehabilitation
Our experienced staff evaluates rehabilitation needs and establishes realistic goals and individual treatment plans to help each patient achieve their highest level of function. We provide Physical Therapy, Occupational Therapy and Speech and Language Pathology.

Pharmacists
Your medication orders will be reviewed by Registered Pharmacists who work in cooperation with physicians to select appropriate drugs and dosages and screen for drug interactions. The Pharmacy department prepares and dispenses medications for patients complying with all recommended rules and guidelines. Pharmacists are available for consult on specific medication questions.

Pastoral Care
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, 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. 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.

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.

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 Pacific Interpreters, which will provide access for other language needs. Please call 73849 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 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.

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 (based on dietary restrictions), when they want it 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 or x76325 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, x76325 or by calling 508-862-5555 if they are calling from outside the hospital. For your convenience, all menu items – breakfast, lunch and dinner – are available all day. Please have your nurse check foods brought in from home or restaurants for compliance with the diet ordered by your physician. Please alert your nurse if you experience any difficulty ordering your meals.

Guests may dine with patients if appropriate. Guest trays are available in patient rooms for a modest charge. If a guest tray is requested in a patient room, a voucher for a guest tray may be purchased in the Hospital dining room at the cashier station. Upon delivery of the tray, a Dietary Aide will collect the voucher for the guest tray. However, we encourage all visitors to visit our dining room to enjoy our selections. We hope that you enjoy our meal service. Our Department of Food Services strives to provide excellent service and welcomes any feedback or questions you may have by dialing extension 73898 or 25462 during operating hours.
Telephones
Telephones are provided in each room. Patients may receive calls in their rooms from 7:00 am to 9:00 pm. 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. If you are unsure about cellular 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 / Wireless Access
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.

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

Room Service Dining
Meals may be ordered daily. Call x76325 or x25555 between the hours of 6:30 am and 6:00 pm.
PURPOSEFUL HOURLY ROUNDEDING
At Falmouth Hospital, our goal is to take very good care of our patients. In order to reach that goal, we have implemented an evidence-based approach to patient care. In making purposeful hourly rounds, we hope to anticipate your needs and meet them in a timely manner, concentrating on your safety and comfort.

- Your comfort and pain level
- Helping you move and change position as needed
- Assisting you to the bathroom or to walk in the hallway
- Making sure you have everything you need in a place where you can reach it
- Asking if there is anything else we can do for you

In the evenings, we round every two hours, and we never wake a patient.

PAIN MANAGEMENT / PAIN MANAGEMENT PHILOSOPHY
As a patient at Falmouth 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 and 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:

FALL SAFETY
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.
SAFETY AND SECURITY

Identification

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, 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. You will be asked frequent questions regarding your name and date of birth. This is part of 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. Please 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.

Electronic Medical Record

Cape Cod Healthcare has made a commitment to your safety and continuity of care. Part of that commitment is the investment in our electronic medical record. Working with your bar coded identification band, this new system allows our staff to confirm that you are receiving the correct laboratory testing and medications.

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. Our staff is 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.

A Quiet Healing Environment

Hospitals by nature are busy and noisy places. In order to heal, you need a restful space. Quietness is important to you, which is why it is a priority to us. We ask that you please partner with us to create a healing environment. Together, we can create a comfortable, quiet place for all of our patients. If noise or excessive activity in your area is bothering you at any time, please inform the nursing staff immediately so we can assist.
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. Follow the suggestions below to avoid a medication error, minimize your risk of infection and falls, and promote a satisfactory experience and a good outcome.

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. 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.
- 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. This will reduce your chances of developing a lung infection and may also improve your healing abilities following surgery. Contact the Massachusetts Smokers’ Helpline at 1-800-QuitNow (1-800-784-8669) or Try to Stop at 1-800-879-8678.
- Ask your friends and relatives not to visit if they feel ill.

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, before entering and exiting your room and before eating.
- 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. This will reduce your chances of developing a lung infection and may also improve your healing abilities following surgery. Contact the Massachusetts Smokers’ Helpline at 1-800-QuitNow (1-800-784-8669) or Try to Stop at 1-800-879-8678.
- Ask your friends and relatives not to visit if they feel ill.

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. All equipment must be cleared for use by our Biomedical Department. Equipment such as radios, televisions or cassette players should not be brought to the hospital.
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. A Health Care Proxy is available in this folder, or your nurse can provide one for you. If you require more information or need help completing a Health Care Proxy, please ask your nurse for assistance.

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.

Concerns About Your Stay
Should you have any concerns about your stay at Falmouth Hospital, please contact 508-457-3948 to speak to a member of our administrative staff. 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.
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 and plants are not allowed in the Intensive Care Unit (ICU) due to infection control issues.

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. Special care should be taken with hearing aids and dentures. 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 you keep a limited amount of personal belongings at the hospital. A robe, slippers and no more than $15.00 is suggested.
FOR FAMILY AND FRIENDS

VISITING HOURS

Family members and friends are welcome to visit patients. Patients have the right to receive visitors designated by the patient, including, but not limited to, a spouse, domestic partner, another family member, or a friend. Patients also have the right to withdraw or deny such consent at any time. All visitors must use the main entrance of the hospital and stop at the Information Desk. Patient care is our primary concern and visits may be restricted for some patients. Visitation in the Intensive Care Unit (ICU) will be based on the needs of the patient. There is a phone outside ICU for visitors to notify staff of their presence.

CAFETERIA

The Cafeteria is located on the basement floor and is open seven days a week. The menu features hot and cold entrées, daily specials, deli bar and salad bar. The Cafeteria is open Monday through Friday from 7:00 am to 7:00 pm, and the serving stations are open the following times:

- Breakfast: 7:00 am – 10:00 am Continental Breakfast
- Lunch: 11:30 am – 2:00 pm Entrée, Grill and Salad Bar
- Dinner: 5:30 pm – 7:00 pm Entrée, Grill and Salad Bar

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.

COFFEE SHOP

The Beach Plum Bakery and Coffee Shop located in the Medical Office Building is open Monday through Friday from 6:00 am to 4:00 pm. They serve a light breakfast and lunch. Phone orders are welcomed. Please call extension 76680.

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 Falmouth Hospital. This is a smoke-free facility.
- 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.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.
- Obey all signs which may be posted on the door of a patient’s room.
- Visitors in semi-private rooms should be considerate of both patients.
Vending Machines
Vending machines are located in the Cafeteria seating area, Faxon Building and the Medical Office Building.

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 am until 4:00 pm, 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.

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.

ATM Machine
There is an ATM machine located in the Faxon Building, across from the Imaging Services office.

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.

Smoking Policy
The entire hospital campus is tobacco-free. Prohibited products include, but are not limited to, cigarettes, cigars, pipes, snuff, chewing tobacco or e-cigarettes. This policy applies to all buildings and grounds, adjoining sidewalks, driveways, parking lots and vehicles which are operated or parked on hospital property. Breathe well. Live well.

PATIENT INFORMATION
The Patient Information Desk can provide information regarding patient location. Visit the desk, located in the Lilly Lobby or call 508-548-5300.
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.

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.

Your Appointment with Your PCP
Upon your discharge, Falmouth Hospital will make an appointment for you to visit your primary care physician. A visit with your personal physician will help prevent your readmission to the hospital. Your visit to your physician will allow both you and your physician to review your hospital stay and your plan of care. Both you and your physician will be on the same page as to your current medications, treatments, test results and needs for your care in the future.

Before Leaving
- Check your room for belongings.
- Reclaim valuables in the hospital safe.
- Make transportation arrangements.
- Talk with your physician about instructions.
- Make sure you have your prescriptions.
- Ask your physician or nurse to clarify any instructions.

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.

Helping Hand Program
Your case manager or your nurse will be telling you about the Helping Hand Program. It is designed to help you stay healthy after your discharge and is offered free.

Within a few days of your discharge, the pharmacist will call you at home for permission to visit you. During the visit, the pharmacist will provide guidance and education about your health and your medications, address any of your concerns and help you establish a schedule for your medications. The Helping Hand program will continue to support you at home for the next 30 days, working hand-in-hand with the home care service you may already have in place. Patients who take advantage of this free program have fewer readmissions to the hospital.

Our Follow-Up Phone Call To You
If you are discharged to your home following your stay at Falmouth Hospital, you can expect a call from a nurse on the unit where you were a patient. We want to make sure you are doing well following your discharge. This is your opportunity to tell us if you are having any issues with your health, your diet, your medications, your level of pain or your mobility. Our nurses are trained to address any problem you may be having related to your discharge.
HOSPITAL BILLS
AND INSURANCE

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.

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 1-866-809-0655. The Patient Accounts Department is available to answer your concerns Monday through Friday from 8:00 am until 4:00 pm.

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the Hospital’s billing procedures and charges.
Falmouth Hospital Auxiliary
Members of the Falmouth Hospital Auxiliary are dedicated and generous men and women who contribute their time and energy in support of Falmouth Hospital, its departments and programs. If you are interested in learning more about the Auxiliary and their mission to support the healthcare needs of the Falmouth, Bourne, Mashpee and Sandwich communities, please contact Falmouth Hospital’s Volunteer Office at 508-457-3521.

Your Support Makes a Difference
Charitable gifts from the community and from the Falmouth Hospital Auxiliary have played a critical role in the growth and progress of Falmouth Hospital. In addition to new programs, services and technology, philanthropy has helped make possible recent renovations and construction including the Clark Cancer Center and the Seifer Women’s Health and Imaging Center.

Cape Cod Healthcare Foundation welcomes all charitable contributions and invites you to inquire about the many ways you can support Cape Cod Healthcare and Falmouth Hospital. For more information, please contact the Foundation’s Falmouth Office at 508-457-9700, or visit www.givetocapecodhealth.org.

Honor a Caregiver by Giving Thanks
Many of Falmouth Hospital’s donors have made gifts as a result of a positive healthcare experience. As grateful patients, they chose to remember a special person who made a difference to them or to a loved one.

Through Cape Cod Healthcare’s givingTHANKS program, we encourage you to share your gratitude and make a gift in honor of a caregiver or employee who may have gone out of their way to help you feel better. Each gift we receive from a grateful patient or family member reaffirms Falmouth Hospital’s value within the community, and provides us with an opportunity to recognize and reward those employees who make a difference.

If you would like more information about the givingTHANKS program or, if you have a grateful patient story you would like to share, please visit www.capecodhealth.org/giving-thanks.
PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights
While you are in our care you have a right to:

> Care that is considerate, dignified and respectful.
> Have your physician and your family or surrogate promptly notified of your admission to the hospital.
> Expect that all persons who examine, observe or treat you will wear an identification badge which readily discloses their first name, licensure status and staff position.
> Receive care in an environment that a reasonable person would consider physically and emotionally safe.
> Personal privacy during care and treatment to the extent that the hospital is able to provide it.
> Ask the name and specialty of any doctor or any person who is involved in your care.
> Receive prompt, life-saving treatment in an emergency without discussion of payment when any delay would impose material risk to your health.
> Be informed about risks, benefits and likely outcomes of any treatments or procedures and have an opportunity to consent to or refuse treatment and care.
> Formulate advance directives and to have hospital staff implement and comply with advance directives. Expect assistance with executing a Massachusetts Health Care Proxy.
> Refuse to be examined, observed or treated by students or any other hospital staff.
> Refuse to serve as a research subject.
> Expect the hospital to prohibit any type of discrimination including age, race, sex, religion, culture, language, physical or mental disability, socioeconomic status, sexual orientation or gender identity or expression.
> Access protective and advocacy services and to be free from neglect, exploitation and verbal, mental, physical or sexual abuse.
> Information regarding the hospital grievance process and prompt resolution of any grievances filed.
> Freedom from the use of seclusion or restraints unless clinically required.
> Expect the hospital to consider your psychosocial, spiritual and cultural variables.
> Express and practice your religious and cultural beliefs.
> Have interpretive or translation services in the language of your preference.
> Receive prompt and adequate response to your reasonable requests.
> Effective pain assessment and management.
> Know the relationship of the hospital and your caregivers to any other health care facility.
> Obtain accurate and timely information about your illness and treatment plan in terms and language you can be reasonably expected to understand.
> Participate in all aspects of planning for your discharge and appeal any plans with which you disagree.
> Ask for and examine your medical records and receive a copy of them. (Request must be signed for. There may be a fee to cover copying costs.)
> Know about our billing process.
> Ask for and receive an itemized copy of your bill or other statement of charges submitted to a third party (insurance, Medicare, etc.)
> Ask for and be informed about available financial assistance and free health care.

Patient Responsibilities
While you are in our care you have a 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 and work with us to develop one 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 hospital property, including any medical device being used for your care.
> Abide by the rules and regulations of the hospital campus as posted, particularly with regard to smoking and cell phone use. Smoking is not allowed anywhere inside or outside on the hospital campus. Cell phone use is restricted in certain 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 call 508-862-7730.
TO ALL PATIENTS

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 Diagnostic 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.

Massachusetts Department of Public Health, Division of Health Care Quality; 99 Chauncy Street – 2nd Floor; Boston, MA 02111
- 1-617-753-8000, M-F, 9:00 am -5:00 pm or
- 1-800-462-5540, toll free 24-hours a day
- Fax 1-617-753-8165

TO ALL PATIENTS:
Patient Privacy
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

Use and Disclosure of PHI – When you visit a Cape Cod Healthcare facility or provider, we use and disclose your protected health information to treat you, to obtain payment for the services we provide to you and to conduct our normal business activities (more commonly known as health care operations). We may also share information with other providers caring for you as well as with contracted business associates who must meet applicable 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, risk management and customer service.

We May Also Use Information to:

- Recommend treatment alternatives.
- Tell you about certain health benefits and services.
- Communicate with other Cape Cod Healthcare members or business associates for treatment, payment or health care operational purposes.
- Provide appointment and refill 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 supporting the Cape Cod Healthcare 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 ALL PATIENTS (cont.)

• To avert serious threat to public health or safety.
• For specialized government functions such as national security and intelligence.
• For workers’ compensation purposes if you are injured at work.
• To a correctional institution if you are an inmate.
• For research purposes but 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 that authorization, in writing to us, at any time.

Our Responsibilities
• We are 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 those practices and policies 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, on our internet site (www.capecodhealth.org) and will be available from your health care provider.

You Have a Right to:
• Request that we restrict how we use or disclose your medical information (although we are not required to abide by every request).
• Request that we use a specific telephone number or address to communicate with you.
• Inspect and copy your medical information (fees may apply).*
• Request amendment to your medical information (reason required).*
• If you pay for a health care product or service in full (out of pocket) you may request that we not share health information pertaining only to that product or service with your health plan.*
• 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 – “Contact Us” below.
• Opt out of our inpatient list or fundraising communications.
A copy of our Notice of Privacy Practices is always available to you on our website (www.capecodhealth.org)
*Request must be in writing.

Contact Us
• If you have questions about this notice or want a copy of the full 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 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.