



PATIENT HANDBOOK



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If you need this Patient Handbook in another language, please ask a member of your care team. To learn more about our Language Services, please read page 14.

WELCOME

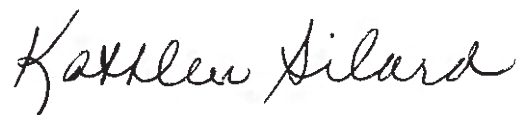
On behalf of the entire team here at Stamford Health, I extend a warm and heartfelt welcome to you. Our vision is to be the most trusted health care partner for the communities we serve and at our world-class hospital, we provide care that is person-centered. We know that seeking medical care can be a challenging and stressful experience, which is why we have created an environment that truly reimagines healing for our patients, and our caregivers.

Your health, safety, and well-being are our top priorities. Our award-winning team of highly skilled and dedicated health care professionals are here to deliver expert, compassionate care tailored to your unique needs. Enclosed in this welcome packet, you will find essential information about our hospital, its services, and amenities. Additionally, you will find details about our commitment to patient safety, quality of care, privacy, and the various resources available to assist you during your stay with us to make you more comfortable.

We believe open communication means better health outcomes. We encourage you to voice any compliments, questions, or concerns you may have throughout your time with us. Our Patient Relations team is available to you, simply call extension 2590 from inside the hospital, call 203.276.2590 from outside the hospital, or ask a member of your care team.

Thank you for choosing Stamford Health for your health care needs. We are honored to have you as our patient, and we look forward to caring for you.

Warmly,



Kathleen A. Silard, President and CEO

What it Means to Be a Planetree Hospital

Stamford Health has earned Gold Certification for Excellence in Person-Centered Care by Planetree International. As a Planetree hospital, we believe:

- That we are human beings, caring for other human beings.
- We are all caregivers.
- Caregiving is best achieved through kindness and compassion.
- Safe, accessible, high-quality care is fundamental to person-centered care.
- In a holistic approach to meeting people's needs of body, mind, and spirit.
- Families, friends, and loved ones are vital to the healing process.
- Access to understandable health information can empower individuals to participate in their health.
- The opportunity for individuals to make personal choices related to their care is essential.
- Physical environments can enhance healing, health, and well-being.
- Illness can be a transformational experience for patients, families, and care partners.

DURING YOUR STAY

At-Your-Request Room Dining Service

Stamford Health is committed to improving the quality of daily life by offering nutritious choices that promote a healthy lifestyle. The goal of the Department of Food and Nutrition is to prepare and serve the highest quality food to our patients. We recognize that food plays a very important role in your recovery, so patients may place their meal orders anytime between the hours of 6:45 a.m. and 6:00 p.m.

Menu selections are featured on our “At Your Request” room service dining menus and supplemented with daily specials. If your doctor has prescribed a modified diet for you, some items on the menu may not be allowed, and a nutrition services representative will discuss options with you when you place your order. We will do our best to accommodate your request. Please allow 60 minutes for your meal to be prepared fresh and delivered.

Any patient’s care partner (a friend, family member, or individual involved in a patient’s care) who cannot leave the bedside has the option to order meal service for in-room delivery for a fee. To order meals or contact the Department of Food and Nutrition at Stamford Hospital from inside the hospital, dial 3663 (FOOD), from outside the hospital, call 203.276.1000 and request to be transferred. The room service team can answer any additional questions you may have.

Clinical Nutrition Services

We know proper nutrition plays an important role in your recovery. Our Clinical Nutrition Services team offers medical nutrition therapy throughout the hospital while working closely with our physicians to meet the nutritional needs of all our patients. Registered dietitians can provide counseling for all medical conditions and diseases and develop appropriate nutrition care plans to ensure your needs are met. To contact the Clinical Nutrition Services at Stamford Hospital from inside the hospital, dial 7477, from outside the hospital, call 203.276.7477.



Internet

The hospital is equipped with free Wi-Fi computer access in most areas. You can log on as a guest with your wireless devices. Cell phone chargers are also available to borrow. Please ask a member of your care team if needed.

Telephone

A telephone is provided at your bedside with a personal phone number. Local service is complimentary.

To call another hospital extension, simply dial the four- or five-digit extension. To make local calls, dial 9+ (203) and the seven-digit telephone number. If the call is outside of the Stamford area code (203), please dial 9+1+ the CT code and then the seven-digit telephone number. In-state or out-of-state long-distance calls can be placed in two ways:

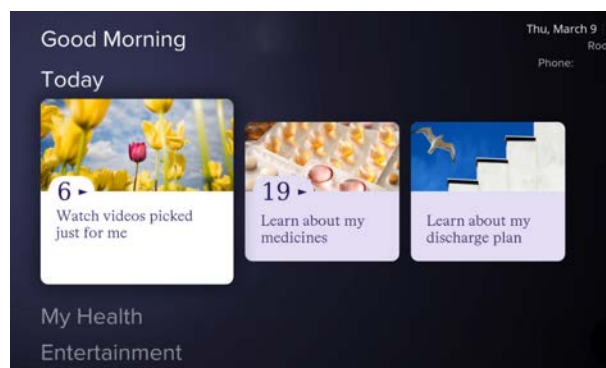
Dial 9 and complete the call as a collect call.

- Dial 9+ toll-free number to use a calling card. Prepaid phone cards are available for purchase at the gift shop located on the first floor of the main hospital building.

To promote restful sleep, all incoming calls to patient rooms are blocked after 10:00 p.m.

Get Well Network

The Get Well Network is an interactive system right on your television. It allows you and your loved ones to communicate and share feedback with your health care team. In addition to accessing entertainment features, you can also provide feedback for our staff, request assistance or services, and even refill your medications and have them delivered to your room.



To use your own device, please see the steps below.

Open

your device's camera and scan the QR code or visit your device's app store and search for GetWell Anywhere.



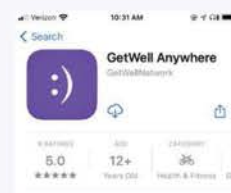
lphone



Android

Download

the GetWell Anywhere app onto your smart device.



MyChart

MyChart is a patient portal that offers personalized and secure online access to your medical records. It enables you to manage and receive information about your health. With MyChart, you can:

- Schedule medical appointments.
- View your health information, including medications, allergies, test results, and more.
- Access resources for trusted health information.
- Ask questions or start a conversation with your care team.
- Tell us more in the “About Me” section.



MyChart

MyChart is free for all Stamford Health patients. To access it, you need a computer or smart device connected to the internet.

MyChart may not have all of your medical records; please contact the Health Information Management Department to obtain copies of any medical records you may need. Call extension 7034 from inside the hospital, or 203.276.7034 from outside the hospital.

MyChart Bedside

During your stay at Stamford Hospital, you can communicate directly with your care team through MyChart Bedside. If you already have a MyChart account, it will seamlessly transition to MyChart Bedside once you're admitted. If you do not have an account, you'll receive a message to activate one during your stay.

Here are a few things you can do through this new tool:

- Access lab results.
- Review medications.
- Learn about your care team.
- Read any clinical notes.

HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) protects the security and privacy of protected health information (PHI). PHI is defined as individually identifiable health information that is linked to a unique identifier such as patient name, medical record number, etc. At Stamford Health, we take proactive measures to safeguard your medical and health information. All patients who come to the hospital for treatment receive a copy of our Notice of Privacy Practices. The notice describes how your medical/health information is used and disclosed, and how you can access this information. The notice is displayed in Stamford Health medical office reception areas and a copy will be given to you upon request. You may also access the notice on our website located here: <https://www.stamfordhealth.org/patients/rights/>. Feel free to contact the Privacy Hotline with any questions you may have regarding your right to privacy by dialing extension 4108 from inside the hospital, or 203.276.4108 from outside the hospital.



Patient Rights

Visiting Hours

Due to the unique needs of certain units, there are more structured visiting hours in place. Please visit page 31 to learn more.

PATIENT RIGHTS & RESPONSIBILITIES

Patients are entitled to have their Patient Rights upheld and are asked to uphold their Responsibilities as a patient which are defined by the Department of Public Health (DPH), Centers for Medicare & Medicaid (CMS) and governed by the Joint Commission.

Stamford Health is committed to providing quality patient care while respecting the rights, dignity, and individuality of each patient.

Patient Rights

Privacy

You have the right to privacy and confidentiality. People who are not involved in your care may not receive information about you without your permission. You are entitled to know what role any observer has in your care and to have any observers unrelated to your care leave if you so request.

Respect

You are an important and unique person, and we will treat you in a respectful manner that supports your dignity. We will introduce ourselves to you, explain our role in your care, and listen to you. We will respect your individual values, cultural and religious beliefs. If you wish, a member of our Spiritual Health & Well-Being Department will visit you to support your spiritual needs. Each patient has the right to the best medical care available, without consideration of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, (including, but not limited to, discrimination on the basis of pregnancy, sexual orientation, gender identity or expression), or ability to pay.

Information

You have the right to be fully informed about your health status, recommended treatment, alternatives, benefits, and risks, and for you and your care partner(s) to be involved in your plan of care and treatment. You may ask questions about your care at any time, and we will answer them honestly and clearly. If you are asked to participate in a research study, you are entitled to a full explanation of the study, including the potential risks, complications, benefits, and alternatives. You also have the right to refuse to participate in any research study without such refusal affecting the care provided to you.

You have the right to a copy of your medical record after your discharge and within a reasonable time frame (approximately 30 days) after your written request has been received by the Health Information Management Department. Each patient has the right to request and receive (within 72 hours) a copy of their discharge information via CD, secure email, or thumb drive to maintain electronically for their personal files. If your records are required for another treating physician or health care provider, Stamford Health will supply this information directly to the provider without cost and as quickly as possible.

You have the right to view your medical record during your hospital stay. Upon request, your nurse will arrange a time for you to view the medical record and will be present to answer any questions relating to information contained in the record to ensure confidentiality. Approvals may be required prior to releasing behavioral health documentation or the record of a minor child in certain situations.

You have the right to detailed information about your bill. You are entitled to inquire about the possibility of financial aid for your hospital bills and to receive information and assistance in obtaining such aid.

Pain Management

As a patient, you have the right to information about pain and pain relief measures. You are entitled to an informed and concerned staff who respond quickly to reports of pain with the best method of pain relief that may safely be provided.

You are responsible for asking your doctor or nurse about what pain to expect and what options are available for pain management. You will need to ask for pain relief when the pain first begins, help the doctor or nurse measure your pain, and inform the doctor or nurse if your pain is not relieved. We are here to ensure your comfort and safety.

Quality

Trained professionals will work together to care for you. You have the right to know the name of the physician, clinical psychologist, or other practitioner responsible for your treatment and to speak with that physician and others involved in your care. Stamford Hospital is a teaching hospital, and you may therefore meet doctors, nurses, and other health care workers in training who will participate in your care and treatment under the guidance of their supervisors.

You are entitled to care in a safe and supportive environment, free of abuse or harassment. We will work with you to make your stay as comfortable as possible and to support your right to access protective services. Before you leave the hospital, we will work with you on your discharge plan and teach you what you need to know to continue to care for yourself at home.

Choices

You are entitled to make choices about your care. Your physician will explain the benefits, risks, and alternatives of all treatments so that you can make the decisions that are right for you.

You have the right to request a second opinion regarding your treatment and to request the names of other physicians able to provide such a second opinion.

You may refuse treatment as permitted by law. We will honor your choices and continue to provide you with the best care that the hospital can offer under the circumstances.

You have the right to prepare advance directives, which state your medical treatment wishes and to appoint a person to make medical care decisions for you, should you become unable to do so. We will be happy to assist you in documenting your wishes and instructions. Stamford Health staff will provide care that is consistent with these directives.

You have the right to leave Stamford Hospital against your physician's advice, unless you have certain infectious diseases which may influence the health of others, or unless you will be unable to maintain your safety, or the safety of others, as defined by law. If you choose to leave the hospital against medical advice, Stamford Health will not be responsible for any harm that this may cause, and we will ask that you document via signature that you are leaving against medical advice.

Visitation

Stamford Health has patient-directed visitation allowing an unrestricted visiting environment. You have the right to receive the visitors you designate, including but not limited to spouse, domestic partner (including same sex domestic partner), family member, or friend. Patients also have the right to withdraw or deny the consent to visitation at any time. Should you withdraw or deny consent to visitation, staff will act to accommodate such requests, to every extent possible. Your visitors will enjoy full and equal visitation privileges consistent with your preferences. In addition, you will be informed of any clinical restriction or limitation on your visitation right. In situations where the patient is unable to communicate their wishes, the patient's designated health care representative may establish visitation limitations.

Conflicts

In the event of a conflict concerning the care of a patient, the patient care team will work with the patient and family to reach a resolution. The department chief, patient relations partner, nursing management, administration, and/or Ethics Committee are all available to help resolve the conflict. The Chief Executive Officer, or their designee, retains the final authority for addressing admission, treatment, and discharge issues.

Suggestions, Complaints, or Compliments

Stamford Hospital employs a Patient Relations Department to ensure the best possible service to our patients and their families. If you have a suggestion, complaint, or compliment about any aspect of your care here, we encourage you to contact our Patient Relations Department by dialing extension 2590 from inside the hospital, or 203.276.2590 from outside the hospital. You may also ask the staff to contact a patient relations partner for you. The Patient Relations Department will make every effort to resolve your complaint in a timely manner.

You may also voice concerns or complaints by contacting the Health Systems Regulations, Department of Public Health, located at 410 Capitol Avenue, Hartford, CT, 06134, 860.509.7400, and/or The Joint Commission, Office of Quality Monitoring, One Renaissance Blvd., Oakbrook Terrace, Illinois, 60181, 630.792.5000 or 800.994.6610.

You may also file a complaint of discrimination with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail at: U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building, Washington, D.C., 20201.

Meeting Your Needs

If you need an interpreter, we will provide one. If you need special equipment, we will obtain it for you. We will help you contact friends and family by telephone or by mail. Should you have any other needs, we will do our best to accommodate them. Please notify your nursing staff. We will work to ensure any cultural, dietary, and religious needs are met.

Autopsy Notice

Connecticut law requires that we inform you, as part of your patient Bill of Rights, about rights to request an autopsy. The law provides that your next of kin or the person legally designated by you to have custody and control of your body if you are deceased may make arrangements for an autopsy to be performed at Stamford Hospital or another institution, and these same persons must also consent to have such an autopsy performed. If an autopsy is desired, your next of kin or legal representative may:

- Have the autopsy conducted at Stamford Hospital by Stamford Pathology, P.C., and, in cases where an autopsy is medically indicated, the autopsy will be performed free of charge; otherwise, this must be arranged and paid for by your next of kin or legal representative.
- Have the autopsy conducted at Stamford Hospital by a pathologist who is not affiliated with Stamford Hospital; this must be arranged and paid for by your next of kin or legal representative.
- Have the autopsy conducted at another facility; this must be arranged and paid for by your next of kin or legal representative.

Patient Responsibilities

- You are responsible for providing accurate and complete medical information to your physician and other involved staff.
- You are responsible for following the treatment plan developed by your physician and to ask questions if something is unclear or if you require additional information.
- You are responsible for the health consequences if you refuse medical treatment or do not follow your physician's treatment plan.
- You have a financial responsibility for payment for the care that is provided to you at Stamford Health. You are responsible for providing us with up-to-date insurance information, so that we can make every effort to submit insurance claims in a timely manner.
- You are responsible for your own personal belongings and for being respectful of the personal belongings of other patients, and staff, at Stamford Health. A safe is provided in each patient's room and we are happy to secure any valuables in our Security Department Safe.
- You are responsible for being considerate of the rights and needs of other patients and Stamford Hospital staff. Photography, videotaping, audio recording, and livestreaming are prohibited at Stamford Health.
- You are responsible for following Stamford Health's rules and regulations regarding medical care and conduct. Stamford Health is a place of healing and mutual respect. We have zero tolerance for disrespectful or aggressive behavior toward staff, patients, or visitors.
- You are responsible for protecting your health and safety by not smoking (including but not limited to the use of tobacco, and vapor products) on Stamford Health property.
- Weapons and other illegal contraband are prohibited on Stamford Health property.

AT STAMFORD HEALTH, WE BELIEVE HEALTH CARE SHOULD BE ACCESSIBLE TO EVERYONE.

If English is not your preferred language, or if you are deaf or hard of hearing, free language assistance are services available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. To access these resources, please call 203.276.1000 or speak to your provider.

العرب (Arabic)

يہ عیژی لجنہ الہ غلہ نکت مل اڈا۔ عیجمل لوانتم یف نوکت نأ یغبنی عیحصلہ عیاعرلہ نأ Stamford Health یف نمون نحن تاوداً اضی رفوتتو۔ اناجم عیوغللہ قدعاسملہ تامدخ کل رفوتت، عمسالہ فیعض وأ مصأ تنک اڈا، املضفت یتلہ غلہ یجری، دراوملہ مذہ یل لوصوللہ۔ ناجمل اب اہیل عالطال لہسی غیصب تامول عمل اب لکدیوزتل قمیالم عیفاضلہ قدعاسم تامدخو۔ لکب صاخلہ تامدخلہ مدقم یل شدحتلہ وأ 203.276.1000 مقررلہ یل ع لاصلتالہ۔

Ελληνικά (Greek)

Στην Stamford Health, πιστεύουμε ότι όλοι θα πρέπει να έχουν πρόσβαση στην υγειονομική περίθαλψη. Εάν τα αγγλικά δεν είναι η προτιμώμενη γλώσσα σας ή εάν έχετε κωφότητα ή βαρηκοΐα, έχετε στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής βοήθειας. Διατίθενται επίσης δωρεάν κατάλληλα επικοινωνιακά βοηθήματα και υπηρεσίες για την παροχή πληροφοριών σε προσβάσιμες μορφές. Για να αποκτήσετε πρόσβαση σε αυτούς τους πόρους, καλέστε το 203.276.1000 ή μιλήστε με τον πάροχό σας.

Español (Spanish)

En Stamford Health, creemos que la atención médica debe ser accesible para todos. Si el inglés no es su idioma de preferencia o tiene sordera o dificultades auditivas, ofrecemos servicios de asistencia lingüística sin cargo. También tiene a su disposición materiales y servicios auxiliares gratuitos que brindan información en formatos accesibles. Para conseguir estos recursos, llame al 203.276.1000 o comuníquese con su proveedor.

Français (French)

À Stamford Health, nous pensons que les soins de santé doivent être accessibles à tous. Si l'anglais n'est pas votre langue maternelle, ou si vous êtes sourd ou malentendant, des services d'assistance linguistique gratuits sont mis à votre disposition. Des aides et services appropriés à même de fournir cette information en format accessible sont aussi disponible gratuitement. Pour accéder à ces ressources, veuillez appeler le 203.276.1000 ou parler avec votre prestataire.

Kreyòl Ayisyen (Haitian Creole)

Nan Stamford Health, tout kwè tout moun dwe gen aksè ak swen sante, si Anglè pa lang natifnatal ou oswa si w soud oswa w pa tande byen, gen sèvis asistans nan lang gratis ki disponib pou ou. Gen èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib tou ki disponib gratis ti cheri. Pou w jwenn aksè nan resous sa yo, tanpri rele nan 203.276.1000 oswa rele founisè swen sante ou a.

हिंदी (Hindi)

Stamford Health में हमारा मानना है कि स्वास्थ्य देखभाल तक हर एक को पहुंच प्राप्त होनी चाहिए। अगर अंग्रेजी आपकी पसंदीदा भाषा नहीं है, या आप बहरे हैं या सुनने में कठिनाई होती है, तो आपके लिए मुफ्त भाषा सहायता सेवाएँ उपलब्ध हैं। सुलभ प्रारूप में जानकारी प्रदान करने के लिए उपयुक्त सहायक सहायताएँ और सेवाएँ भी मुफ्त उपलब्ध हैं। इन संसाधनों तक पहुँचने के लिए, कृपया 203.276.1000 पर कॉल करें या अपने प्रदाता से बात करें।

Italiano (Italian)

A Stamford Health, riteniamo che l'assistenza sanitaria debba essere accessibile a tutti. Se l'inglese non è la Sua lingua di preferenza, o se è non udente o ha problemi d'udito, sono a Sua disposizione servizi gratuiti di assistenza linguistica. Sono anche disponibili, e sempre a titolo gratuito, appositi sussidi e servizi ausiliari per fornire informazioni in formati accessibili. Per accedere a queste risorse chiami il 203.276.1000 o si rivolga al Suo medico.

한국어 (Korean)

スタンフォードヘルスでは、ヘルスケアは誰もが利用できるものでなければならないと考えています。英語が母国語でない場合、または覚障害や難の場合は、無料の言語支援サービスをご利用いただけます。また、適切な補助手段や、アクセス可能な形式で情報を提供するサービスも無料でご利用いただけます。これらのリソースにアクセスするには、203.276.1000 に電話するか、プロバイダーにお問い合わせください。

Polski (Polish)

W Stamford Health uważamy, że opieka zdrowotna powinna być dostępna dla każdego. Każda osoba, której preferowanym językiem nie jest język angielski, lub jeśli jest osobą niesłyszącą lub niedosłyszącą, może skorzystać z bezpłatnej pomocy językowej. Odpowiednie dodatkowe środki pomocnicze i usługi zapewniające informacje w przystępnych formatach są również dostępne bezpłatnie. Aby uzyskać dostęp do tych zasobów, proszę zadzwonić pod numer 203.276.1000 lub porozmawiać ze swoim lekarzem.

Português (Portuguese)

No Stamford Health, acreditamos que cuidados de saúde devem estar acessíveis a todos. Se o inglês não for seu idioma de preferência, ou se você é deficiente auditivo ou possui dificuldade de audição, serviços gratuitos de auxílio com idiomas estão disponíveis para você. Assistências e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Para acessar esses recursos, favor ligar para 203.276.1000 ou falar com seu provedor.

Русский (Russian)

В организации Stamford Health мы считаем, что здравоохранение должно быть доступным для каждого человека. Если английский язык не является тем языком, на котором вы предпочитаете разговаривать, или если вы глухой или слабослышащий человек - в таком случае вам могут бесплатно предоставить услуги по языковой помощи. Также имеются бесплатные соответствующие адаптивные приспособления и услуги по предоставлению информации в доступных форматах. Для получения доступа к таким ресурсам звоните по телефону 203.276.1000 или обращайтесь к своему поставщику услуг.

简体中文 (Simplified Chinese)

在Stamford Health，我们相信医疗保健应该对每个人开放。若英语并非您的首选语言，或者您是聋人或听力障碍者，您可以享受免费的语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。要访问这些资源，请拨打203.276.1000或与您的医疗服务提供者联系。

Shqip (Albanian)

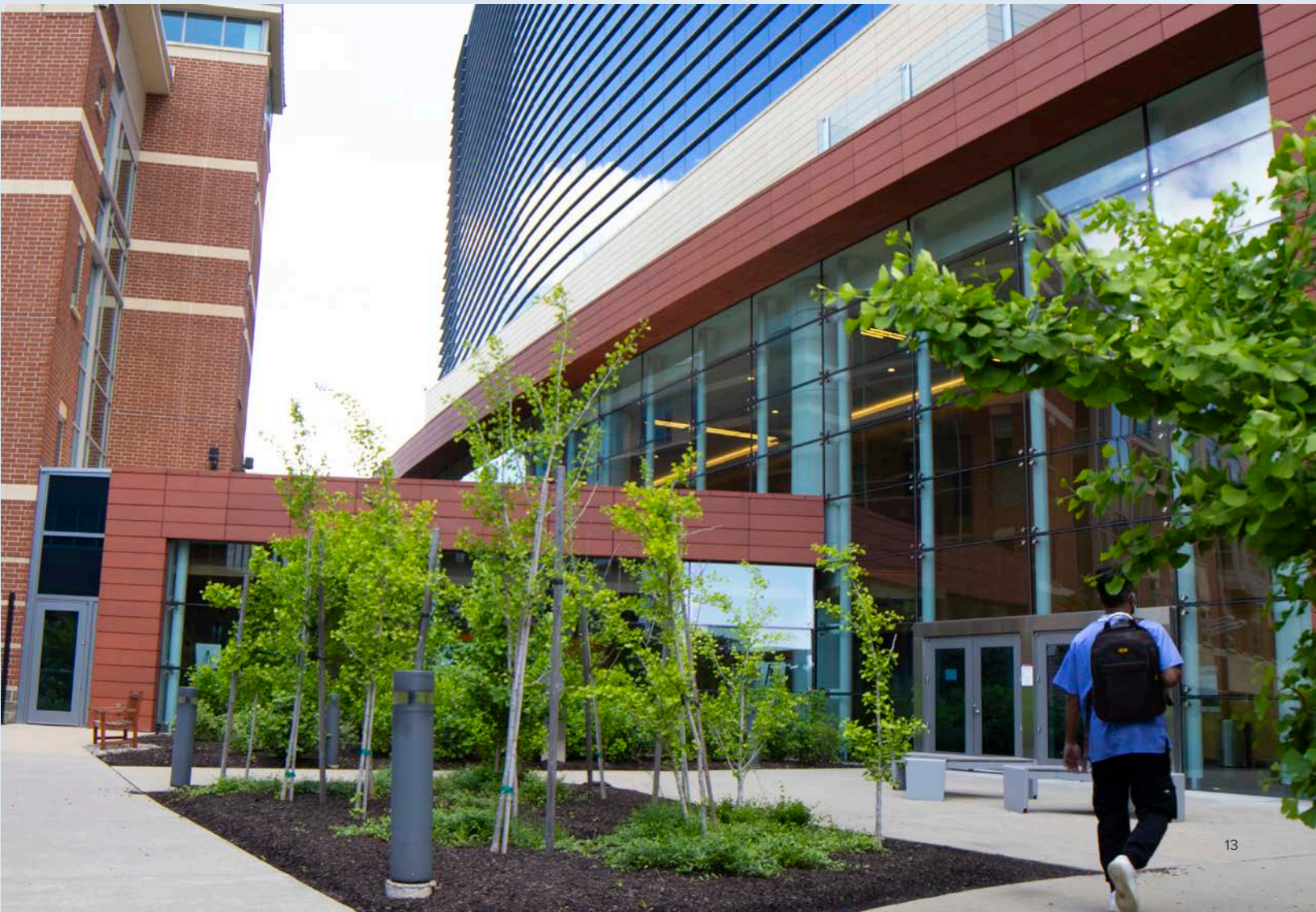
Në Stamford Health, ne besojmë se të gjithë duhet të kenë qasje në kujdesin shëndetësor. Nëse anglishtja nuk është gjuha juaj e preferuar, ose nëse jeni të shurdhër apo keni vështirësi në dëgjim, ka në dispozicion shërbime të ndihmës gjuhësore falas për ju. Ofrohet falas edhe ndihmë e shërbime shtesë ndihmëse në formate të qasshme. Për të pasur qasje në këto burime, ju lutemi telefononi 203.276.1000 ose flisni me ofruesin tuaj.

Tagalog (Tagalog)

Sa Stamford Health, naniniwala kaming ang pangangalagang pangkalusugan ay kailangang na-a-access ng lahat. Kung hindi Ingles ang mas pinipiling mong wika, o kung ikaw ay kapansanan sa pandinig o hirap sa pandinig, may mga libreng serbisyong tulong sa wika na magagamit mo. Mayroon ding mga libreng naaangkop na mga karagdagang tulong at serbisyo para magbigay ng impormasyon sa naa-access na mga format. Para magamit ang resources na ito, pakitawagan ang 203.276.1000 o kausapin ang iyong provider.

Tiếng Việt (Vietnamese)

Tại Stamford Health, chúng tôi tin rằng dịch vụ chăm sóc sức khỏe nên dành cho tất cả mọi người. Nếu tiếng Anh không phải là ngôn ngữ ưu tiên của quý vị hoặc nếu quý vị bị điếc hoặc lãng tai, các dịch vụ hỗ trợ ngôn ngữ miễn phí sẽ được cung cấp cho quý vị. Các dịch vụ và trợ giúp phụ trợ phù hợp nhằm cung cấp thông tin bằng các định dạng dễ sử dụng cũng được cung cấp một cách miễn phí. Để tiếp cận những nguồn lực hỗ trợ này, quý vị vui lòng gọi đến số 203.276.1000 hoặc hỏi nhà cung cấp dịch vụ của quý vị.



LANGUAGE ASSISTANCE

In an effort to make access to health care easier, Stamford Health provides a number of interpretation services including in-person, over-the-phone, and remote video interpreters. Our language services offer more than 240 languages and dialects, including American Sign Language. Our language services are used to communicate with limited English proficiency (LEP) individuals and can communicate with deaf or hard of hearing patients and their family members throughout their entire length of stay. This helps us to be more effective in assessing our patients' pain, explaining medications and their side effects, communicating important discharge information, explaining tests and procedures, and completing consents. Most importantly, the use of our language services allows our patients to be involved and better informed about their plan of care in their preferred spoken language. An in-person interpreter may be requested to interpret at the bedside at any time. Please ask a member of your care team if you would like an in-person interpreter. For our deaf or hard of hearing patients, Stamford Health also utilizes a Sorenson Communications Videophone, which allows our deaf or hard-of-hearing patients to communicate with their loved ones outside of the hospital. This device is utilized for incoming and outgoing calls and can be used as a communication tool if an in-person interpreter is not available. Please ask a member of your care team if you would like to utilize a Sorenson device.

All of these services are provided at no cost to you or your family. Members of your care team are happy to help arrange interpreter services.



NON-DISCRIMINATION NOTICE

Stamford Health's goal is for all of our patients to have equal access to high quality care. Stamford Health complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). The purpose of this policy is to outline how we utilize language assistance services and appropriate auxiliary aides and services to remain compliant with these laws.

Stamford Health does not discriminate or exclude people on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, creed, ancestry, gender identity or expression, marital status, lawful source of income, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- Language assistance services. Stamford Health will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
 - o Electronic and written translated documents.
 - o Qualified medical interpreters.
- Appropriate auxiliary aids and services. Stamford Health will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - o Qualified interpreters, including American Sign Language interpreters
 - o Video remote interpreting
 - o Information in alternate formats

- Reasonable modifications. Stamford Health will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please refer to Stamford Health's Language Assistance Services for Patients who are Deaf, Hard of Hearing or have Limited English Proficiency policy which includes language access, communication and reasonable modification procedures.

For additional assistance, you may also contact Stamford Health's Section 1557/ Civil Rights Coordinator:

Manager, Patient Relations
Stamford Hospital
One Hospital Plaza
Stamford, CT 06904
203.276.2590

Email: SHSPatientRelations@stamhealth.org

If you believe we have failed to provide these services or has discriminated, in another way on the basis of race, color, national origin, sex, age, or disability, you can:

1. File a grievance with our Section 1557/ Civil Rights Coordinator in person, by mail, or email. If you need help filing a grievance, the Section 1557/ Civil Rights Coordinator (or designee) is available to help you.
2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Electronically: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Via mail: U.S. Department of Health & Human Services
200 Independence Avenue, S.W. – 509F
Washington, D.C. 20201

CARE PARTNER PROGRAM

Family and friends are a vital part of the healing process, Stamford Health's Care Partner Program provides an opportunity for a patient's loved ones to be involved with their care. The Care Partner Program provides an introduction to the basic care a patient may need at home following his or her discharge. The person who will be providing care at home would be an ideal care partner.

Both patients and their Care Partners are encouraged to participate with nurses in their bedside shift reports which occur daily at 7 – 7:30 a.m. and 7 – 7:30 p.m. At these times, nurses will review the topic of the day, any medication changes, perform all safety checks, and discuss any questions.

Care Partner Program Goals:

- To enhance the involvement of family and friends in the hospital experience.
- To provide the opportunity for care partners to participate in patient education in the physical, emotional, and spiritual support of patients.

Who Can Be A Care Partner?

Any one person a patient chooses to participate in his or her care can be a care partner, including family members and friends.

Care Partner Responsibilities:

This may include basic tasks such as:

- Helping with menu selection, meals, snacks, and feeding.
- Providing personal care – for example, bathing or grooming.
- Learning simple dressing changes.
- Monitoring intake and output.
- Helping with walking/wheelchair trips.

- Managing comfort of the patient by visiting, reading to, sitting with, and offering support as needed.
- Acting as spokesperson to family and friends regarding the patient's progress.
- Helping with other needs the patient may have.

Care Partner Guidelines:

- Care partners will be trained by the unit nurses to help with routine care and assist the patient during his or her hospital stay.
- Nurses will be responsible for documentation and supervision of the patient's care partner.
- Care partners will be considered visitors with regard to hospital policies and liability.
- We encourage your care partner to leave notes for the care team on the Get Well Network electronic whiteboard.

For more information, please speak with your loved one's nurse, or contact the Patient Relations Department at extension 2590, or 203.276.2590 from outside the hospital. If you'd like to appoint someone to have access to your medical records and information, please fill out the Authorization for Release of Information form in the patient folder and return to your care team.

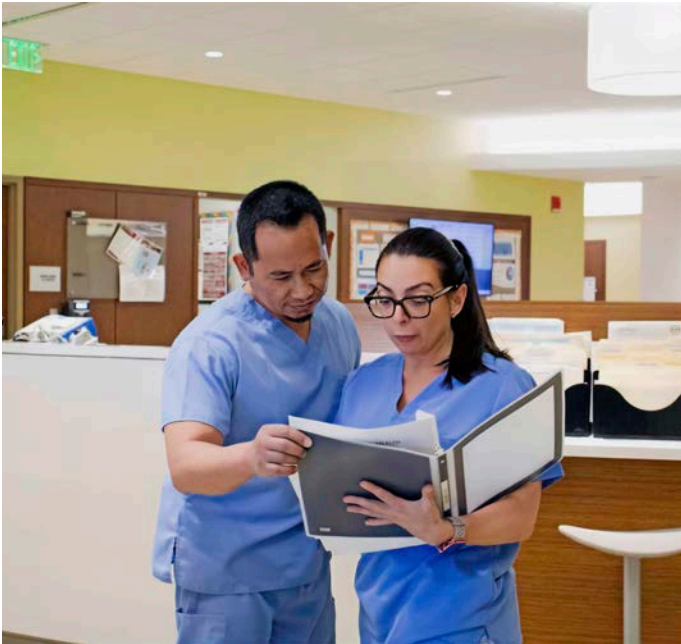
YOUR CARE TEAM

Our medical staff, employees, and volunteers work as a team to provide care that respects the physical, emotional, and spiritual needs of our patients and their families. If there is anything we can do to make you more comfortable during your stay, please speak with your nurse or the nurse manager, or contact Patient Relations at extension 2590, or from outside the hospital 203.276.2590.



Nursing

Our nurses put our patients first. They are at the forefront of patient safety initiatives and are devoted to your recovery and well-being. Annually, many of our nurses achieve national nursing specialty certifications, and in 2016 we received Magnet® designation from the American Nurses Credentialing Center (ANCC) – the highest honor for nursing service excellence that any hospital can receive. Our nurses not only care for you during your stay in the hospital, they also follow up after discharge by calling 24 hours later to ensure that you are continuing your recovery at home. They are committed to excellence and embody the Planetree philosophy of person-centered care. A health care professional is available 24 hours a day, seven days a week if you have questions about the quality of your care or service. Ask to speak with the nurse manager Monday through Friday, 7:00 a.m. to 4:00 p.m. Evenings and weekends, dial 0 and ask to speak with the nursing administrative supervisor.



Hospitalists

Hospitalists are physicians who specialize in the care of patients who are admitted to the hospital. Our hospitalists are on-site and available 24/7. They are board-certified in either internal medicine or family medicine.

To assure you receive the most comprehensive, quality care, your hospitalist works with your primary care physician (PCP) to develop the best treatment plan, following you from admission to discharge, and coordinates all your care while you are in the hospital.

Case Managers

If it is determined that you will require services outside of the hospital upon discharge, the nurse case manager will be responsible for arranging skilled home health care, medical equipment, and home hospice services. The Department of Case Management is staffed from 8:00 a.m. to 4:00 p.m., Monday through Friday. To contact a case manager during regular business hours please call extension 5914 from inside the hospital, and from outside the hospital call 203.276.5914.

Social Work Services

The social worker will assist you and your family members should you require out-of-home post-hospital care, including placement in skilled nursing facilities, acute rehab hospitals, and long-term care nursing homes. Social workers can also provide information and referrals to community agencies that might assist with meals on wheels, medication assistance, private counseling and support groups, homeless shelters, food pantries, and transportation. The department is staffed from 8:00 a.m. to 4:00 p.m., Monday through Friday. To contact a social worker during regular business hours please call extension 5914 from inside the hospital, and from outside the hospital 203.276.5914.

On evenings and weekends, a member of your care team can assist you with requesting a nurse case manager or social worker for urgent matters.

Patient Relations

If you have any suggestions, complaints, or compliments about any aspect of your care here we encourage you to contact a Patient Relations partner. We can help you and your family pursue explanations or solve problems. You can reach us Monday through Friday, 8:00 a.m. to 4:00 p.m. To contact the Department of Patient Relations dial 2590 from inside the hospital, or 203.276.2590 from outside the hospital. On evenings and weekends, dial 0 and ask to speak with the nursing administrative supervisor.



Resident Therapy Dog

Harrison is our resident therapy dog and a full-time employee of Stamford Health. He has a full weekly schedule of assigned shifts in multiple departments including Van Munching Rehab Unit, Pediatrics, Behavioral Health, and the Bennett Cancer Center. He also visits patients on other floors of the hospital and supports our employees. Animal-assisted interventions (AAI) have been shown to have various health benefits. Interactions with animals can decrease the perception of pain, particularly in clinical settings, increase muscle strength, and improve control of fine motor skills. By integrating Harrison in a patient's care plan, utilizing specific skills, and supporting the work of the other members of the team, Harrison truly is a member of the care team. Please feel free to say hi or pet Harrison if you see him completing his daily tasks around the hospital!





Spiritual Health & Well-Being

Spiritual health and well-being is an important part of the healing environment at Stamford Health. The Spiritual Health & Well-Being Department has a multifaith staff of chaplains, rabbis, and Roman Catholic priests. They are available 24/7 during your stay. We respect all religious traditions and spiritual preferences (including agnostic or atheist beliefs) and we work cooperatively with other hospital staff to give you the best care possible.

A chaplain can:

- Help you sort out your own thoughts and feelings about what is happening.
- Notify your religious community and/or clergyperson.
- Enable you to receive the sacraments.
- Provide you with devotional materials (Bibles, Korans, prayer books of many types, electric Shabbat candles, rosaries, etc.).

The Carey Interfaith Chapel is in the lobby, off the ground concourse and is always open for prayer, meditation, or contemplation.

To contact the Spiritual Health & Well-Being Department from inside the hospital, dial 7584, from outside of the hospital call 203.276.7584. After office hours, dial 1000 and ask the operator to page on-call chaplain.

WHILE YOU'RE HERE

Rehabilitation Therapy

The Inpatient Rehabilitation Department and the Van Munching Rehabilitation Unit provide physical, occupational, and speech therapy. Physical therapists work with you to help you regain your strength, balance, coordination, and function. Occupational therapists provide therapy focusing on the upper body as well as activities of daily living, such as dressing and eating. Speech-language pathologists help you should you have difficulty speaking, understanding information, and/or swallowing. At the time of the initial assessment by the therapist, a plan for discharge is implemented in collaboration with physicians, nurses, social workers, and other disciplines involved in your care to ensure the optimal result for you.

To contact the Department of Rehabilitation Therapy at Stamford Hospital dial 2462, from outside of the hospital call 203.276.2462.



Respiratory Therapy

Respiratory therapists are available to provide support and education to all our patients 24 hours a day, seven days a week. To contact the Department of Respiratory Services dial 7494, from outside of the hospital call 203.276.7494.

Stamford Health Pharmacy

Stamford Health Pharmacy is located conveniently near the main entrance of the hospital and can take care of your medication needs, including over-the-counter and prescription drugs. If you have been prescribed a specialty medication, our team at Stamford Health Pharmacy can support your journey. The pharmacy is open Monday - Friday, 8:30 a.m. to 6 p.m.; Saturday, 9 a.m. to 3 p.m.



Ask about our Meds-to-Beds program to see if your medications can be delivered to your bedside. To contact the pharmacy about our Meds-to-Beds program dial 2350, from outside of the hospital call 203.276.2350.

Ask the Pharmacist

Our pharmacists provide patient-centered pharmaceutical services to you. Pharmacists will see patients and work consultatively with your physician, nurse, and allied health care team. Our innovative “Ask the Pharmacist” program encourages you to meet with one of our pharmacists for a comprehensive review of your medication regimen. This service is available to you at any time during your stay, and especially upon discharge, so that you will know what to expect. Just ask a member of your care team.

Should you leave Stamford Hospital and subsequently have a question about your medication, the pharmacy is open to help you. Dial 203.276.7539 and choose option 1.

Volunteer Services

Volunteers support patients and their families in many ways, as you will see throughout this guide. They play an important part in the daily routine of the hospital by enhancing the services provided by both medical and non-medical departments. Adult and junior volunteers are here to make your stay as pleasant as possible. Volunteers can provide friendly visits, mail, flowers, and much more. They are available Monday through Friday, 8 a.m. to 4 p.m. To contact Volunteer Services dial 7521, from outside the hospital call 203.276.7521.



Housekeeping

Our patient rooms are cleaned daily. If at any time during your stay at Stamford Health you wish to have your room freshened, our housekeeping team is available 24 hours a day, seven days a week. You may contact them directly or ask your care team for assistance. To contact the Department of Environmental Services at Stamford Health dial 6999, from outside the hospital, call 203.276.7542.

Complementary Therapies

All of our patients are welcome to inquire about our complementary therapies such as massage, reiki, clinical aromatherapy, as well as emotional support through our Healing Hounds Program. Through the Healing Hounds program, specially screened and trained dogs, along with their handlers, periodically visit our medically appropriate care areas. All of these services may be requested through our Get Well Network.

MANAGING YOUR PAIN

The Pain Management team is here every step of the way to meet your acute or chronic pain needs and provide individualized care. This multidisciplinary team consists of physicians, advanced practice providers (PAs/APRNs), nurses, pharmacists, physical and occupational therapists, social workers, psychologists, and other allied health professionals. Our multidisciplinary team of pain specialists offers expertise in the most advanced treatment options in a supportive and compassionate environment. Your medical team may offer a consultation with one of our pain specialists while in the hospital or as an outpatient. Our Pain Management physicians specialize in medication management and advanced interventional approaches, as well as collaborate closely with physical/occupational therapy, integrative medicine, and pain psychology. Patients deemed at high risk to experience pain following elective surgery are offered preoperative optimization planning with our pain management specialists at the Stamford Health Pain Management Center. Optimal pain management relies on cooperation and communication between patients and their care team.

Here are some suggestions:

- Discuss with your physician or nurse whether you may expect to experience pain from your condition or upcoming procedure.
- Discuss any past experiences with pain management and concerns you may have about medications and treatments.
- Discuss pain control options and work with your surgeon/physician and nurse to create a pain management plan.
- Pain is more easily managed when treated early. Please tell your nurse when you first begin to experience pain.
- As certain activities (such as physical therapy) may result in pain or discomfort, plan with your nurse to dose medications well ahead of time.
- Discuss with your surgeon/physician or nurse if your pain becomes difficult to manage, or if you are experiencing adverse effects from medication. In such cases, you also may discuss whether they feel a formal pain management consultation is in order.

Communication About Your Medications

As a patient at Stamford Hospital, you will be provided education on medications prescribed for you during your stay plus those medications you will take upon discharge. Your nurse, doctor, or pharmacist will discuss the reason for the therapy plus any potential side effects you may experience. Each time a medication is given to you, the nurse will verify the electronic medication order and bar code scan to accurately match the medication dose with your individual profile. You may also use your Get Well Network to understand your medications better. Ask a member of your care team if you have any questions.

Palliative Care

Palliative care is specialized medical care appropriate for patients with any stage of serious illness. It offers help by managing pain, symptoms, and stresses related to living with illness.

Palliative care can be helpful through all stages of illness. Early on, it can help manage side effects to make medical treatments more tolerable. At later stages it can reduce suffering, help you carry on with daily life, assist in planning for future medical care, and provide support while living with a serious illness. The palliative care team (doctor and nurse practitioners) work together with your doctors to provide an extra layer of support. To reach the Palliative Care Department from inside the hospital dial 7582, from outside the hospital call 203.276.7582.

Regarding Use of Medical or Recreational Marijuana at Stamford Health

We respect our patients' rights to make treatment choices and understand that medical marijuana may be part of your medication regimen at home. Connecticut state law allows the use of medical marijuana, however federal law prohibits its use. Similar to medical marijuana, recreational marijuana is legal within Connecticut but is considered an illegal drug per federal law. As a health care provider, we must comply with federal law; therefore, we are prohibited from prescribing or dispensing marijuana in any form and permitting the use of recreational marijuana within the hospital premise. Please know that we are committed to making sure you receive the best care while a patient in our health system. Accordingly, Stamford Health's medical team will evaluate your needs and prescribe alternative therapies to medical marijuana to ensure your optimal comfort.

Your Health Care Decisions

When you are a patient, you and your loved ones play a vital role by becoming active, involved, and informed members of your health care team.

Shared Decision Making

Shared decision making is the process in which you and your care team work together to decide the best care plan. We believe in empowering our patients to make informed choices by providing a clear understanding of all treatment options. Your care team will share the information you need, including decision making tools and will thoughtfully consider your individual preferences, beliefs, and values every step of the way.

Informed Consent

To be sure patients understand their medical options, Stamford Hospital requires that a patient's informed consent be obtained and documented before certain treatments or procedures. Your physician is responsible for explaining the nature of the procedure or treatment and for discussing the possible benefits as well as the foreseeable risks and alternatives to care, including refusing treatment. Completed consent forms will be part of your medical record. If you wish to discuss the treatment or procedure in greater detail before signing these forms, please contact your physician.

Advance Directives

You have the right under Connecticut law to make decisions in advance about your medical treatment. These decisions will be honored even if you become unable to make or communicate them. You also have the right to determine in advance who can make decisions for you regarding life support or medical treatment, should you be unable to express those wishes yourself.

All patients admitted to Stamford Hospital will receive information about advance directives as part of the admissions process and will be asked if they have a living will or an appointed health care representative. If you have not already done so, you may designate your advance directives and a health care representative at Stamford Hospital. If you need assistance with this process, we will be happy to help you. Please ask your nurse if you need additional copies of the information you received on admission, or if you need assistance completing any documents.

Discharge Against Medical Advice

Patients are discouraged from leaving the hospital against medical advice. If you wish to leave despite advice to the contrary, you will be asked to sign a Discharge Against Medical Advice form. Your physician and, when appropriate, your family will be notified if you are making this request. Should you choose to leave the hospital against medical advice, every attempt will be made to provide recommended discharge instructions and prescriptions for medications needed for your continued care.

Do Not Resuscitate (DNR)

You may request that cardiopulmonary resuscitative measures (CPR) not be initiated in the event of a respiratory or cardiac arrest. In such cases, the patient's physician must write a Do Not Resuscitate order to communicate the patient's wishes to all staff.

Ethics

There may be times when you or your family, if you are unable to make decisions, feels uncertain or in conflict with your plan of care. In this event, your health care team will work with you and/or your family to reach a resolution. The Stamford Hospital Ethics Committee is also available to provide recommendations and for resolving ethical issues in patient care.

Organ Donation

All patients admitted to Stamford Hospital will receive a packet of information regarding organ donation. The hospital works in cooperation with the New England Organ Bank, a not-for-profit agency whose mission is to recover, preserve and distribute human organs and tissues for transplantation. If you have questions concerning organ donation, please ask your nurse.

THE SAFETY OF YOUR CARE

Patient Safety

Everyone has a role in making health care safe. Stamford Hospital maintains the highest patient safety standards. We also encourage you to take an active role with your health care team. Here are a few examples of how:

- Feel free to ask your care team members about their hand-washing practices.
- Use the hand sanitizer towels on your meal tray to clean your hands before dining.
- Encourage your visitors to use the hand sanitizer stations posted in the hallway near your room.
- Know your medications, their names, what they're for, and if they have any side effects or interactions.
- Be sure our staff confirms your identity before giving you medication or performing tests or procedures. The care team will ask you to provide your name and date of birth frequently as a way to safeguard the care we provide.
- Be certain to follow instructions related to fall prevention. Be sure that footwear is secure, and please call for assistance getting in and out of bed as needed, particularly after tests or procedures or taking certain medications.
- Inform your doctor or nurse if you are taking any non-prescribed, over-the-counter medications including vitamins, supplements, or herbal preparations.
- Ask all questions before consenting to surgery or procedures.
- Ask for an explanation of tests or procedures being ordered for you.
- Request the results of your tests and/or procedures.
- All hospital staff and volunteers are identified by photo identification badges. If anyone enters your room without displaying a hospital photo identification badge, please alert a staff member.
- Follow your doctor's instructions regarding your treatment and recovery, including activities, wound care, and follow-up visits.

CALL BEFORE YOU FALL

We understand you are anxious to regain your independence and get on the road to recovery, but your well-being is foremost in our minds.

Before getting out of bed or a chair, use your call bell to ask a member of your care team to assist you. We want to prevent you from falling.

Fire Alarms

In order to provide the safest environment possible, we periodically test our alarm systems. If you hear a bell, or see lights flashing, or if a member of your care team closes your door, please do not be concerned. In the event of an actual emergency, our staff is fully trained to assist you.

Lost and Found

The Lost and Found is maintained by our Department of Safety and Security and is located on the ground level, across from Radiology. If you have lost or forgotten a personal item, our staff would be happy to assist you. To contact our Department of Safety and Security dial 7666. From outside the hospital, call 203.276.7666.

Patient and Guest Security

Stamford Hospital's Department of Safety and Security is ready to assist you 24 hours a day, seven days a week. To contact the Department of Safety and Security at Stamford Hospital from inside the hospital, dial 7666. From outside the hospital, call 203.276.7666.



ACCESS TO INFORMATION

Stamford Hospital Medical Library/Resource Center

The Library/Resource Center is located on the ground floor of the hospital near Admitting. Although it is primarily a clinical resource center serving our physicians, nurses, and other health care professionals, the library is open to the public and is staffed Monday through Friday, 8:00 a.m. - 4:00 p.m. Patients and visitors are welcome to use workstations conveniently located in the vestibule of the library to access the internet for consumer health information or personal computing needs while on site. To contact the library, dial 7522 or from outside the hospital call 203.276.7522.



Literature

Written materials on various medical conditions, diagnostic tests, procedures, and medications are available in patient areas or by request from a member of your care team.

Ferguson Library Online

Stamford's public library, the Ferguson Library, offers many different services to the Stamford community. Stamford Health has made a special arrangement to bring the online resources of the Ferguson Library to our patients at the bedside.

You can read an e-book, watch a movie, listen to music, read a magazine, or listen to an audiobook on your smartphone, tablet, or laptop computer. You can also request to use a hospital iPad for this purpose.

When using your own device:

- If you are a Stamford resident with a library card, or need to request a library card, go to FergusonLibrary.org.
- If you are not a Stamford resident, you may access material from your own town's library website.

When using a hospital iPad:

- You can also use a hospital iPad and our library card account to access library material, based on availability.

Please ask a member of your care team for instructions or to request a hospital iPad.

Infection Prevention and Control Precautions

- If you have a cough or feel unwell, or have been exposed to a communicable or infectious disease, please reschedule your visit or phone the patient instead. Family members should be aware that very young infants may be at risk when exposed to hospital-based illnesses.
- Visitors are asked to perform hand hygiene with soap and water or hand sanitizers before and after visiting.
- Patients on isolation precautions will have an “Isolation” sign posted on the room door with specific instructions for visitors entering the room. All visitors must comply, including wearing personal protective equipment (for example gowns, gloves, or masks). Please check in at the nurse’s station for instructions on how to safely put on and take off PPE.
- If a visitor is unwilling to comply with isolation protocols, their visitation privileges may be revoked due to the impact on patients and staff.

Touch Point Cleaning

Reducing hospital-acquired infections is a major goal at Stamford Hospital, and our housekeeping team plays a vital role by sanitizing patient rooms and other areas of the hospital. In addition to normal cleaning, our team pays special attention to the “touch points” – those areas that our patients come in contact with the most, such as bed rails, the television remote control, and the telephone. By focusing on the patient’s experience, our housekeeping team has helped Stamford Health achieve a hospital-acquired infection rate significantly below the national average.

If at any time during your stay you would like additional housekeeping services, please contact Environmental Services by dialing 6999.

Leaving Stamford Hospital

During your stay, our interdisciplinary staff of professional caregivers works with you and your physician to develop an appropriate discharge plan.

Priority Discharge Process

Our goal through this process is to make the experience as smooth and seamless as possible – and get you back home to your loved ones. Our staff will be happy to order you breakfast, assist with bathing/dressing, and can even have your medications delivered to your room before you leave. We’ll work with you and your care partners to make sure you have everything you need for your transition home and discharge from the hospital by 11 a.m. Stamford Health offers a Discharge Suite where you can wait in a comfortable space for transportation home. The Discharge Suite is located at the main entrance of the Whittingham Pavilion.



If you or your care partner need to reach the Discharge Suite, please call 7297 from inside the hospital or 203.276.7297.

BILLING INFORMATION

Hospital and Outpatient Billing

Patients admitted into the hospital will incur charges for room and board, procedures of any diagnostic exams or labs, therapy, and medications. Hospitalist physicians or physicians practicing in the Emergency Department or other outpatient settings may bill separately for their services being provided by an outside physician group for having privileges at Stamford Health. This may include anesthesiologists, radiologists, surgeons, cardiologists, obstetricians, pathologists, or other providers.

You have the final responsibility for payment of your bill. If applicable, Stamford Health will bill your health insurance company, Medicare A or B, Medicaid, or any other health insurance on your behalf. You are responsible for providing us with accurate insurance information so that we can make every effort to submit insurance claims in a timely manner.

It is your right to elect not to have Stamford Health bill your health insurance company per the HITECH ACT federal regulation and we will not send a claim to your health insurance company. Should you choose this option, you may be asked to pay your bill in full. If you have questions regarding your bill or want to provide us with additional billing information, please contact our billing office. Upon request, Stamford Health offers payment options and financial assistance to eligible patients seeking additional help with their bills. Billing resources, contact information, and financial assistance information is available on our website: stamfordhealth.org/patients/bill-pay.

Stamford Hospital does not balance bill patients out-of-network services within the emergency setting per the No Surprises Act federal regulation.

PATIENT & GUEST AMENITIES

ATM — Automated teller machines are located near the main lobby of the hospital and just outside the Emergency Room entrance for your convenience.

Visiting Hours

As a Planetree hospital, we believe that families, friends, and loved ones are vital to the healing process. Therefore, we have adopted a “patient-directed visitation” program that allows you to determine who you would like to visit you, and when it is convenient for you, the patient. This program allows for involvement of family members in each patient’s healing process.

Most units allow patient visitation at any time. Children under 12 years old are allowed to visit until 8 p.m., must be accompanied by an adult, and always supervised. Pediatric unit parents may visit at any time, and overnight accommodations may be arranged.

Our Labor & Delivery and Intensive Care Unit patients are able to designate a Care Partner who is welcome to support and visit, 24/7.

Our Behavioral Health Unit specific visiting hours are Monday through Friday, 6 pm to 8 p.m.; weekends and holidays, 2 p.m. to 4 p.m. and 6 p.m. to 8 p.m. Visitors to this unit must be 18 years or older.

If you have any questions or concerns about visitation, please don’t hesitate to consult the patient’s care team. We can make exceptions to our visitation policies on a case-by-case-basis. Visiting hours are subject to change. For the most up-to-date information please visit our website stamfordhealth.org.

Visitor Guidelines

We welcome family and friends, and ask that anyone visiting a patient at Stamford Hospital consider the following:

- Visitors are required to provide photo identification to obtain a visitor’s pass.
- Please consider the need for rest during the healing process and that your loved one may not feel like talking.
- We appreciate your assistance in promoting a restful, healing environment for all our patients.
- Visitors are permitted to bring a patient’s favorite foods from home. However, due to possible dietary and other restrictions, please check with the care team prior to bringing food or beverages.
- To respect patients’ privacy, please refrain from taking pictures, videotaping, audio recording, and live streaming.
- Any visitation exceptions will be reviewed on a case by case basis.

Overnight Accommodations

A list of local accommodations can be found at the Information Desk located on the ground floor of the hospital. To contact the Information Desk from inside the hospital, dial 7450; from outside the hospital, call 203.276.7450.

Service Animals

Stamford Hospital recognizes the vital support of service animals. Patients and visitors with disabilities who request permission to bring service animals with them will be reasonably accommodated in compliance with state and federal laws. Ask your care team to notify Patient Relations to assist with any concerns or questions related to a service animal.

Dining for Visitors

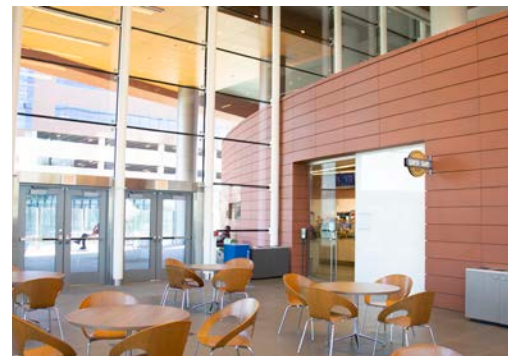
The Hub (Main Cafeteria)

Our cafeteria is in the Warner Building first floor, serving employees and visitors breakfast, lunch, and dinner seven days a week. Call MILK (6455) for cafeteria hours or daily menu.



West Side Bistro

Located just inside the main lobby entrance of the new hospital tower on the ground floor, West Side Bistro offers breakfast, lunch, dinner, and snacks. Daily fare includes a full-service Starbucks™, bakery items, smoothies, breakfast, salads, personal pizzas, and frozen yogurt.



Kosher Room: Aaron's Place

Aaron's Place is a space at Stamford Hospital in memory of Aaron Zvi Sichel. This space is meant to provide comfort, a sense of community, and peace. Community members who are observant can grab a kosher snack, light candles, or have a Shabbat meal while visiting loved ones in the hospital. It is located on the ground floor of the Whittingham Pavilion. Please ask a member of your care team to direct you to Aaron's Place.



SABBATH ELEVATOR

In consideration of our families and staff who observe the Jewish Sabbath, one elevator (which is clearly marked) will run continuously stopping at each floor from the ground floor up to the 10th floor from Friday sundown to Saturday sundown.

Please note the elevator doors will remain open slightly longer than usual.



Gift Shop

Stamford Hospital's Gift Shop is located on the ground floor of the main hospital. Staff and volunteers are here to help you with purchases, the delivery of flowers, and other gift items that you wish to select. The days of operation are Monday through Saturday. For current hours of operation, please visit stamfordhealth.org or contact the Gift Shop at Stamford Hospital. From inside the hospital, dial 7458. From outside the hospital, call 203.276.7458.

Use of Electronic Devices

When using an electronic device such as a cellular phone, please always respect those nearby or in your room. If you have a special request regarding usage, please speak to a member of your care team. You may use a laptop computer within the hospital. Charging stations are available in all patient rooms and in family waiting lounges.

Guest Parking

We offer valet parking and self-parking for all patients and their guests. Valet fees are \$4 per day with volume discounts available at our valet stands. The self-parking rate is \$2 per hour with a daily maximum of \$10. If you have any special parking concerns, you may contact the Department of Safety and Security. To contact the Department of Safety and Security at Stamford Hospital dial 7666. From outside the hospital, call 203.276.7666.

MORE ABOUT STAMFORD HEALTH

Going Forward: You and Your Family's Health and Wellness

We are here to provide you with up-to-date health-related information and support. Our award-winning website provides information on health topics, career opportunities, and physician listings, as well as a number of our many programs and services. Please visit us at stamfordhealth.org. For information on community programs and events, please visit stamfordhealth.org/classes-events/.



Patient and Family Partnership Council

Did you know you can use your experience at Stamford Health to help future patients and their families? Our Patient and Family Partnership Council (PFPC) is a group of volunteers who share their insights to help shape health care offerings for others. Working closely with Stamford Health staff, our PFPC volunteers participate in the development of programs and policies to ensure that our mission of person-centered care is at the center of everything we do. You can help enhance the health care experience for future patients and their families by emailing planetree@stamhealth.org or calling 203.276.7521 to join!

Stamford Hospital Foundation

Stamford Hospital Foundation's mission is to secure the financial resources necessary to support Stamford Hospital. Contributions to Stamford Hospital help supplement the cost of acquiring the latest technology, sustaining the Hospital's core medical programs, and most importantly, enhancing our patient-centered services. Generous gifts, both large and small, help advance the health and well-being of children, individuals, and families throughout our community.



Ways to Give

If you are interested in supporting Stamford Hospital through a donation, you may mail your donation to: Stamford Hospital Foundation, 3001 Summer Street, 2nd floor, Stamford, CT, 06905. You may also donate online at stamfordhospitalfoundation.org.

Tribute Gifts

You may want to give a gift in honor of a member of your care team or physician as a special recognition for the care you received during your stay here at Stamford Hospital. Let us know who you would like to honor, and we will notify them of your gift.

For further information, please contact the Foundation at 203.276.5900 or email us at foundation@stamhealth.org. Every day, your support will have a tremendous and positive effect on our patients and their families. We thank you in advance for your commitment to Stamford Hospital.

STAMFORD HEALTH RECOGNITIONS & DESIGNATIONS

Nursing Excellence

Stamford Hospital is one of a small percentage of hospitals nationwide to have achieved the prestigious Magnet designation by the American Nurses Credentialing Center (ANCC) Magnet Recognition Program®, the highest recognition possible for nurses.



This reflects our dedication to superior patient care, safety, quality, and patient satisfaction. We're proud of this honor. We're proud of our nurses.



Planetree Certified

Stamford Health has achieved Planetree Gold Certification for Excellence in Person-Centered Care by Planetree International.

This is the highest mark of achievement for health care organizations that demonstrate a commitment to person-centered care. It signifies a focus on creating an organizational culture that engages patients, families, staff, and the community to improve overall health and well-being. Planetree Certification is designed to enhance patient experience, improve quality and safety metrics, reduce readmission rates, and foster a culture of partnership and engagement.

The Joint Commission's Gold Seal of Approval®

Stamford Hospital has earned The Joint Commission's Gold Seal of Approval for accreditation by demonstrating compliance with The Joint Commission's national standards for health care quality and safety in hospitals. The accreditation award recognizes Stamford Hospital's dedication to continuous compliance with The Joint Commission's state-of-the-art standards.



The Joint Commission's Key Quality Measures®

The Joint Commission, considered the gold seal for hospital care, named Stamford Hospital a Top Performer on Key Quality Measures®.



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Stamford, CT 06904

StamfordHealth.org