

Patient Handbook

*We believe that we are
human beings, **caring for**
other human beings.*



Affiliate: Columbia University College of Physicians and Surgeons
A Planetree Hospital
A Magnet[®] Recognized Hospital

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Kathleen Silard, President & CEO

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PLANETREE

When you see this symbol, it represents a vital component of our Planetree philosophy of patient-centered care



“When you step inside our hospital, you can be assured that you are in good hands.”

Kathleen A. Silard
President & CEO, Stamford Health

WELCOME

At Stamford Hospital, we want to ensure you receive the highest quality, compassionate care in a world-class facility. Our new hospital provides a unique environment that embraces collaborative and patient-driven care. It is unlike any other and we are most proud to have created a place that truly reimagines healing for our patients, our caregivers and all of those in the communities we serve.

In addition to being among the few hospitals recognized by the Planetree organization for leadership and innovation in patient-centered care, we are consistently recognized for ongoing quality and safety efforts across the institution. In 2016, Stamford Hospital received Magnet® designation from the American Nurses Credentialing Center (ANCC) — the highest honor for nursing service excellence that any hospital can receive. We also received The Joint Commission’s Gold Seal of Approval®, which recognizes our dedication to continuous compliance with The Joint Commission’s national standards for health care quality and safety in hospitals. Our focus each day is to remain truly person-centered — approaching patients, families, our community and employees with compassion — always. You can read more about our success in these areas on page 7 of this handbook.

This guide will provide useful information about our hospital as well as various services, your care team, patient safety routines, patient rights and more that will hopefully make your stay more comfortable. If, after reading this you have any questions about the Hospital, please do not hesitate to contact our Patient Relations Department at 203.276.2590 or ask a member of your care team.

We wish you the best of health!

Most sincerely,

Kathleen A. Silard
President and CEO





Proud to Be Planetree

Stamford Hospital is a Planetree hospital, one of 103 in the United States. Planetree is about people caring for people in a nurturing, compassionate and personal way. As a Planetree hospital, we believe that:

Patient Education Is Vital Our medical library is open to patients, providing in-house video programs and experts.

Human Relationships Matter Most We accommodate visitors' special needs, and we encourage those close to you to participate in your care.

Spirituality Is Integral to Healing Prayer and other spiritual practices are supported upon request by Stamford Hospital chaplains for all belief systems.

Complementary and Alternative Therapies Make a Difference We offer many healing modalities to support your health and wellness.

Environment Should Be Conducive to Healing Hallways and public areas are decorated with works by leading artists from our community. Well-trained dogs cheer patients in our Pet Visitation Program. Our award-winning clown troupe, Health and Humor Associates, entertains guests of all ages.



Preparing For Your Stay

What to Bring

To facilitate your hospital admission, please bring your insurance card, photo ID and, if you have them, advance directives, living will and healthcare representative information. All patients admitted to Stamford Hospital receive a packet of information including samples of advance directives, and are asked if they have a living will or an appointed healthcare representative. It is important to designate a healthcare representative prior to admission. If you need assistance with this process, we will be happy to help you. Also, if applicable, a co-pay or deductible may be required either before or on the day of your admission.

Medications, food and beverages will be provided by Stamford Hospital. Please bring a complete list of any medications that you have been taking, including over-the-counter medicines and herbal supplements.

During your stay as a patient at Stamford Hospital, you will need only a few personal items (bathrobe, slippers, a nightgown and/or pajamas). An amenity kit including a toothbrush, toothpaste, comb, soap, hand lotion and denture cup will be provided upon admission and can be refreshed when necessary.

Feel free to bring your personal cell phone so that you may stay in touch with your family, friends and business contacts when necessary. Free satellite television will be provided in your room for entertainment and educational programming. You may wish to bring some of your favorite reading materials as well.

Your Valuables

We ask that you leave your valuables at home or with a family member. If you arrive with valuables and cannot send them home with someone you trust, an in-room programmable safe is provided in most patient rooms.

Should your room not be fitted with a safe or you are for any reason unable to utilize the in-room safe, arrangements can be made to deposit your valuables with our Security Office. If you are scheduled for surgery, you will be asked to remove all jewelry (including wedding bands) before entering the operating suite.

Your Rights and Responsibilities

Patient Rights:

You have the right to 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.

You have the right to respect

You are an important and unique person, and we will respect you, introduce ourselves to you, explain our role in your care and listen to you. We will respect your individual values and your religious beliefs. If you wish, a member of our Spiritual Care Department will visit you to support your spiritual needs. Each patient has the right to the best medical care available, without consideration of race, color, national ancestry, age, sex (including, but not limited to, discrimination on the basis of pregnancy, sex stereotyping and gender identity), physical or mental disability, sexual orientation, religion or ability to pay.

You have the right to information

You have the right to be fully informed about your health status, recommended treatment, alternatives, benefits and risks, and to be involved in your plan of care and treatment. You may ask questions about your care at any time. 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 request a review of your medical records with your care team at any time while you are a patient. You have the right to request and receive within 72 hours a copy of your discharge information on a CD, allowing you to maintain it for your personal files or for your physician. You also have a 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. If your records are required for another treating physician or healthcare provider, Stamford Hospital will supply this information directly to the provider without cost and as quickly as possible.

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. 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.

Shared Records

At Stamford Hospital, you have the right to request a review of your medical records with your care team at any time while you are a patient. 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 and to ensure confidentiality. Approvals may be required prior to releasing behavioral health documentation or the record of a minor child in certain situations.

In addition, we encourage you to ask your nurse to document questions, responses to questions and other information you might wish to ask other members of your care team in your records.



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 Hospital, 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. You will be given the notice and asked to sign an acknowledgement that you have received it. Feel free to ask any member of our staff questions you may have regarding your right to privacy.

You have the right to quality

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

You have the right to security

You have the right to receive 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.

You have the right to choice

You have the right to make choices about your care. Your physician will explain the benefits, risks and alternatives to treatments that he or she is recommending so that you can make 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 have the right to refuse treatment as permitted by law. We will honor your choices and continue to provide you with the best care 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 be unable to do so. We will be happy to assist you in documenting your wishes and instructions. The hospital staff will provide care that is consistent with these directives.

You have the right to leave the hospital against your physician's advice, unless you have certain infectious diseases that may influence the health of others or unless you will be unable to maintain your safety as defined by law. If you choose to leave the hospital against medical advice, the hospital will not be responsible for any harm that this may cause.

You have the right to visitation

Stamford Hospital has a "patient directed visitation" policy allowing an unrestricted visiting environment. This means you have the right to receive the visitors you designate, including but not limited to a spouse, domestic partner (including a same-sex domestic partner), family member or friend. You also have the right to withdraw or deny consent to visitation at any time. Should you withdraw or deny consent to visitation, staff will act to accommodate such requests to the 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 his or her wishes, the patient's healthcare representative or care partner may establish visitation limitations. See "Visitor Information" on page 19 in this guide for more information.

Patient Responsibilities:

As a patient, you are responsible for:

- Providing accurate and complete medical information to your physician and other involved staff.
- Following the treatment plan developed by your physician.
- The health consequences if you refuse medical treatment or do not follow your physician's treatment plan.
- Financial obligations related to the care that is provided to you in the hospital.
- Following hospital rules and regulations regarding medical care and conduct.
- Being considerate of the rights and needs of other patients and hospital staff.
- Protecting your health and safety by not smoking.
- Keeping your health records up to date by providing current information when you register.
- Your own personal property and being respectful of the property of other patients, staff and the hospital.



As a Planetree hospital, Stamford Hospital is committed to demystifying and personalizing the healthcare experience for patients and their families. Our approach is holistic and encourages healing in all dimensions: mind, body and spirit



Welcome to MARTTI

We have MARTTI (My Accessible Real Time Trusted Interpreter) devices available hospital-wide to provide free remote video and audio interpreting services for patients who are identified as Limited English Proficiency (LEP) as well as Deaf and Hard of Hearing (DFHH). MARTTI offers more than 210 languages and dialects, including American Sign Language. MARTTI is used to communicate with LEP and DFHH patients throughout their entire length of stay, which 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 MARTTI allows our patients to be involved and better informed about their plan of care in their preferred spoken language.

Non-English Language and Sign Language

In an effort to make access to healthcare easier, Stamford Hospital provides a number of interpreter services. Foreign language interpreter services are available through a phone service called Language Line, which utilizes a dual handset phone. In addition to Language Line, a foreign language interpreter may be called in to interpret at the bedside. We also provide a certified sign language interpreter for patients and family members who are deaf or hearing impaired. All of these services are provided free of charge. Members of your care team are happy to assist in making arrangements for interpreter services.

Non-English Language (*Translated versions*)

Croatian

Da bi učinili pristup zdravstvenoj nezi lakšim, Stamford Hospital pruža brojne prevodilačke usluge. Prevodilačke usluge na strane jezike omogućene preko telefona se zovu Language Line, a ona koristi dva ručna telefona. Pored Language Line, prevodilac za strane jezike može biti pozvan da prevodi u bolničkoj sobi. Mi takođe imamo certifikovane prevodice za gestovni jezik za pacijente i članove njihove obitelji koji su gluvi ili imaju oštećenje sluha. Sve ove usluge su besplatne. Članovi vašeg zdravstvenog tima će Vam s zadovoljstvom pomoći da zakažete prevodilačke usluge.

Italian

Per poter rendere più agevole ricevere assistenza sanitaria, lo Stamford Hospital offre una serie di servizi di interpretariato. Tali servizi di interpretariato di lingua straniera sono disponibili tramite un servizio telefonico chiamato Language Line, che utilizza un ricevitore telefonico a due vie. Oltre alla Language Line, è anche possibile chiamare un interprete di lingua straniera che si rechi al letto dell'ammalato. Offriamo inoltre un interprete per sordomuti certificato per pazienti e familiari non udenti o con problemi all'udito. Tutti questi servizi sono forniti gratuitamente. I membri del vostro team di assistenza saranno lieti di provvedere ai servizi di interpretariato.

Spanish

Con el objetivo de facilitar el cuidado de salud, Stamford Hospital ofrece ciertos servicios de interpretación. Los servicios de interpretación para idiomas extranjeros están disponibles a través de un servicio telefónico llamado Language Line, que utiliza un teléfono de doble auricular. Además del servicio de Language Line, pudiéramos llamar a un intérprete para que interprete personalmente desde la habitación del paciente. Además proveemos un intérprete certificado en lenguaje de señas para los pacientes y sus familias que sean sordos o que tengan impedimentos auditivos. Todos estos servicios los ofrecemos gratis. Los miembros de su equipo de cuidado con gusto le ayudaran a hacer los arreglos para recibir servicios de interpretación.

Polish

W celu ułatwienia Państwu dostępu do opieki zdrowotnej, Szpital Stamford zapewnia wiele usług w zakresie tłumaczeń. Dla osób posługujących się językami obcymi dostępne jest tłumaczenie telefoniczne obsługiwane przez firmę Language Line, która korzysta z aparatów telefonicznych z podwójnymi słuchawkami. Tłumacz języka obcego może być również dostępny osobiście i tłumaczyć przy łóżku chorego, nie tylko za pośrednictwem Language Line. Zapewniamy też usługi dyplomowanych tłumaczy języka migowego dla niesłyszących lub słabo słyszących pacjentów oraz członków ich rodzin. Wszystkie wymienione usługi zapewniane są nieodpłatnie. Członkowie naszego zespołu z przyjemnością pomogą Państwu w poczynieniu przygotowań i zagwarantowaniu usług tłumaczeniowych.

Russian

Больница "Стэмфорд" стремится делать доступ к медицинскому обслуживанию более легким. Поэтому мы предоставляем много услуг с использованием переводчиков. Услуги с использованием переводчиков на иностранные языки предоставляются с помощью телефонной организации, которая называется "Языковая линия". Для этого используется телефон с двойной телефонной трубкой. В дополнение к услугам "Языковой линии" можно также вызывать переводчика к себе, чтобы осуществлять перевод рядом с кроватью. Мы также предоставляем лицензированных сурдопереводчиков для тех пациентов и членов их семей, у которых проблемы со слухом. Все эти услуги предоставляются бесплатно. Члены группы, которая занимается Вашим лечением, с радостью помогут Вам организовать получение услуг переводчика.

Your Stamford Hospital



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 Designated® Patient-Centered Hospital

Stamford Hospital is a Planetree designated patient-centered hospital, and has earned their Distinction Award for Leadership and Innovation in Patient-Centered Care, placing us among only eight of the 365 Planetree facilities in the world to be recognized with the honor. The prestigious award acknowledges our ongoing efforts to advance patient-centered care through participation in research, publication, outreach and innovation.

As a Planetree hospital, we are committed to personalizing, humanizing and demystifying the healthcare experience for patients and their families. Our approach is holistic and encourages healing in all dimensions — mind, body, and spirit.



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®.



For more on Stamford Hospital, please go to <https://www.stamfordhealth.org/about/safety-quality/recognitions/>



During Your Stay

At Your Request™ Room Dining Service

Stamford Hospital 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 am and 6:00 pm.

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. Please allow 60 minutes for your meal to be prepared fresh and delivered.

To contact the Department of Food and Nutrition at Stamford Hospital:

From inside the hospital, dial 3663 (FOOD)

From outside the hospital, call 203.276.3663 (FOOD)

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.

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 patients are blocked after 10:00 pm.

If you have any physical, visual or hearing impairment limiting the use of the phone, you can request special equipment by dialing 0. TDD (Telephone Device for the Deaf) systems are available within the hospital as well as at the bedside. Language Line telephones equipped with professional translation services are available at every nursing station.

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.

Hospitalists

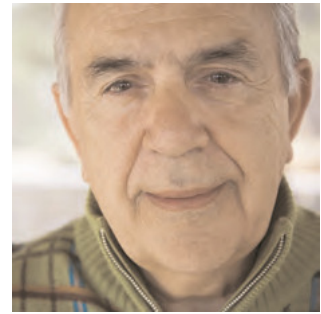
Stamford Hospital provides hospitalists, board-certified internal medicine physicians and other advanced health professionals because your regular doctor can't always be at your bedside. Our hospitalists specialize in caring for hospitalized adult patients. To ensure you receive the most comprehensive quality care, your hospitalist works with your doctor to develop the best treatment plan, following you from admission to discharge, coordinating all your care while you are in the hospital. Having hospitalists on site means they are available to respond quickly if a need arises. You don't have to wait for your doctor to be called. Our experienced hospitalists are available 24 hours a day, seven days a week to provide care, ease patients' concerns and answer loved ones' questions. To contact the Department of Hospitalist Services at Stamford Hospital:
From inside the hospital, dial 7298
From outside the hospital, call 203.276.7298

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 patient-centered care. A healthcare 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 am to 4:00 pm. Evenings and weekends, dial 0 and ask to speak with the nursing administrative supervisor.

Patient Relations

We welcome your suggestions, compliments, concerns or requests regarding your hospitalization. We can help you and your family pursue explanations, get reassurances or solve problems. You can reach us Monday through Friday, 8:00 am to 4:00 pm. To contact the Department of Patient Relations at Stamford Hospital:
From inside the hospital, dial 2590
Evenings and weekends, dial 0 and ask to speak with the nursing administrative supervisor
From outside the hospital, call 203.276.2590



Pleased to Assist with Your Special Needs

If you need an interpreter, we will provide one. If you need special equipment, we will obtain it for you. We provide signage at your bedside to indicate to your care team if you are hearing or seeing impaired, allowing us to provide the best ways to communicate. We will help you contact friends and family by telephone or by mail. Should you have any other special needs, we will do our best to accommodate them. Please ask a member of your care team to assist you with your special needs.



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 home healthcare, medical equipment, home hospice services and most other services that are provided in the home. The Department of Case Management is staffed from 8:00 am to 4:00 pm, Monday through Friday. A case manager is also available evenings and weekends by dialing 0 to page the on-call case manager.

To contact the Department of Case Management at Stamford Hospital:

From inside the hospital, dial 5914

From outside the hospital, call 203.276.5914

Social Work Services

If you require post-hospitalization care when you are ready to leave the hospital, the physician, case manager or nursing staff will request that you be seen by a social worker. 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 am to 4:30 pm, Monday through Friday. A social worker is also available evenings and weekends by dialing 0 to page the on-call social worker.

To contact the Department of Social Work Services at Stamford Hospital:

From inside the hospital, dial 4440

From outside the hospital, call 203.276.4440

Spiritual Care

Spiritual care is an important part of the healing environment at Stamford Hospital. The Spiritual Care Department has a multi-faith staff of chaplains and Roman Catholic priests who are available at all times during your stay to provide for you and your family's religious and spiritual needs. We respect all religious traditions and spiritual preferences (including agnostic or atheist beliefs) and 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.).
- Inform you on how to access our multi-faith services.

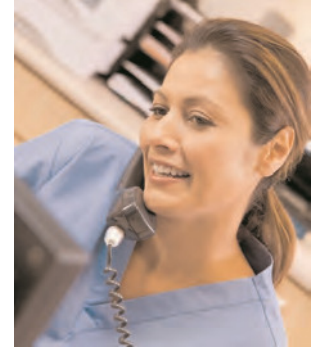
We want you to know that we work cooperatively with other hospital staff to give you the best care possible. Your spiritual and emotional needs are important to Stamford Hospital and we want to meet them as well as meeting your physical needs.

To contact the Spiritual Care Department:

From inside the hospital, dial 7584

After office hours, dial 1000 and ask the operator to page on-call chaplain

From outside the hospital, call 203.276.7584



Managing Your Pain

Our Pain Management team is here every step of the way, no matter your needs or your unique situation. We serve you on an inpatient basis at Stamford Hospital under the guise of three dedicated nurse practitioners.

We approach pain management with a multidisciplinary philosophy. This means, where appropriate, we consider the input of physicians, nurses, pharmacists, chaplains, social workers, psychologists and other allied health professionals when devising a patient's pain management plan. Thanks to today's modern treatments, it is no longer necessary for patients to tolerate a level of pain that distresses them.

Adequately managing pain requires cooperation between patients and their doctors and nurses. Here are some guidelines to help you with this interaction:

- Ask your doctor or nurse what kind of pain you can expect 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 doctors and nurses to make a pain control plan.
- Pain is more easily managed when treated early. Please tell your nurse when you first begin to feel pain.
- If certain activities (such as physical therapy) cause pain, plan with your nurse to take medications ahead of time so that you can be more comfortable.
- Tell your doctor or nurse about any pain that won't go away, or if you are having side effects from any medication.
- The Pain service offers medical management of pain, including medication initiation and adjustment, physical therapy, and complementary medicine treatments such as massage and Reiki therapies. The team can make a referral to one of our Interventional Pain Specialists when your pain would be best treated by an intervention.

Direct Connection to Your Bedside

To ensure that our nurses receive and respond to your requests for assistance as quickly as possible, they are outfitted with a direct connection to your bedside call button. This technology reduces the time it takes for our staff to respond to your needs.

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 GetWellNetwork to understand your medications better. Ask a member of your care team how.



Palliative Care and the Healing Process

Our Palliative Care team specializes in pain management and can be called upon to assess your pain in an effort to find the best approach to make you as comfortable as possible. Our palliative team specialist will work with your care team and can address not only your physical issues but also the emotional, spiritual and social concerns that contribute to the healing process.

Your Healthcare Decisions

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

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 healthcare representative. If you have not already done so, you may designate your advance directives and a healthcare 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 healthcare team will work with you and/or your family to reach a resolution. The Stamford Hospital Ethics Committee is also available to help resolve conflicts. Your physician or nurse can assist you in this process.

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.

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.

Additional Care Team Members

Housekeeping

Our patient rooms are cleaned daily. If at any time during your stay at Stamford Hospital 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 Hospital:

From inside the hospital, dial 6999

From outside the hospital, call 203.276.7542

Complementary Therapy Services

We believe healing comes in many forms and are pleased to offer you a number of integrative medicine services—those benefiting the mind, body and spirit. Our services are provided by specially trained practitioners, free of charge, and include services such as Tender Touch, massage and Reiki.

To contact Integrative Medicine Services at Stamford Hospital:

From inside the hospital, dial AHHH (2444)

From outside the hospital, call 203.276.AHHH (2444)



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



Ask the Pharmacist

Our pharmacists provide patient-centered pharmaceutical services to you. The Pharmacy will see patients and work consultatively with your physician, nurse and allied healthcare 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 at 203-276-7539 and chose option #1.

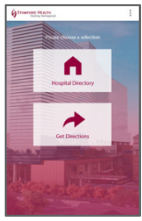


Call Before You Fall

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.



Stamford Health Mobile App

Download the Stamford Health app on your mobile device to access detailed directions within the hospital and for traveling from the hospital to other Stamford Health locations. You can also book an appointment, search our physician directory, and more.

Visit iTunes™ or GooglePlay™ and search for “Stamford Health Find My Way” to download the free app.

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 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 showering, 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:
Van Munching Rehabilitation Unit, from inside the hospital, dial 2233
Van Munching Rehabilitation Unit, from outside the hospital, call 203.276.2233
Inpatient rehabilitation therapy, from inside the hospital, dial 7509
Inpatient rehabilitation therapy, from outside the hospital, call 203.276.7509

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 at Stamford Hospital:
From inside the hospital, dial 7494
From outside the hospital, call 203.276.7494

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, deliver your newspapers, mail and flowers, and much more. Some volunteers speak a second language. The staff of Volunteer Services is available Monday through Friday, 8:00 am to 4:00 pm.

To contact the Volunteer Services Department at Stamford Hospital:
From inside the hospital, dial 7521
From outside the hospital, call 203.276.7521

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.

Interfaith Chapel

Our chapel, located in the lobby off the Grand Concourse, is always open for prayer, meditation or contemplation. In the chapel you may leave prayer requests and express concerns of your heart. There are resources that may be of help to you and your family. A Roman Catholic Mass is celebrated on Saturdays at 4:00 pm. If you wish to contact a chaplain or a priest, please call 7584. If you wish to speak with a chaplain or priest for urgent needs or during evenings and weekends, please dial 0 and one will be paged for you, or ask a member of your care team to contact a chaplain or priest.

Dining for Visitors Main Cafeteria

Our cafeteria is located 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.

Freshii™

Located just inside the main lobby entrance of the new hospital tower on the ground floor, Freshii offers breakfast, lunch, dinner and snacks. Daily fare includes a full-service Starbucks™, bakery items, pressed juices, smoothies, breakfast, salads, burritos and wraps, rice, quinoa or noodle bowls and frozen yogurt.

Gift Shop

Stamford Hospital's Gift Shop is located on the ground floor of the Grand Concourse. Staff and volunteers are here to help you with purchases, the delivery of flowers and other gift items that you wish to select. The hours of operation are Monday through Friday, 9:00 am to 6:00 pm and Saturday, 12:00 pm to 5:00 pm.

To 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 respect those nearby or in your room at all times. If you have a special request regarding usage, please speak to a member of your care team. You may use a wireless PDA and wireless laptop computer within the hospital, following guidelines above. Charging stations are available in all patient rooms and in family waiting lounges. You may also charge most electronic devices at the information desk in the Grand Concourse of the hospital during the day.



Main Cafeteria

Monday through Friday

Breakfast	6:30 am – 10:00 am
Lunch/Dinner	11:30 am – 6:15 pm
Hot Entrees & Grill	11:30 am – 2:00 pm & 4:30 pm – 6:15 pm
Deli	11:30 am – 3:00 pm
Soup	11:30 am – 6:15 pm
Salad Bar	11:30 am – 6:15 pm

Saturday, Sunday & Holidays

Breakfast	7:00 am – 10:00 am
Lunch	11:30 am – 2:00 pm
Snack	3:00 pm – 4:30 pm (Soups, Salad Bar, Grab 'n' Go)
Dinner	4:30 pm – 6:15 pm

Freshii

Monday – Friday, 6:30 am – 11:30 pm, and holidays and weekends, 6:30 am – 8:00 pm

Vending machines are also available 24 hours a day at the following locations: Cafeteria dining area, in the elevator banks on floors six through 10, and in the Emergency Department.

my SH Patient Portal

Access Your Health Information Now

Stamford Hospital offers secure access to your personal health information and test results. As your patient portal 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 203.276.7034 to register TODAY!

Additional Patient Portals available:

Bennett Cancer Center
203.276.2695

Stamford Virtual Health Kiosk
203.276.2688

Stamford Health Medical Group
Contact your physician's office

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 \$8. 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:

From inside the hospital, dial 7666

From outside the hospital, call 203.276.7666

Healing Hounds Pet Visitation Program

Specially screened and trained dogs, along with their handlers, periodically visit our medically appropriate care areas to wag and snuggle. To request a visit, please contact Volunteer Services.

To contact the Volunteer Services Department at Stamford Hospital:

From inside the hospital, dial 7521

From outside the hospital, call 203.276.7521



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.

Lending Library

To request a selection of books, please contact Volunteer Services, Monday through Friday, 8:30 am to 4:30 pm, or ask a member of your care team.

To contact the Volunteer Services Department at Stamford Hospital:

From inside the hospital, dial 7521

From outside the hospital, call 203.276.7521

Office Services

Faxing, copying and other complimentary office assistance are yours for the asking through Volunteer Services.

To contact the Volunteer Services Department at Stamford Hospital:

From inside the hospital, dial 7521

From outside the hospital, call 203.276.7521

Salon and Grooming Services

During your hospital stay, you have access to a full-service salon at your bedside, offering hair, nail and skincare services. To inquire about pricing and to schedule an appointment, please dial 7355.

Wish You Well Messages

Friends and family can e-mail greetings to you at the hospital by visiting our website at stamfordhealth.org. Volunteers will print out and deliver your get well messages the next business morning.

For You to Know

Suggestions, Questions, Complaints

Stamford Hospital employs Patient Relations Partners to ensure the best possible service to our patients and their families. If you have a suggestion, question or complaint about any aspect of your care here, we encourage you to contact a Patient Relations Partner by dialing 2590. You may also ask any member of your care team to contact a Patient Relations Partner for you. The Patient Relations Partner will make every effort to resolve your complaint in a timely manner. You may also voice your concerns or complaints by contacting the state survey agency, which is the Department of Public Health, located at 410 Capitol Avenue, Hartford, CT 06134, 860.509.7400; and/or The Joint Commission Office of Quality Monitoring, located at One Renaissance Blvd., Oakbrook Terrace, IL 60181, 800.994.6610. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201.

Conflicts

You have the right to be fully informed about your health status, recommended treatment, alternatives, benefits and risks, and to be involved in your plan of care and treatment. You may ask questions about your care at any time. We will answer them honestly and clearly. 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, nursing management, administration and/or Ethics Committee are all available to help resolve the conflict. The Chief Executive Officer or his/her designee retains the final authority for addressing admission, treatment and discharge issues.

Autopsy Notice

Connecticut law requires that we inform you, as part of your patient bill of rights, about autopsy rights. The law provides that your legal next of kin has the right, upon your death, to consent to or refuse an autopsy. If an autopsy is desired, your legal next of kin may:

- Have the autopsy conducted at Stamford Hospital by Stamford Pathology Consultants.
- 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.
- Have the autopsy conducted at another facility; this must be arranged and paid for by your next of kin.





Touch Point Cleaning

Reducing hospital-acquired infections is a major concern 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 Hospital 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
From inside the hospital, dial 6999

The Safety of Your Care

Patient Safety

Everyone has a role in making healthcare safe. Stamford Hospital maintains the highest patient safety standards. We also encourage you to take an active role with your healthcare 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 cleanser 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.
- Question your nurse if your medication looks different.
- 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 ask 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.
- Get all questions answered 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. Should anyone enter your room without displaying a hospital photo identification badge, please press the nurse call button.
- Follow your doctor’s instructions regarding your treatment and recovery, including activities, wound care and follow-up visits.

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:

From inside the hospital, 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 and Resource Center

The library provides printed and online reference materials on a wide range of medical and healthcare subjects from books and journals in its collection. It is conveniently located on the ground floor of the hospital near admitting. Internet-enabled workstations are available to provide online access to consumer health information resources. The library is open to patients and the general public, Monday to Friday, 8:00 am to 4:00 pm.

To contact the Department of Library Services

From inside the hospital, dial 7522

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.

Stamford Health Website

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 www.stamfordhealth.org.

Visitor Information

Visitor Guidelines

Visitors can make an enormous difference for patients. We welcome your family and friends, and ask that anyone visiting a patient at Stamford Hospital consider the following:

- Please be considerate of the need for rest during the healing process.
- Please be sensitive to the fact that your loved one may not feel like talking.
- We ask visitors to be sensitive to the needs of all of our patients when walking throughout the hospital. We have a Culture of Quiet 24 hours a day to promote a restful, healing environment.
- Visitors are permitted to bring favorite foods from home. However, due to possible dietary and other restrictions, please check with your care team prior to bringing food, drink, personal items and flowers. Restricting these may be an important part of patient care.
- To respect other patients' privacy, please refrain from taking pictures.

GetWellNetwork®

We have partnered with GetWellNetwork, a provider of interactive patient care solutions, enabling our patients and families to be well-informed participants in their own care.

Your TV is a gateway to:

- Learning more about your health, procedures and medications
- Access to important information about hospital services and facilities
- Entertainment such as on-demand movies, games and music
- Surfing the internet
- Providing feedback regarding your hospital stay with us
- Preparing for discharge
- And much more...

Upon admission to your room, you will be introduced to the navigation tools through simple on-screen menus. And of course, your care team is always available to help.



Our Culture of Quiet

We have a Culture of Quiet – meaning 24 hours a day, 7 days a week we make every effort to have your environment restful and quiet. We know the importance that rest has in the healing process. While we have instituted many guidelines to keep the areas quiet, there are noises you will hear. We are pleased to provide headsets, earplugs and eye masks to enhance your rest. Please let your care team know if there is anything we can do or explain to help keep your time with us restful.

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).

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 those who best help in your well-being and recovery, when it is convenient and desirable for you, the patient. This program is designed to allow for the maximum possible involvement of family members in each patient’s healing process. Children under 12 years must be accompanied by an adult and supervised at all times.

Requests by patients for overnight adult visitors (ages 18 or over) may be accommodated, if possible. We ask that your guest’s overnight accommodations be stowed away and their toiletries removed by 7:30 am, allowing safe and accessible care to be performed during the day. Please note, due to the clinical nature of the following units and requests from our patients, visiting hours have been limited:

Behavioral Health Unit

Suggested visiting hours are Monday through Friday, 6:00 pm to 8:00 pm; weekends and holidays, 2:00 pm to 4:00 pm and 6:00 pm to 8:00 pm.

Pediatric Unit

Parents may visit at any time, and overnight accommodations may be arranged. Children under the age of 16 visiting patients must be accompanied by an adult.

Overnight Accommodations

A list of local accommodations can be found at the Information Desk located on the ground floor of the Grand Concourse.

To contact the Information Desk:

From inside the hospital, dial 7450

From outside the hospital, call 203.276.7450

Leaving the Hospital

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

Discharge Planning Services

As a part of the healthcare team, nurse case managers and social workers assess the needs of patients and families. Most patients are seen by nurse case managers upon admission to Stamford Hospital. They consider the patient's situation prior to admission, assess the supports that are available to the patient and family in the community, determine the status and availability of insurance coverage, and begin planning for a patient's discharge from the hospital. Many processes are involved on the day of your discharge. While we strive to release you in a timely manner, for your safety and continuing recovery, please be patient as we assure your discharge plan is fully in place.

If your discharge plan includes post-hospital services such as skilled nursing, home care, equipment, transportation or hospice care, a case manager or a social worker will help to arrange them with you. Your physician and nurse will provide you with specific discharge instructions. Your physician will provide prescriptions to be filled at your own pharmacy and will give you instructions for follow-up in the office or clinic.

If you have any questions about your discharge or the follow-up care you require, please talk with your physician and nurse.

Billing Information

The hospital's charges usually fall into two categories:

- A basic daily rate, which includes your room, meals, routine nursing care and housekeeping.
- Charges for special services and supplies, including items your physician orders for you, along with the use of facilities such as the operating room or delivery room.

Charges may also include radiology procedures, anesthesia supplies, oxygen supplies, intravenous solutions, laboratory tests and medications.

You may receive separate bills from physicians or hospitalists for specialty services, including the Emergency Department.

You have the final responsibility for payment of your hospital bill. If applicable, Stamford Hospital will bill your health insurance company, Medicare A or B, or Medicaid on your behalf. We will make every effort to process your claim in a timely manner. Stamford Hospital offers payment options and financial assistance to eligible patients seeking additional help with their hospital bills.

If you pay your bill in full and you authorize Stamford Hospital, we will not send any information to your health insurance company.

If you have questions regarding your hospital bill or want to provide the hospital with additional billing information, please call our Customer Service Department at 203.276.7572.

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. We encourage the use of our website to identify programs on the calendar that are available throughout the year.

For information on community programs, please visit www.stamfordhealth.org/classes-events/

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 patient-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 caregivers.

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
1351 Washington Boulevard, Suite 202
Stamford, CT 06902

You may also donate online at www.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 e-mail us at foundation@stamhealth.org.

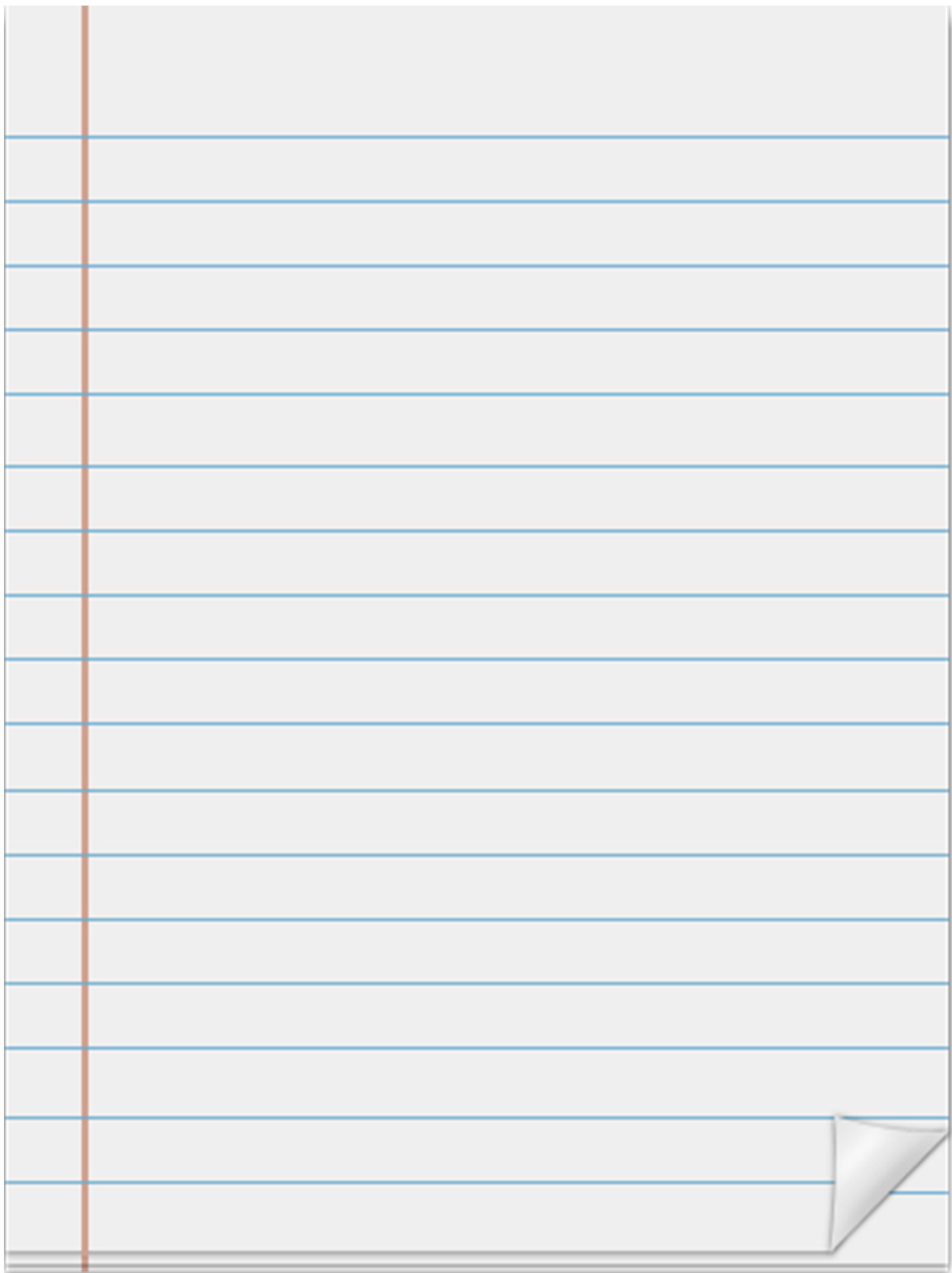
Every day, your support will have a tremendous and positive effect on our patients and their families. We thank you in advance for your commitment to Stamford Hospital.

Patient and Family Advisory Council

Our volunteer members are comprised of a varied group of individuals—educators, retirees, medical professionals, businesspeople—who have equally varied experience with the hospital. We are patients and family members...often both. Our mission is to promote our Planetree philosophy of patient-centered care...as an advisory resource to the hospital in the development of programs and policies that ensure we maintain a strong focus on patient-centered care. If you wish to learn more about the Patient and Family Advisory Council, please contact the Volunteer Services Department at Stamford Hospital at 203.276.7521.

My Notes





If you have any questions or concerns, please speak with your physician or nurse.

As a Planetree hospital, we are committed to personalizing, humanizing and demystifying the healthcare experience for patients and their families. Our approach is holistic and encourages healing in all dimensions — mind, body and spirit.



Affiliate: Columbia University College of Physicians and Surgeons
A Planetree Hospital
A Magnet® Recognized Hospital