

Welcome to Good Samaritan Medical Center



A Guide for Patients and Families

Good Samaritan Medical Center

A STEWARD FAMILY HOSPITAL



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Welcome

Welcome to Good Samaritan Medical Center! We know you have options for health care services and there are many reasons why patients and their families choose our medical center.

With over 600 members of our medical staff representing 50 specialties, and a staff of more than 1,800 employees trained in state-of-the-art technology, we are well equipped to offer you safe, high-quality and compassionate care.

Numerous awards and accreditations demonstrate that Good Samaritan Medical Center meets state and national standards of excellence. We put our patients first and at the center of everything we do.

Your situation is unique and our goal is to provide personalized care with empathy and compassion. Even though your stay with us may be short, our goal is to thoughtfully guide you through your experience so that you feel well-connected to your care team every step of the way. Thank you for entrusting us with your care.

Everyone at Good Samaritan Medical Center is dedicated to providing you with the safest and highest quality care through our **C.A.R.E.S. values — Compassion, Accountability, Respect, Excellence and Stewardship.**

This booklet is designed to provide you with important and useful information that you may need throughout your stay. If you have additional questions or concerns, please do not hesitate to ask any staff member, the Patient Advocate (x3214), or Administration (x2602).

Good Samaritan Medical Center strives to be the premier regional choice for health care services. We thank you for choosing our medical center and will work tirelessly to provide you with the high-quality health care you deserve, right here in your community.

Sincerely,
The Good Samaritan Medical Center Team

For our patients who receive this prior to their procedure, day surgery, or inpatient admission, please remember to bring this book with you.

WELCOME!

¡Bienvenido! Chào mừng bạn! Byenveni! Bem-vindo! Добро пожаловать

Interpreter Services Available

Albanian - Shqip

Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.

اللغة العربية - *Arabic*
هل تتحدث العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.

Brazil-Portuguese - Português

Você fala português? Nós lhe forneceremos um interprete, sem nenhum custo adicional.

Cambodian - ភាសាខ្មែរ

តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងខ្ញុំនឹងផ្តល់ជូនអ្នកបកប្រែភាសាដោយឥតគិតថ្លៃផ្ទាល់ខ្លួនដល់អ្នក។

Cantonese - 粵語

您講粵語嗎? 我們將免費為您提供翻譯。

Cape Verdean Creole - Kriolu di Kabuverdi

Bo ta papia Kriolu di Kabuverdi? No ta ranja-bu un tradutor di grasa.

German – Deutsch

Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.

Greek - Ελληνικά

Μιλάτε ελληνικά; Θα σας παρέχουμε ένα διερμηνέα χωρίς καμία οικονομική επιβάρυνση για εσάς.

Haitian Creole - Kreyòl Ayisyen

Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.

Italian - Italiano

Parla italiano? Le forniremo gratuitamente un interprete.

Mandarin - 中文

您讲国语吗? 我们将免费为您提供翻译。

Pennsylvania Dutch – Deitsch

Kannscht du Deitsch schwetze? Wann du duscht, kenne mer dich en Interpreter griegie as dich nix koschte zellt.

Polish - Polski

Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.

Portuguese - Português

Fala Português? Vamos oferecer-lhe um intérprete gratuito.

Russian - Русский

Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.

Spanish - Español

¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.

Vietnamese - Tiếng Việt

Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.



If you use a TTY, please dial 711 to reach your state's Telecommunications Relay Service system

MISSION STATEMENT

Good Samaritan Medical Center is committed to providing the highest quality care with compassion and respect.

We dedicate ourselves to:

- Delivering affordable health care to all in the communities we serve.
- Being responsible partners in the communities we serve.
- Serving as advocates for the poor and underserved in the communities we serve.

OUR VALUES

Providing you with the safest and highest quality care through our C.A.R.E.S. values.



OUR PLEDGE TO FAMILIES

We believe our patients and their families are our partners in care.

We support patients' right to identify individuals they view as family and choose to be partners in care. We practice patient- and family-centered care at Good Samaritan Medical Center. We are care providers whose work is anchored in a respectful partnership, anticipating and responding to patient and family needs.

HELPFUL INFORMATION FOR YOUR HOSPITAL STAY

INTERPRETER SERVICES

We Speak Your Language

Falamos a sua língua

Hablamos su idioma

Nou pale lang ou

Interpreter Services are available to all patients and family members whose primary language is not English. This service is available at no cost. Interpreter Services can be reached through your nurse or by dialing x3023.

PATIENT ADVOCATE

If you have care-related questions or concerns, please feel free to speak with any member of your health care team at any time. Or if you prefer, our Patient Advocate is available to discuss any concerns you or your family may have about your individual care, or other issues. Call x3214 to speak with the Patient Advocate.

TAKE CHARGE OF YOUR CARE

During your stay, your doctor, nurses, and care team members will treat you and your family as partners in care.

We encourage you to be an active partner in your care — ask questions and voice your concerns. Please bring all concerns regarding your care and treatment to our attention.

AT YOUR REQUEST DINING

You may order your own meals at any time of day from the Room Service Menu found on your bedside table. Please call extension x3663 (FOOD) from your bedside phone to place your order. Your meals will be delivered within one hour.

If you are on a special or restricted diet, you may still be able to order from Room Service. When you call, a nutrition assistant will explain your diet and help you with your selections. Meals are served from 7 a.m. - 6:30 p.m.

Cafeteria

Family and visitors are welcome to use the cafeteria on the ground floor, which is open 6:30 a.m. to 6:45 p.m., daily for meals.

FAMILY AND VISITOR GUIDELINES

Good Samaritan Medical Center values and encourages the support that family and friends provide to patients during hospitalization. In considering our patients' health care needs and their right to privacy, patients have the right to control visitation. A patient's physician or nurse may also limit visitation when necessary to provide care and comfort to our patients.

Visitor Guidelines are subject to change. Please visit our website goodsamaritanmedical.org for the most up-to-date visitor information.

Children under the age of 15 must be accompanied at all times by a responsible adult. For questions or concerns about arranging special accommodations for visitors, please speak with a member of your care team or contact the Patient Advocate.

To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat, and any contagious disease.
- Keep in mind that the hospital observes quiet time after 8 p.m.

Responsibility to Be Considerate of Rights of Others

You, your legal representative, and your visitors are responsible to treat the people who take care of you, other patients and our property with respect and courtesy. Maintain a clean and quiet area. Respect the privacy of other patients. Limit your use of cell phones in patient care areas. Do not take pictures or videos, or record conversations without first talking with staff.

Security and Safety

Good Samaritan Medical Center strives to provide a safe and secure environment. We ask that if you "See Something, Say Something." Public Safety Staff encourage everyone to report any safety or security concerns immediately.

Call x2730 or (508) 427-2730 at any time.

Free Valet Parking

Free Valet Parking is available for all patients and visitors, Monday through Friday from 8 a.m. - 4 p.m., at the Main Entrance.

Cash Machine/ATM

For your convenience an automated teller machine (ATM) is located in the main lobby, near the entrance to the Chapel.

Public Restrooms

Public restrooms are located throughout the hospital for visitors to use. Please ask for assistance in locating the nearest one.

TV, Wireless Internet, and Telephone

TV is provided at no cost to our patients. A channel guide listing is located on the inside back cover of this book. Wireless Internet (Wi-Fi), is provided at no cost; access may be obtained on personal electronic devices by connecting to StewardGuest.

Telephone

All patient rooms have bedside telephones. If sharing a room, please be considerate of the time of day you are placing and receiving calls.

Placing a Call

You may make calls to in-house extensions by dialing the four-digit extension directly. There is no charge for calls made within the state of Massachusetts, although if dialing a cellular or mobile number, please dial the hospital operator at "0" for assistance. You must dial "9" to access an outside line before placing a call. Calls made out of state or country require calling collect or the use of a personal pre-paid calling card.

Personal Belongings and Valuables

Good Samaritan Medical Center is dedicated to providing excellent care with compassion. The hospital cannot be responsible for personal belongings you bring with you to the hospital. We ask that you do not bring large sums of money, credits cards, jewelry, or other valuables. Store your contact lenses, eyeglasses, hearing aids, and dentures in your bedside stand when not in use. Please do not put them on your bed or food tray where they can get lost or damaged.

Should you have any valuables that cannot be sent home, please ask a member of your care team to have our security staff deposit them in their safe and give you a signed receipt for when you leave. The hospital is not responsible for valuables you chose to keep with you.

SMOKE-FREE CAMPUS

Good Samaritan Medical Center is a smoke-free environment. Smoking is not permitted anywhere inside or outside the hospital, including entrances and exits. For more information on how to quit smoking, see pages 39-40.

SPIRITUAL CARE

Good Samaritan Medical Center provides for your spiritual/emotional needs as well as your medical needs. Trained hospital chaplains of many different faiths are available for patients, family, and friends. Patients and their families may request a Spiritual Care visit by calling x3151.

The chapel is located on the first floor in the lobby of the hospital. It is open to people of all faiths, 24-hours a day for those who wish to spend time in quiet meditation.

Daily Mass is offered: Sunday: 8:30 a.m., Monday - Friday: 8 a.m., Saturday: 4 p.m.

In addition, tune to Channel Three (3) on TV for the Good Samaritan Medical Center Channel for televised services, meditative music, and inspirational psalm readings.

A BLESSING FOR THE SICK

May you be held in love. May tenderness carry you.
 May the pain you know too well be lifted from you.
 May your heart's heaviness be lightened by grace.
 May hope abound for you. May those who serve you care for you.
 May their expertise help you, their compassion sustain you.
 May you know you are not alone but always loved by God.
 May you see miracles and know you are one.
 May your courage give us courage.
 May your love hold us tenderly.
 And may you dwell in peace in the midst, the depth,
 the breadth of Your Being.

Amen.

*This blessing comes from the book, Voices from the Journey, authored by Sr. Juliana Casey, IHM.
 Learn more about the book at www.chausa.org/voices.
 © 2017 Catholic Health Association of the United States*

SPEAK UP: It's Your Care

Speak Up:

Ask questions and voice concerns. It's your body and you have the right to know.

Pay Attention:

Make sure you are getting the right treatments and medicines.

Educate Yourself:

Learn about your medical tests and your treatment plan.

Ask Family or a Friend to Be Your Advocate:

Pick a trusted family member or friend to be your advocate.

Know Your Medications:

Know what medications you take and why and when you should take them.

Use a Health Care Organization:

Use a hospital or surgery center that meets Joint Commission quality standards.

Participate in Your Care:

You are the center of your health care team.

For more information, visit: www.jointcommission.org/speakup.aspx.



DISCHARGE PLANNING BEGINS AT ADMISSION

Preparing to Leave the Hospital

When it's time to leave the hospital, your care team will develop a discharge plan based on your specific medical and health care needs and available services. This doesn't necessarily mean that you are completely well — but that you no longer need hospital services. Your health care team will prepare you for discharge during your stay. Discharge times vary for each patient. Our goal is to discharge most patients by 11 a.m. We encourage you to arrange for transportation beforehand. The following information will help you to participate in planning your discharge.

Before You Leave

Planning for your recovery and health care needs before your discharge day is important so you can continue to heal and manage your health. The following are things you can do to make sure your discharge goes smoothly:

- Be sure you or someone you trust has spoken with your health care team to understand what services you may need after leaving the hospital.
- Please verify your discharge time with your nurse prior to making plans for transportation, and please have someone available to pick you up at the determined time.
- Make sure you understand any changes or additions to your medications and any special diet prescribed by your doctor.
- Be sure to ask for any of your belongings that you gave to your care team for safe keeping.

See the discharge planning checklist on page 30.

After You Leave

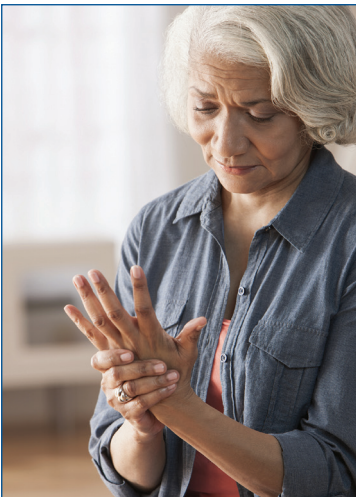
- Maintain the activity level prescribed by your doctor.
- If ordered by your doctor, monitor your weight daily on the same scale and contact your physicians if you increase three pounds in two days or five pounds in one week.
- Make arrangements for follow-up visits with your primary care physician (PCP) and specialists as directed.
- Contact your physician or return to the Emergency Department if your condition worsens.
- You may receive a follow-up phone call from Good Samaritan Medical Center regarding your stay.

PAIN MANAGEMENT

We want to make your hospital stay as comfortable as possible. Please be sure to let your health care team know when you have any kind of pain. Managing your pain is important to your recovery.

What is Pain?

Pain is different for everyone. No two people are alike when it comes to pain. One person may feel pain more quickly and more intensely than another individual. Pain is the body's way of telling you that something is wrong. There are two categories of pain: acute pain and chronic pain. Acute pain, like a cut, a burn, surgical pain, or a sprained ankle, does not last a long time. Chronic pain, such as back pain, arthritis, or cancer pain, lasts for longer periods of time and may range from mild to severe. We encourage you to speak up and let your care team know when you are in pain. Together, you and your care team can develop a pain management plan to meet your needs.



Are You in Pain?



What Kind of Medicines Can Be Used to Control Pain?

The kind of medicine depends upon the type and degree of pain.

It is important before taking any over-the-counter medications to discuss this with your nurse or doctor. It is also important for you to take your medication as instructed by your health care provider. Pain medications should be taken at regular times to work best. It is much easier to prevent or control pain than it is to stop it. If you do not get pain relief from your medications, ask your nurse or doctor about medication that would be more effective.

What Other Measures Can Be Used to Control Pain?

Relaxation, distraction, and putting heat or cold on the spot that hurts are things you can do to decrease your pain. Consult your health care provider about any alternative pain control measures.

Safety Guidelines For Taking Medicines

- Report previous drug reactions and allergies to your nurse or doctor.
- Report conditions such as stomach ulcers, kidney or liver problems, or bleeding problems to your nurse or doctor.
- Inform your nurse or physician about any other medications you are taking.
- Take your medications exactly as prescribed.
- If your medications are not working, talk to your doctor.
- Do not drink alcohol, or take other drugs that may cause drowsiness without informing your health care team.
- Do not drive if you are drowsy from your medicines.
- Report and treat side effects immediately.

PALLIATIVE CARE

Good Samaritan Medical Center offers a bedside palliative care consultation for patients who require help to manage symptoms for all serious illnesses, including cardiac, respiratory, kidney and oncology conditions. Palliative care can begin at diagnosis and is an approach that improves the quality of life of patients by providing expert guidance for symptom control. These services aim to empower patients and families regarding choices, emphasize quality of life and honors patient values. All advanced disease treatments can continue with Palliative Care supportive services.

HOSPICE CARE

Good Samaritan Medical Center offers a bedside Hospice consultation and supportive nursing care for patients for who are in the late stages of an incurable disease and wish to receive end of life care. This service focuses on the management of symptoms such as pain, nausea and difficulty breathing. We will work with physicians and caregivers to develop a plan of care that addresses the physical, spiritual, emotional and psychological needs of the patient and their family.



REMAINING ACTIVE AS AN INPATIENT

Walking as an inpatient after surgery or admission is one of the most crucial things you can do to prevent problems. Your doctor will order the activity that is best for you.

Starting to Walk

While in bed, leg pumps may be applied to help promote blood flow in your legs. When it is time to get out of bed, your care team will help you:

- Sit up at the bedside.
- Move from the bed to a chair.
- Walk in the hallways.

You may feel dizzy or faint when first getting up, so you must go slowly at first. This means sitting up slowly and sitting at the side of the bed for a few minutes.

Please let the nursing staff know if you feel faint, dizzy, nauseous, or are short of breath while walking.

Why Should You Walk?

Walking promotes the flow of oxygen throughout your body and maintains normal breathing function. It also strengthens your muscle tone. Gastrointestinal and urinary tract function are improved by walking. These body systems are slowed down after surgery. Walking also improves blood flow and speeds wound healing.

Failure to walk may cause increased constipation and gas pain, weakness, less power to fight infections, and puts you at a higher risk for blood clots and lung problems such as pneumonia. Prolonged bed rest may also increase the risk for skin breakdown and pressure sores.

If you have any further questions, ask your nurse or doctor.

PREVENTING FALLS

Patients of all ages are at risk of falling. Many factors can contribute to your risk of falling, including dizziness from medications, sudden movements out of bed, or just being unfamiliar with the new surroundings. You may also be weak or unsteady due to the illness, injury, or pain that has brought you to the hospital. Remember to “Call Don’t Fall” or use your call button for assistance getting out of bed, going to the bathroom, or retrieving an item from inside of your room. Your care team will work with you to keep you safe. You play an important role in keeping yourself safe from falling while you receive care.

What Can You Do to Stay Safe and Not Fall?

- Expect us to help you with everyday tasks.
- Tell us if you have any home routines or are up during the night.
- Ask for help or use your call bell when you need to:
 - Speak with your nurse.
 - Use the bathroom.
 - Adjust lighting in your room.
 - Retrieve something in your room.
- Ask and wait after you call for assistance. It is important that we help you move safely.
- Get up slowly. Sit for a minute on the bed to see how you feel. Make sure you are steady before you are ready to move.
- Tell us if you feel unusually sleepy or off balance. We may be able to find a way to decrease these effects.

What Can Your Family and Friends Do to Help Keep You Safe and Prevent You From Falling?

- When your family and friends are done visiting you, please have them let our staff know so that we can visit immediately and ensure that you are resettled and comfortable.
- Family and friends should always notify a nurse if they notice a sudden change in your condition.

YOUR HEALTH CARE TEAM

During your hospital stay, you will be at the center of the health care team and can expect to meet many professionals and highly-skilled staff members. Your health care team will work in partnership with you and all other care team members to meet your care needs.

IDENTIFICATION BADGES

All Good Samaritan Medical Center staff members are required to wear identification (ID) badges. Feel free to ask to see an ID badge if you are unsure who is providing your service or caring for you.

In addition to the physicians and nurses, your team can include pharmacists, dietitians, lab technicians, rehabilitation (physical, occupational, speech and language) and respiratory therapists, diagnostic imaging technicians, and more.

All of our staff members work collaboratively to provide you the best quality care. If at any time, you would like to consult with a member of your health care team, please let your nurse know.

HOSPITALISTS: YOUR IN-HOSPITAL PHYSICIAN, NURSE PRACTITIONER OR PHYSICIAN ASSISTANT

As a patient at Good Samaritan Medical Center, you are likely to be cared for by our team of hospitalists. A hospitalist is a physician, physician assistant, or nurse practitioner who specializes in the care of hospitalized patients. Hospitalists usually do not have an office practice outside of the hospital.

Upon admission, a hospitalist will work closely with your primary care physician or other specialist to coordinate your care, order tests, and communicate any required follow-up after discharge. You may see different hospitalists depending on your length of stay. Hospitalists are available to speak with patients and families. Please ask your nurse to contact them.

INTENSIVISTS: YOUR CRITICAL CARE PHYSICIAN, NURSE PRACTITIONER OR PHYSICIAN ASSISTANT

Patients in the Intensive Care Unit (ICU) may be seen by our specially-trained team of intensivists – physicians who are experts in critical care medicine, and may be called upon to manage or make recommendations regarding patient care in the ICU. Our intensivists care for patients in Good Samaritan Medical Center's ICU, both at the bedside and by utilizing advanced remote monitoring technology (also called eICU).

NURSING

After admission to the hospital, all patients are assigned to a registered nurse (RN). Your nurse will direct your care based on the care plan that your health care team has determined is right for you. You will also have certified nursing assistants (CNAs) caring for you.

CASE MANAGEMENT

Case managers are registered nurses and licensed social workers who will coordinate your discharge and any ongoing care if needed. This may include assistance with skilled rehabilitation, skilled home nursing care, private-duty home care, medical equipment or community resources.

RAPID RESPONSE TEAM

If you or your family member are concerned about your condition, immediately tell your nurse or other care team member. If your condition worsens, your nurse can notify the Rapid Response Team. Our Rapid Response Team, also known as an RRT, is specially trained to provide immediate emergency assistance to patients at the bedside. You may simply ask a nurse to call an RRT.

ETHICS CONSULTATION

Our Ethics Committee is available as a resource to you.

What Is the Good Samaritan Medical Center Ethics Committee?

Illness can create ethical and emotional challenges for patients, families and care team members. The Good Samaritan Medical Center Ethics Committee is an interdisciplinary team of both clinical and non-clinical staff that represents the continuum of care and support for our patients and their families. An ethical dilemma can occur when patients, families, or caregivers experience conflicts between rights, duties, loyalties, or values. If you are faced with these kinds of dilemmas, the Ethics Committee is here to help. Issues commonly brought before the Ethics Committee include end-of-life decisions, termination of life support, nutritional support, and pain management.

What Is an Ethics Committee Consultation?








The Ethics Committee is available to meet at the request of the patient, family, or caregiver to help explore treatment choices and offer recommendations concerning such choices. The committee is not a decision-making group, but provides a forum where ethical, medical, spiritual, legal, psychosocial, and institutional issues may be discussed in a confidential and supportive manner.

How Can I Contact the Ethics Committee?

To reach the Ethics Committee, call the hospital switchboard at (508) 427-3000 and ask the operator to contact the Ethics Committee member on-call.



As a patient of Good Samaritan Medical Center, enrolling in the new Patient Portal will allow you to:

	See Hospital Visit History and Discharge Information
	View Your Medications
	Review Your Lab Results
	Review Reports
	View Scheduled Hospital Appointments
	Print Your Health Information
	Update Personal Information



**DOWNLOAD THE
MHEALTH APP**

To enroll, please visit goodsamaritanmedical.org

YOUR MEDICAL RECORDS

Your medical record information is confidential and access is limited to the patient and authorized individuals. If you would like a copy of your medical record, please complete the appropriate form available from Medical Records or you can download a copy from our website at www.goodsamaritanmedical.org, click on Patient and Visitors, then Medical Records to download the form: "Authorization to Release Protected Health Information." For radiology films, call the film library at x3123 or x3125.

ANATOMICAL/ORGAN AND TISSUE DONATION

State and Federal regulations require all acute care hospitals to offer patients and families the opportunity for organ and tissue donation.

An organ or tissue donation can offer a new chance at life for those waiting and hoping for a transplant. Good Samaritan Medical Center offers this opportunity and we encourage you to discuss this very personal issue with your family and physician. If you would like to learn more, please call the New England Donor Services at (800) 446-6362.

YOUR HEALTH CARE DECISIONS

Health Care Proxy (Agent)

The Health Care Proxy (agent) is a simple legal document that allows you to name someone you know and trust to make health care decisions for you if, for any reason and at any time, you become unable to make or communicate those decisions. For more information or assistance in completing a Health Care Proxy, call the hospital's Patient Advocate at x3214 or a member of Care Management at x3172.

MEDICAL ORDERS FOR LIFE SUSTAINING TREATMENT OR MOLST FORMS

What Is a MOLST?

A MOLST form is a medical order with clear instruction about medical treatment for a person who is very sick. It is based on the person's own preferences and is honored by all health care providers. It goes into use when signed. For a person with a serious advancing illness or injury, in addition to signing a Health Care Proxy, using a medical form called "MOLST" may be an option.

How Is a MOLST Different From a Health Care Proxy?

A Health Care Proxy is a person that everyone aged 18 and older is encouraged to appoint to make health care decisions for them in the future if they become unable to make or communicate those decisions for themselves.

Who Can Use a MOLST Form?

A MOLST form can be used by a person of any age who has a serious medical condition, illness, or injury from which they may not recover. Using a MOLST form is voluntary. The MOLST form is based on the right of individuals to accept or refuse medical treatments, including treatments that might extend life. In Massachusetts, patients with advanced illness (at any age) may be offered the use of the MOLST form. However, the patient's decision to use the MOLST form must be voluntary.

What Is the Process to Fill Out a MOLST Form?

The process before using the MOLST form requires discussions with a clinician (physician, nurse practitioner, physician assistant) and trusted family members or advisors about one's current medical condition, what could happen next, values and goals for care, and possible risks and benefits of treatments that may be offered. Having these conversations can help patients, family members, caregivers, and health providers alike to better understand the patient's decisions about medical care.

A valid MOLST form is signed by a clinician and the patient. It contains the patient's decisions about medical treatments in the form of medical orders that are honored by health professionals in clinical care situations.

The MOLST form stays with the patient where it is easy to find such as at home by the bedside or on the refrigerator and a copy goes in their medical record to communicate the patient's choices when life-sustaining treatment may be attempted. For more information, visit www.molst-ma.org.

CONCERNS ABOUT YOUR CARE

You, your family, your significant other or your guardian have the right to tell us when something is wrong. This is called presenting a complaint. If you present a complaint, your care will not be affected in any way.

If you have a problem that you cannot solve with your doctor, nurse or other caregiver, please call the Patient Advocate's Office or the President's Office.

If you send a complaint by fax, email or written letter, the Patient Advocate will acknowledge your communication within two business days.

Patient Advocate's Office, Good Samaritan Medical Center

(508) 427-3214

President's Office, Good Samaritan Medical Center

(508) 427-2602

The Patient Advocate will contact you, review your complaint, and make every effort to resolve your concerns at that time. The Patient Advocate will work with other members of the hospital to review and resolve your complaint in a timely manner. Usually this is completed within seven days but if it is not resolved, the Patient Advocate will contact you directly to discuss current status of your complaint. A letter will be sent to you that will include the name of the hospital contact, steps taken for the review, results of the review, and the completion date.

In addition, you have the right to discuss your concerns with any of the following agencies:

Massachusetts Department of Public Health

Division of Health Care Safety and Quality
67 Forest Street, Marlborough, MA 01752
(617) 753-8000

Massachusetts Board of Registration in Medicine

200 Harvard Mill Square, Suite 330, Wakefield, MA 01880
(800) 377-0550

The Joint Commission Office of Quality Monitoring

One Renaissance Blvd., Oakbrook Terrace, IL 60181
(800) 994-6610 or complaint@jointcommission.org

Massachusetts Department of Mental Health

Clinical and Professional Services Division of Licensing
25 Staniford Street, Boston, MA 02114-2575
(617) 626-8000

In addition, each Medicare beneficiary who is an inpatient will be provided a standardized notice, "An Important Message from Medicare" upon admission and within two days of discharge. This document should be reviewed, signed and dated by the Medicare beneficiary. As a Medicare recipient, you have the right to discuss any concerns around quality of care of services to the patient representative.

Additionally, if you are not satisfied, you have the right to contact the Medicare Quality Improvement Organization:

KEPRO

(888)-319-8452, TTY: (855) 843-4776

PATIENT RIGHTS

Hospitals of Steward Health Care System support the following rights for each patient:

- The right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- The right of each patient to a reasonable response to his/her requests and needs for treatment or services within the hospital's capacity, its stated mission and applicable laws and regulations.
- The right of each patient to obtain a copy of any rules and regulations of the Hospital which apply to a person's conduct as a patient.
- The right of each patient to considerate and respectful care, including consideration of the psychosocial, spiritual and cultural values that influence the perception of illness.
- The right of each patient to privacy during medical care, within the Hospital's capacity to provide it, and to receive care in a safe setting, free from any form of abuse, neglect or harassment.
- The right of the patient to receive the name and specialty of any individual responsible for care or the coordination of care upon request.
- The right of each patient to obtain an explanation as to the relationship, if any, of the Hospital and its physicians to any other health care facility or educational institution insofar as the relationship relates to the patient's care or treatment.
- The right of each patient to refuse to be examined observed or treated by students or other Hospital staff without jeopardizing the patient's access to medical care.
- The right of each patient to receive prompt life saving treatment in an emergency without discrimination on account of economic status or source of payment and without delaying treatment for purposes of determining insurance information, unless such delay can be imposed without material risk to the patient's health. This right extends to all patients, including persons accessing care through the Emergency Department.
- The right of each patient to the confidentiality of his or her medical information. The patient or the patient's legal representative will have access to the information contained within his or her medical record within the limits of the law.
- The right of each patient to refuse removal of clothing.
- The right of the patient suffering from breast cancer to receive complete information on the alternative treatments, which are medically viable.

Patient Rights

- The right of the patient to refuse to serve as a research subject, and to refuse any care or examination when the primary goal is educational or informational rather than therapeutic. No patient will participate as a research subject without his or her written consent.
- The right of each patient to receive effective management of pain.
- The right, if you are a maternity patient, if applicable, to receive information about the Hospital's rate of cesarean sections and related statistics.
- The right of each victim of sexual assault to be provided with medically and factually accurate written information prepared by the commissioner about emergency contraception.
- The right of each female rape victim of childbearing age who presents at this hospital after a rape to be provided with medically and factually accurate written information prepared by the commissioner about emergency contraception.
- The right of each female rape victim of childbearing age who presents to the emergency department after a rape will be offered emergency contraception.
- The right of each female rape victim of childbearing age who presents to the emergency department after rape will receive initial emergency contraception upon request.
- The right of each patient, or patient's representative, in collaboration with his or her physician, to participate in the development and implementation of the care plan, inpatient or outpatient, and including as applicable a discharge plan and pain management plan, and to make health care decisions to the extent permitted by law.
- The right of each patient to obtain information necessary, such as diagnosis, possible prognosis, benefits and risks to enable the patient to make treatment decisions that reflects the patient's wishes.
- The right of each patient to know in advance who will perform each treatment or procedure and to request another physician or health care provider for treatment or consultation.
- The right of the patient (or the patient-designated representative) to participate in the consideration of ethical issues that arise in the care of the patient.

Patient Rights

- The right of the patient to formulate advanced directives and to appoint a surrogate or health care agent (proxy) to make health care decisions in the event that the patient becomes unable to do so. The provision of care is not conditioned on the existence of an advance directive.
- The right of the patient to accept or refuse treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- The right of each patient to request and receive from Patient Access Services any information the Hospital has available relative to financial assistance and eligibility for free hospital care.
- The right for each patient to receive upon request an itemized bill or other statement of charges submitted to any third party by the Hospital, and to have a copy of the itemized bill or statement sent to your attending physician.
- The right of all patients and their families requiring language interpretation or translation, large print/Braille/audio or video-tape or assistance with listening devices or those with other special needs, to receive such services and materials in a timely manner at no additional cost to the patient.
- The right to be free from restraints or seclusion in any form that is not medically necessary.
- The rights to have someone of your choice remain with you for emotional support during your hospital stay or outpatient visit, unless your visitor's presence compromises your or other's rights, safety or health. You have the right to deny visitation at any time.
- The right of the patient to have a family member or representative of his/her choice and his/her own private physician notified promptly of his/her admission to the Hospital.
- The right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager. You may also contact the Hospital president or patient advocate. You have the right to be informed of the process around complaint resolution.
- You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.

Patient Responsibilities

- To provide, to the best of your knowledge, accurate and complete information about present symptoms, past illnesses, hospitalizations, medications, and other matters relating to your health.
- To report unexpected changes in your condition to those responsible for your care.
- To understand your health care. If you are unclear about either your condition or medical treatment, please ask your physician or other staff member to discuss them with you.
- To follow the treatment plan recommended by the practitioner primarily responsible for your care.
- To accept full responsibility for your decision and your health care if you refuse treatment.
- To pay your Hospital bill promptly and to supply us with necessary health insurance information.
- To follow the Hospital's rules and regulations affecting patient care and conduct, including the "smoking" policy.
- To be considerate of the rights of other patients and the Hospital personnel by assisting in the control of the noise and the number of your visitors and allowing your roommates and other patients privacy and quiet.
- To respect the property of others and of the Hospital.
- To respect the individuality of others, including racial, ethnic and cultural differences.
- To report your pain and to discuss with the doctors/nurses any concerns you may have about pain.
- To take reasonable care of your own valuables and other possessions.
- To understand that physicians (includes persons employed by physicians such as mid-level providers) on the staff at this hospital, including my attending physician, may not be an employee or agent of the hospital and that the hospital cannot be held responsible for any actions related to a physician's medical decision making specific to my care while at the hospital.

Non-discrimination Notice

As a recipient of Federal financial assistance, Steward Health Care System does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, gender, sexual orientation, religion, disability, or age in admission to, participation in, or receipt of services and benefits under any of its programs and activities, whether carried out by Steward Health Care System directly or through a contractor or any other entity with which Steward Health Care arranges to carry out its programs and activities.

The statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

In case of questions, please contact:

Steward Health Care ADA/Section 504 Coordinator
(855) 271-1346 or (800) 439-0183 or 711 calling from Massachusetts
(Relay line-operator-assisted support for deaf and hard of hearing)

Section 504 Notice of Program Accessibility

Steward Health Care System and all of its programs and activities are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.

- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, blind, or have other sensory impairments. There is no additional charge for such aids. Some of these aids include:
 - Qualified sign language interpreters for persons who are deaf or hard of hearing.
 - A 24-hour (24) telecommunication device (TTY/TDD), which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.
 - Readers and taped material for the blind and large print materials for the visually impaired.
 - Flash cards, alphabet boards and other communication boards.
 - Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, please let a nurse or your caregiver know.



THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

We create records of the health care and services you receive from us and we are committed to protecting that medical information. We are required by law to protect the privacy of any medical information that identifies you; provide you with this notice describing our legal duties and privacy practices with respect to your medical information; and to follow the terms of the most current Steward privacy notice.

1. Who Will Follow This Notice

This notice describes the privacy practices of Steward Health Care System LLC (“Steward”) and applies to all of its affiliates (including former IASIS entities) and affiliated health care providers, including their employees, students and volunteers. Covered Entities and individuals are collectively referred to as “we” or “us” in this notice. We work in a coordinated fashion with other providers who participate in other Steward entities.

2. How We Use and Disclose Your Medical Information Without Your Written Permission

We use and disclose your medical information to conduct many activities that are common in patient care facilities. In certain situations, which are described below in Section 3, we are required to obtain your written permission to use or disclose your medical information. The following are different situations in which we may use or disclose your medical information without your written permission.

- **Treatment:** We use and disclose your medical information to provide, coordinate or manage your medical treatment and related services. For example, a physician will use your test results to diagnose and treat your injury or illness. We may share medical information with providers outside Steward such as a referring physician who is treating you.
- **Payment:** We use and disclose your medical information so that we can obtain payment for health care services that we provide to you. For example, we may provide information about your treatment to your insurer or other company or program that arranges or pays for your health care, in order to obtain their prior approval and authorization for the treatment.

- **Health Care Operations:** We use and disclose your medical information to support our efforts to improve the quality or cost of care and for our own management and planning. For example, we may use your medical information to measure the performance of our staff in how they care for you. We may also share your medical information with our business associates with whom we have contracted to provide services, such as a billing company or medical transcription service.
- **Other Health Care Providers:** We may also share medical information with your doctor and other health care providers who are not part of Steward when they need it to provide Treatment to you, to obtain Payment for the care they give to you, to perform certain Health Care Operations, such as reviewing the quality and skill of health care professionals, or to review their actions in following the law.
- **Use or Disclosure for Directory Purposes for Patients in Steward Hospitals:** We may include your name, location in the hospital, general health condition and religious affiliation in a patient directory without receiving your permission unless you tell us you do not want your information in the directory. Information in the directory may be shared with anyone who asks for you by name or with members of the clergy; however, religious affiliation will only be shared with members of the clergy.
- **Disclosure to Family, Friends and Other Caregivers:** We may share your medical information with a family member, a close personal friend, or another person who you identify if we (1) first provide you with the chance to object to the disclosure and you do not object; (2) infer that you do not object to the disclosure; or (3) obtain your agreement to share your medical information with these individuals. The medical information we share will be limited to the information necessary for that person’s involvement with your care or payment for your health care. We may also use or share your medical information with an organization, such as the American Red Cross, assisting in a disaster relief effort, to notify (or assist in notifying) your family about your location and general condition. In the event you are deceased, and unless we know that you would object, we may share your medical information with a family member or a close personal friend that was involved with your care or payment for your health care. The medical information we share will be limited to the information necessary for that person’s involvement with your care or payment for your health care.

- **Public Health Activities:** We are required or are permitted by law to report medical information to certain government agencies and others. For example, we may disclose your medical information for the following:
 - To report health information to public health authorities for the purpose of preventing or controlling disease, injury, or disability;
 - To report abuse and neglect to government authorities or social agencies that are legally permitted to receive the reports;
 - To report information about products and services to the U.S. Food and Drug Administration;
 - To alert a person who may have been exposed to a communicable disease or may otherwise be at risk of developing or spreading a disease or condition;
 - To report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance; and
 - To prevent or lessen a serious and imminent threat to a person for the public's health or safety, or to certain government agencies with special functions such as the State Department.
- **Health Oversight Activities:** We may disclose your medical information to local, state or federal authorities that are responsible for the oversight of health care related matters, such as agencies administering Medicare and Medicaid.
- **Judicial and Administrative Proceedings:** We may disclose your medical information in the course of a judicial or administrative proceeding in response to a legal order or other lawful process, to the extent the disclosure is authorized by a court, tribunal, or, in certain circumstances, to a subpoena, discovery request or other lawful process.
- **Law Enforcement Purposes:** We may disclose your medical information to the police or other law enforcement officials as required or permitted by law as part of law enforcement activities and investigations.
- **Decedents:** We may disclose your medical information to a coroner or medical examiner as authorized by law, and we may disclose medical information to funeral directors so they may carry out their obligations.
- **Organ and Tissue Procurement:** We may disclose your medical information with organizations that facilitate organ, eye, or tissue procurement, banking, or transplantation.
- **Military and Veterans:** If you are in the U.S. or foreign armed services, or a veteran, we may disclose your medical information as required by the proper military authority so that they may carry out their lawful duties.
- **National Security:** We may disclose your medical information to the appropriate federal officials for the protection of the President, to other authorized persons, to conduct special investigations or for intelligence, counter-intelligence and other national security purposes.

- **Inmates:** If you are an inmate in a correctional facility or in the custody of a law enforcement official, we may disclose your medical information to the correctional facility or law enforcement officer so that they may carry out their lawful duties.
- **Research:** We may use or share your medical information if the group that oversees our research, the Institutional Review Board/ Privacy Board, approves a waiver of permission (authorization) for disclosure or for a researcher to begin the research process.
- **Workers' Compensation:** We may disclose your medical information as permitted by or required by state law relating to workers' compensation or other similar programs.
- **As Required by Law:** We may use and disclose your medical information when required to do so by federal, state or local law.

3. Uses and Disclosures Requiring Your Written Permission (Authorization)

We are required to obtain your written permission to use or disclose your medical information for the following reasons. You may revoke an authorization at any time, in writing, except to the extent that we have acted in reliance on it.

- **Use or Disclosure with Your Permission (Authorization):** For any purpose other than the ones described in Section 2, we may only use or share your medical information when you grant us your written permission (Authorization).
- **Marketing and Sale of Your Medical Information:** We must also obtain your Authorization prior to using or disclosing your medical information to send you any marketing materials. However, we may communicate with you about products or services related to your Treatment, case management or care coordination, or alternative treatments, therapies, health care providers, or care settings without your permission. In addition, we are prohibited from selling your medical information without your written authorization to do so.
- **Uses and Disclosures of Your Highly Confidential Information:** Federal and state law may require special privacy protections for any portion of your medical information that is considered "highly confidential information," including, to the extent applicable, records regarding: (1) psychotherapy notes; (2) mental health and developmental disabilities services; (3) alcohol and drug treatment; (4) HIV/AIDS testing; (5) sexually transmitted disease(s); (6) genetic testing; (7) child abuse and neglect; (8) abuse of an adult with a disability; (9) sexual assault; or (10) in vitro fertilization (IVF). Before sharing your Highly Confidential Information for a purpose other than as permitted by law, we must obtain your written permission.

4. How Long We Keep Your Medical Information

Steward maintains medical records for the period of time required by law. Copies of applicable record retention policies are available upon request.

5. Your Rights Regarding Your Medical Information

With respect to the medical information maintained by Steward, you have the right:

- To see and get a copy of your medical information that is used to make decisions about your care and treatment, including your medical and billing records. Under certain circumstances, we may deny your request. If we do so, we will send you a written notice describing the basis of our denial. Requests must be made in writing. We may charge a reasonable fee for copying, mailing or other expenses associated with processing a request. If your medical information is maintained electronically, you may request a copy of the information in an electronic format.
- To request a change or amendment to your medical information. Requests for an amendment must be made in writing and provide a reason to support the requested amendment. We may deny your request under certain circumstances. If we deny your request, we will send you a written notice of denial. This notice will describe the reason for our denial and your right to submit a written statement disagreeing with the denial.
- To receive an accounting of disclosures of your medical information. Requests for an accounting must be made in writing. An accounting will only include disclosures made during the time period indicated on the request, but may not exceed a period of six years.
- To request that we restrict or limit our use or disclosure of your medical information. We are generally not required to agree to your request, however we will consider them. We must, however, agree to your request to restrict the disclosure of your medical information to a health plan if the medical information pertains solely to a health care item or service for which you or a person other than a health plan has paid for in full at time of service. Please note that in certain cases, other law may not permit us to agree to a requested restriction.
- To receive confidential communications at a phone number or address other than your home. We will accommodate your request if your request is reasonable and you specify an alternative means or location.
- To receive notice if we discover a breach of your unsecured medical information and notification is required by law.
- To receive a paper copy of this notice, upon request, even if you have agreed to receive it electronically.
- To revoke an authorization at any time, in writing, except to the extent that we have acted in reliance on the authorization.

6. Effective Date and Changes to this Notice

This notice takes effect June 1st, 2021. We reserve the right to change this notice and our privacy practices, policies and procedures and to make the new notice, practices, policies and procedures effective for all medical information we already have as well as any we create or receive in the future. If we make any changes to the notice, we will publish the revised notice on the Steward website at www.steward.org and post it in common areas in our patient care facilities.

7. Questions and Complaints

Please contact the Office of Corporate Compliance & Privacy to request a copy of this notice, to obtain help understanding this notice or to obtain more information. You may also contact a Privacy Officer if you are concerned that your privacy rights have been violated or if you disagree with a decision that was made about access to your medical information. A Privacy Officer can be reached by phone at 1-617-419-4732, or in writing at:

Privacy Officer

Steward Health Care System
1900 N. Pearl Street, Suite 2400
Dallas, TX 75201

Written complaints may also be filed with the Office for Civil Rights, U.S. Department of Health and Human Services. Filing a complaint will not affect the treatment or services you receive from us.

YOUR DISCHARGE PLANNING CHECKLIST

Planning for your care after you leave the hospital is important to you and us. During your hospital stay, your care team (your doctor and nursing staff) will work with you to plan for your discharge. We want to make sure you feel prepared and ready for your next steps of care. You and your caregiver (a family member or friend who may be helping you) are important members of the planning team. Together, please partner with your care team to complete this Discharge Planning Checklist to help ensure you understand and feel comfortable with your discharge. One or more members of your care team will speak with you about these items before you leave. It is important to us that you let us know if you have any questions along the way.

Name: _____ Date: _____

Reason for admission: _____

Your Targeted Discharge Time Is Now BEFORE 11 a.m.

We will work with you to ensure all arrangements are made accordingly before 11 a.m. At Good Samaritan Medical Center, we care about your convenience and satisfaction. In order to reduce waiting times for admission of very sick patients in our Emergency Department, we need to ensure a timely discharge process.



Thank you for your support and understanding.

Instructions:

- Use this checklist early and often during your stay.
- Throughout your stay, partner with the members of your care team (your doctor and nursing staff) to discuss the items on this checklist.
- Check the box next to each item when you and your caregiver complete it.
- Use the “notes” column on each page to write down important information (e.g.: names and phone numbers, notes from conversations with your care team, etc.).
- Use the “additional notes” and “additional questions for my care team” sections on the last page to write down any important information or questions you may have for your care team.
- Skip any items that don’t apply to you.

Your discharge planning checklist:

Action Items	Notes
What’s Ahead?	
<input type="checkbox"/> Ask where you’ll get care after you leave (after you’re discharged). Do you have options (like home health care)? Be sure you tell the staff what you prefer.	_____
<input type="checkbox"/> If a caregiver will be helping you after discharge, write down their name and phone number.	_____

Action Items	Notes
Your Health	
<input type="checkbox"/> Ask your care team about your health condition and what you can do to help yourself get better.	_____
<input type="checkbox"/> Ask about problems to watch for and what to do about them. Write down a name and phone number of a person to call if you have problems.	_____
Medications	
<input type="checkbox"/> Review your printed medication list with your care team.	_____
<input type="checkbox"/> Tell your care team what drugs, vitamins, or supplements you took before you were admitted. Ask if you should still take these after you leave.	_____
<input type="checkbox"/> Write down a name and phone number of a person to call if you have questions.	_____
Recovery and Support	
<input type="checkbox"/> Ask if you’ll need medical equipment (like a walker). Who will arrange for this? Write down a name and phone number of a person you can call if you have questions about equipment.	_____
<input type="checkbox"/> Ask if you’re ready to do the activities below. Circle the ones you need help with, and tell your care team: <ul style="list-style-type: none">• Bathing, dressing, using the bathroom, climbing stairs.• Cooking, food shopping, house cleaning, paying bills.• Getting to doctors’ appointments, picking up prescription drugs.	_____
<input type="checkbox"/> Make sure you have support (like a caregiver) in place that can help you.	_____
<input type="checkbox"/> Ask your care team to show you and your caregiver any other tasks that require special skills (e.g.: changing a bandage or giving a shot). Then, show them you can do these tasks. Write down a name and phone number of a person you can call if you need help.	_____

Action Items

Recovery and Support

- ☐ Ask to speak to a social worker if you're concerned about how you and your family are coping with your illness. Write down information about support groups and other resources.
- ☐ Talk to a social worker or your health plan if you have questions about what your insurance will cover and how much you'll have to pay. Ask about possible ways to get help with your costs.
- ☐ Review (read and understand) your written discharge instructions and summary of your current health status. Ask your care team any questions you may have. Bring this information and your printed medication list to your follow-up appointments.
- ☐ Ask for a list of upcoming appointments and tests you'll need in the next several weeks and see what has already been scheduled.

Notes

Additional Questions I Have For My Care Team:

Additional Notes:

My Upcoming Appointments:

Appointments and Tests	Date	Phone Number

Reviewed by (staff name and date):

CAPSULE PHARMACY PROGRAM

Steward Health Care has partnered with the retail pharmacy, Capsule to provide patients who are being discharged with a seamless option for same-day, free home delivery of their prescriptions.

For patients that select the Capsule pharmacy option, you can go directly home upon discharge instead of needing to make an extra trip to the pharmacy. This is especially beneficial if you do not have a family member or other support person available to assist you with filling prescriptions. Prompt home delivery of your prescriptions can also ensure better follow through with your medication management.

The Capsule program accepts all insurance. Co-pays apply. Capsule offers patients real-time texting, pharmacist consultations, and on-line copay, checkout and same day home delivery.

Speak with a member of your care team if you would like to learn more about the Capsule Pharmacy Program.

UNDERSTANDING HEALTH INSURANCE AND YOUR COSTS

Typically, a patient's health insurance requires them to pay out-of-pocket costs associated with their medical care. These patient costs are usually categorized in three distinct ways: co-pays, deductibles, and coinsurance.

- **Co-pays:** per visit fees that you pay each time you see a doctor (for example \$30 Office Visit or \$100 ER Visit). For some services, insurance companies charge a physician co-pay and a facility/hospital co-pay, coinsurance, or deductible.
- **Deductible:** amount of money you must pay toward your medical care each year prior to your insurance policy paying.
- **Coinsurance:** cost-sharing portion that you may have to pay for services received after you meet the deductible. For example, you may meet your \$500 deductible, and then per your policy, be required to pay 20 percent of the cost of additional services for the year; your insurance company pays the other 80 percent.

BILLING FROM PHYSICIANS ON YOUR CARE TEAM

There are many physician and specialty groups affiliated with the hospital that contribute to your overall patient care, including radiologists who review diagnostic imaging tests, such as X-rays and anesthesiologists who provide sedation for surgical procedures. In many of these cases you will be billed separately from your hospital bill. For copies of hospital bills, call the Steward Health Care Business Office at 877-228-3873. Listed here are some of the affiliated groups with their contact information from whom you might receive a bill.

Radiology: Steward Medical Group Inc.

Billing Contact: Change Healthcare
PO Box 417052, Boston, MA 02241-7052
Phone: (833) 353-6887

Pathology: Steward Medical Group Inc.

Billing Contact: Change Healthcare
PO Box 417052, Boston, MA 02241-7052
Phone: (833) 353-6887

Emergency: SMG Emergency Room Physicians

Billing Contact: LogixHealth
8 Oak Park Drive, Bedford, MA 01730
Phone: (866) 945-6774

Radiation Oncology: Alliance Oncology Billing Office

505 Louise Avenue, Muscle Shoals, AL 35661
Phone: (256) 383-3325 Fax: (602) 345-7744

Anesthesia: Steward Medical Group, Inc.

Billing Contact: Anesthesia Business Consultants
255 W. Michigan Ave., Jackson, MI 49201
Phone: (800) 222-1442

FINANCIAL COUNSELING SERVICES AND HEALTH INSURANCE ENROLLMENT ASSISTANCE

Effective July 2007, Massachusetts state law requires all residents to have health insurance. Our Financial Counseling staff can assist you through the application and eligibility process for the range of state and federally sponsored health insurance options. Please contact us for assistance with these or to arrange payment plans at x3053 or (508) 427-3053.

YOUR RIGHTS AND PROTECTIONS AGAINST SURPRISE MEDICAL BILLS

When you get emergency care or get treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.

What is "balance billing" (sometimes called "surprise billing")?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, such as a copayment, coinsurance, and/or a deductible. You may have other costs or have to pay the entire bill if you see a provider or visit a healthcare facility that isn't in your health plan's network.

"Out-of-network" describes providers and facilities that haven't signed a contract with your health plan. Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for the service. This is called **"balance billing"**. This amount is likely more than in-network costs for the same service and might not count toward your annual out-of-pocket limit.

"Surprise billing" is an unexpected balance bill. This can happen when you can't control who is involved in your care — like when you have an emergency or when you schedule a visit at an in network facility but are unexpectedly treated by an out-of-network provider.

You're protected from balance billing for:

Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most they can bill you is your plan's in-network-cost-sharing amount (such as copayments, coinsurance, and deductible). You can't be balance billed for these emergency services. This includes services you may get after you're in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

Certain Services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan's in network cost sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers can't balance bill you and may not ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers can't balance bill you, unless you give written consent and give up your protections.

You're never required to give up your protections from balance billing. You also aren't required to get out-of-network care. You can choose a provider or facility in your plan's network.

When balance billing isn't allowed, you also have these protections:

- You're only responsible for paying your share of the cost (like the copayments, coinsurance, and deductible that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.
- Generally, your health plan must:
 - Cover emergency services without requiring you to get approval for services in advance (also known as "prior authorization").
 - Cover emergency services by out-of-network providers.
 - Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
 - Count any amount you pay for emergency services toward your in-network deductible and out-of-pocket limit.

If you think you've been wrongly billed, you may contact **800-985-3059**

Visit www.cms.gov/nosurprises/consumers for more information about your rights under federal law.

AFTER HOSPITAL CARE

When you leave the hospital you may need to receive home health care services, spend some time in a rehabilitation facility, or schedule additional outpatient tests or other treatments. Be sure to speak with your doctor or nurse to understand what type of care you will need when you leave the hospital.

A case manager will help coordinate going to another medical facility like a nursing home for further care, if needed. We will provide you with a list of post-acute health care providers for you to choose for your rehabilitation, home care, or longer-term supported care.

NEW ENGLAND SINAI HOSPITAL

New England Sinai Hospital in Stoughton, Massachusetts, is a part of Steward Health Care System. It provides long-term care for patients with complex medical needs that cannot generally be provided in a nursing home. As part of Steward Health Care, providers at New England Sinai can access your medical records with our shared computer system helping them to manage your care more efficiently.



HOSPITAL ACQUIRED INFECTIONS

At Good Samaritan Medical Center, we work continuously to safeguard our patients and staff from infections. We follow the latest practices and guidelines, but preventing and controlling infection requires your help. We ask you, your family, and your visitors to join with us in working toward this goal.

Patients, their families, and visitors are part of our Infection Prevention and Control Team.

Hand Hygiene — the Most Important Tool to Prevent the Spread of Infection!

Use alcohol hand sanitizer, rubbing hands until dry. Hand sanitizer is located on wall stations throughout the hospital. You can also clean your hands with soap and water using friction for 20 seconds and rinsing thoroughly. If you are diagnosed with C. difficile or other diarrhea illness, use soap and water, with friction, to clean your hands.

Don't be shy! Our staff and providers are trained on these best practices. However, it is okay to ask them to clean their hands before and after they touch you or objects in your room. Our job is to protect you from germs:

Clean Hands are Safe Hands!

When should you clean your hands?

Before:

- Eating, touching your face or mouth.
- Touching wounds/dressings.
- Taking medication by mouth.
- Touching another person.
- Inserting or removing contacts.

After:

- Using the toilet.
- Changing a diaper.
- Coughing or sneezing into your hand or a tissue.
- Treating wounds/dressings.
- Touching another person.
- Handling something dirty like trash or dirty medical equipment.
- Playing with pets.

Isolation Precautions

If you or your loved one is on isolation precautions, ask staff to explain why there is a need for precautions. Isolation precautions are used to keep your germs from spreading to other people, especially other sick patients. The use of gowns and gloves are important methods to keep germs from traveling to others. Staff should tell you the name of the germ causing the infection (or living on your body, also known as "colonization") and how best to keep from spreading it to others (in most cases, an instruction sheet can be provided). You and your visitors must stay in your room unless otherwise instructed.

One reason for isolation precautions is the presence of multi-drug resistant organisms or MDROs. Often these are abbreviated, for example: MRSA, VRE, ESBL and/or Cdiff. It is very important to let your nurse or provider know if you have ever been told that you have an infection or colonization of one of these germs. MDROs may be carried on skin, in wounds or in body fluids. Although MDROs may survive on surfaces such as tables and hand rails, they are killed with disinfectant cleaning products utilized by our Environmental Services staff and your caregivers. MDROs are not spread through the air, they are spread by direct contact with a person or surfaces they were in contact with. These germs can be harmful to other patients in the hospital and isolation precautions are used to prevent the travel of these germs from one patient to another.

Cover Your Cough!

When you cough or sneeze, germs can travel three feet or more. If you come to the hospital with cold and/ or flu symptoms, please cough or sneeze into the bend of your elbow or into a tissue. Throw the tissue away immediately. Use hand sanitizer or wash your hands immediately after coughing or sneezing. Please wear a mask if you will be spending time in a waiting area or in a patient care area. Feel free to use the supplies (tissues, masks, and hand sanitizer) available in the lobbies and waiting areas in the hospital.

QUESTIONS TO ASK BEFORE TREATMENT

You probably have many questions and concerns about your hospital stay. We encourage you to discuss these questions with your doctor or nurse.

You should feel free at any time during your stay at Good Samaritan Medical Center to ask your doctor or nurse any questions or concerns you have regarding your care, including:

Diagnosis

- What is wrong with me?
- What causes it?
- How serious is it?

Test/Procedures

- What is the name of the test(s) and why am I having it done?
- What will happen to me before the test?
- What will be done to get me ready for the test?
- How long does it take to get the results?

Results

- Who will explain the results of my tests or treatment to me?

Medication

- What is the name and reason for the medication I am taking?
- What are the side effects of the medication?
- Can I take it with other medicine?
- What do I do if I forget to take my medication on schedule?

Concerns My Family or I Have

- Who can we talk to about these?

Choices

- What choices do I have for treatment?
- What are the risks and benefits of these?

Discharge

- When will I be discharged?
- What should I be doing when I am discharged home?

Other

- If I am seeing another doctor, who is he/she and who sent him/her?
- If I am seeing more than one doctor, who is coordinating my care?

FACTS AND RESOURCES TO HELP YOU QUIT SMOKING

Cigarette smoking is the number one cause of preventable disease and death worldwide. Smoking-related diseases claim over 393,000 American lives each year. Smoking cost the United States over \$193 billion annually, including \$97 billion in lost productivity and \$96 billion in direct health care expenditures, or an average of \$4,260 per adult smoker.

Key Facts About Smoking

- Cigarette smoke contains carbon monoxide, nicotine, tar, and several thousand other chemicals, many of which are known to cause cancer. Smoking is directly responsible for approximately 90 percent of lung cancer deaths and approximately 80 to 90 percent of COPD (emphysema and chronic bronchitis) deaths.
- The chemicals in cigarettes could interfere with your prescription medications and how your body reacts to them.
- Among adults who have ever smoked, 70 percent started smoking regularly at age 18 or younger, and 86 percent at age 21 or younger.
- Among current smokers, chronic lung disease accounts for 73 percent of smoking-related conditions. Even among smokers who have quit, chronic lung disease accounts for 50 percent of smoking-related conditions.
- Smoking harms nearly every organ in the body, and is a main cause of lung cancer and chronic obstructive pulmonary disease (COPD, including chronic bronchitis and emphysema). It is also a cause of coronary heart disease, stroke, and a host of other cancers and diseases.

Facts About Smoking During Pregnancy

- Smoking in pregnancy accounts for an estimated 20 to 30 percent of low-birth weight babies, up to 14 percent of preterm deliveries, and some 10 percent of all infant deaths. Even apparently healthy, full-term babies of smokers have been found to be born with narrowed airways and reduced lung function.
- Neonatal health care costs attributable to maternal smoking in the U.S. have been estimated at \$366 million per year, or \$704 per maternal smoker.

Facts About Quitting Smoking

- Nicotine is the ingredient in cigarettes that causes addiction. Smokers not only become physically addicted to nicotine; they also link smoking with many social activities, making smoking an extremely difficult addiction to break.
- Quitting smoking often requires multiple attempts. Using counseling or medication alone increases the chance of a quit attempt being successful; the combination of both is even more effective.

Facts and Resources to Help You Quit Smoking

- There are seven medications approved by the U.S. Food and Drug Administration to aid in quitting smoking. Nicotine patches, nicotine gum and nicotine lozenges are available over-the-counter, and a nicotine nasal spray and inhaler are currently available by prescription. You should always consult with your physician before starting any new over-the-counter medication.
- Individual, group and telephone counseling are effective. Telephone quitline counseling is widely available and is effective for many different groups of smokers.

Secondhand Smoke

The U.S. Surgeon General issued a report which concludes that there is no risk-free level of exposure to secondhand smoke. The Health Consequences of Involuntary Exposure to Tobacco Smoke Report finds that even brief secondhand smoke exposure can cause harm.

Secondhand smoke exposure can cause heart disease and lung cancer in nonsmoking adults. It's also known to cause Sudden Infant Death Syndrome (SIDS), respiratory problems, ear infections and asthma attacks in infants and children.

Smoking Cessation Support

Good Samaritan offers a free smoking cessation program. Pre-registration is required. Call (508) 427-2327 for more information.

Lung Cancer Screening

If you are a current or former smoker between the ages of 55 to 80, you may be eligible for Lung Cancer Screening. Please visit www.shouldiscreen.com and speak with your primary care physician about your options.

American Cancer Society “FreshStart” Program

This program consists of four one-hour group sessions held during a two-week period. For information, call the American Cancer Society at (800) 227-2345 or visit www.cancer.org.

Massachusetts DPH QuitWorks Program

This program offers free telephone counseling, QuitWizard – an online resource at www.trytostop.org, personalized information for smoking cessation, and free nicotine replacement products for two weeks. For more information, call (800) 879-8678.

For More Information:

American Cancer Society:	(800) 227-2345	cancer.org
American Heart Association:	(800) 242-8721	americanheart.org
American Lung Association:	(800) 586-4872	lungusa.org
National Cancer Institute:	(800) 784-8669	Smokefree.gov
National Heart Lung & Blood Institute:		nhlbi.nih.gov

CONGESTIVE HEART FAILURE (CHF)

You or a loved one might be diagnosed with congestive heart failure (CHF). We want to support you and educate you about this condition; the more you know, the better you can care for yourself or a loved one with this condition. The American Heart Failure Society provides this heart failure reminder:

FACES

- Fatigue
- Activities limited
- Chest congestion
- Edema (ankle swelling)
- Shortness of breath

Follow These Tips to Help Manage Your CHF and Avoid Heart Failure Zones:

Every Day

- Weigh yourself in the morning before breakfast, write it down and compare to yesterday's weight.
- Take your medicine as prescribed.
- Check for swelling in your feet, ankles, legs and stomach.
- Eat low salt food.
- Balance activity and rest periods.
- If you smoke, quitting is the most important thing you can do.
- Check your Heart Failure Zone: Green, Yellow, or Red.

Green Zone: All Clear – This Zone Is Your Goal

Your symptoms are under control. You have:

- No shortness of breath.
- No weight gain more than 1 pound.
- No swelling of your feet, ankles, legs or stomach.
- No chest pain.

Yellow Zone – CAUTION – This Zone Is a Warning

Call your doctor's office if:

- You have a weight gain of 2 pounds in one day or a weight gain of 5 pounds or more in one week.
- It is harder for you to breathe when lying down. You need to sleep sitting up in a chair.

Red Zone – EMERGENCY

Go to the emergency room or call 911 if you have any of the following:

- Struggling to breathe. Unrelieved shortness of breath while sitting still.
- Have chest pain.
- Have confusion or can't think clearly.

Is It a Stroke? Check The Signs — Act Fast Call 911 at Any Sign of Stroke!

Risk Factors for Stroke

Mini-strokes — Transient Ischemic Attacks (TIA) — when stroke symptoms such as confusion, slurred speech, or loss of balance appear and disappear, call 911. You may be able to prevent a major stroke.

High blood pressure — The one cause of stroke. Monitor blood pressure and always take prescribed medication.

Diabetes — Control the symptoms of diabetes with proper diet, exercise, and medication.

Obesity — Being just 20 pounds overweight significantly increases your risk of stroke and heart disease.

Smoking — Smoking increases risk of stroke by two to three times.

Facts About Stroke

Stroke is the third leading cause of death in the United States and the leading cause of adult disability. A stroke occurs when something happens to interrupt the steady flow of blood to the brain, like a clot or a burst in a blood vessel. Brain cells quickly begin to die.

You Can Beat a Stroke

Disabilities can be prevented or limited, but a patient must go to the emergency room immediately.

Act FAST

Call 911 at any sign of stroke! GO IN AN AMBULANCE! Save time. Be seen faster.

Stroke – there's treatment if you act FAST.

F Face look uneven?

A One arm hanging down?

S Slurred speech?

T Call 911 NOW!

Viruses or Bacteria What's got you sick?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Illness	Usual Cause		Antibiotic Needed
	Viruses	Bacteria	
Cold/Runny Nose	✓		NO
Bronchitis/Chest Cold (in otherwise healthy children and adults)	✓		NO
Whooping Cough		✓	Yes
Flu	✓		NO
Strep Throat		✓	Yes
Sore Throat (except strep)	✓		NO
Fluid in the Middle Ear (otitis media with effusion)	✓		NO
Urinary Tract Infection		✓	Yes



Antibiotics Aren't Always the Answer

www.cdc.gov/getsmart



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

ABOUT GOOD SAMARITAN MEDICAL CENTER

Good Samaritan Medical Center is an acute-care, 267-bed hospital providing comprehensive inpatient, outpatient, and Level III Trauma emergency services to Brockton and 22 neighboring communities.

The hospital offers Centers of Excellence care in orthopedics, oncology, and cardiology, specialized care in surgery, family-centered obstetrics with Level II nursery, and advanced diagnostic imaging. Good Samaritan Medical Center has the Gold Seal of Approval from the Joint Commission on Accreditation of Health Care Organizations. Good Samaritan Medical Center is part of Steward Health Care System. To learn more, visit goodsamaritanmedical.org.

AWARDS AND ACCREDITATIONS

Good Samaritan Medical Center Has Received the Following Awards and Accreditations

Joint Commission Accreditation – Patient safety and quality of care issues are at the forefront of Joint Commission standards and initiatives. Achieving accreditation supports the medical center's ability to provide the highest quality services.

Level III Trauma Certification and Designation – Emergency Services are certified as a Level III Trauma program by the American College of Surgeons and Massachusetts Department of Public Health.

Orthopedic Center for Excellence – The Joint Commission's Gold Seal of Approval for Total Hip and Total Knee Replacement Certification.

American Heart Association/American Stroke Association Stroke Silver Plus with Target: Type 2 Diabetes Honor Roll – The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

American College of Radiology Breast Imaging Center of Excellence – The Women's Imaging Center received the designation from the American College of Radiology by the Commission on Quality and Safety and the Commission on Breast Imaging.

American College of Surgeons Commission on Cancer Accreditation – Cancer Care Program has been accredited by the Commission on Cancer (CoC), a program of the American College of Surgeons, for demonstrating a commitment to providing high-quality, multidisciplinary, patient-centered cancer care.

NOTES

Please use this sheet to write down any questions you want to ask about your illness, treatment, or self-care.

Room Number: _____

Phone Number: _____

Doctor’s Name: _____

Care Team Members: _____

Medications: _____

Questions: _____

Notes: _____

SMOKE-FREE CAMPUS

Good Samaritan Medical Center is a smoke-free environment. Smoking is not permitted anywhere inside or outside the hospital, including entrances and exits. For more information on how to quit smoking, see page 35.

Notes: _____

We thank you for the opportunity to care for you during your stay at Good Samaritan Medical Center. We are committed to your care — please let us know about any concerns you may have regarding your visit with us.

YOUR TELEVISION CHANNEL LINE UP

CHANNEL	STATION	CHANNEL	STATION
2	PBS-2	42	TLC
3	CHAPEL	43	TRAVEL
4	WBZ CBS	44	WEATHER
5	WCVB ABC	45	CMT
6	PBS-44	46	BET
7	WNAC	47	BLOOMBERG TV
8	WSBK-38	48	NEWBORN ENGLISH
9	WFXT-25	49	NEWBORN SPANISH
10	WBTS	50	TV LAND
11	NESN	51	SPIKE
12	NBC SPORTS BOSTON		
13	UNIVISION	HIGH DEFINITION	STATION
14	GALAVISION	54.1	WGBH-2
15	CNN	54.2	WBZ-4
16	DISCOVERY	55.1	WCVB-5
17	FAMILY	55.2	WBTS-10
20	TBS	56.1	ANIMAL PLANET
21	AMC	56.2	WFXT-25
22	TNT	57.1	WUTF-27
23	USA	57.2	WSBK-38
24	ANIMAL PLANET	58.1	WGBX-44
25	CNBC	58.2	WLVI-56
26	MSNBC	59.1	FREEFORM
27	A & E	59.2	AMC
28	HISTORY	60.1	FOX NEWS
29	TCM	60.2	CNN
30	COMEDY	61.1	DISCOVERY
32	FOOD NETWORK	61.2	HISTORY
33	FOX MOVIES	62.1	LIFETIME
34	FOX NEWS	62.2	NFL
35	FX	63.1	NESN
36	LIFETIME	63.2	SYFY
37	HLN	64.1	TBS
38	NATIONAL GEOGRAPHIC	64.2	TNT
39	OXYGEN	65.1	TRAVEL
41	SYFY	65.2	USA

Good Samaritan Medical Center

A STEWARD FAMILY HOSPITAL



If you need to contact us, the last four digits in **blue** can be dialed from a hospital telephone.

Main Number:	(508) 427- 3000	Medical Records:	(508) 427- 3184
Interpreter Services:	(508) 427- 3023	Financial Counselor:	(508) 427- 3053
Patient Advocate:	(508) 427- 3214	Dial full number when calling from the hospital.	
Spiritual Care:	(508) 427- 3151	Billing Inquiries:	(844) 660-0100
Care Management:	(508) 427- 3172	Pre-Registration:	(781) 884-0490

Public Safety and Security – Available 24/7
(508) 427-2730 or Dial “0”



 **StewardCONNECT**

***Stay Connected
to Your Health***

*Register today for
our new online health
management tool*

To enroll, please visit **goodsamaritanmedical.org**

235 North Pearl Street, Brockton, MA 02301
goodsamaritanmedical.org