



UMASS MEMORIAL HEALTH - HARRINGTON
WEBSTER CAMPUS

PATIENT GUIDE

IMPORTANT INFORMATION
FOR OUR PATIENTS AND FAMILIES





WELCOME

To our Valued Patient –

On behalf of UMass Memorial Health Harrington (UMMH Harrington) and our Board of Trustees, we thank you for choosing us as your local healthcare provider. We are committed to high quality, compassionate care for you and your loved ones.

Welcome to our UMMH-Harrington Webster Campus. The inpatient units on this campus include the Co-Occurring Disorders Unit (CDU) and the Adult Psychiatric Unit (APU). The CDU and APU caregiver teams are committed to providing safe, competent care to individuals with emotional, psychiatric, and medical needs. Our mission is to deliver compassionate care while maintaining a safe, healing environment for everyone.

Treatment principles in our APU and CDU include:

- Valuing and respecting each person's diversity
- Working in collaboration with you to provide treatment recommendations and interventions that are safe and effective
- Partnering with you from admission through discharge to identify and minimize any interpersonal triggers which may lead to loss of behavioral control
- Commitment to a continuous improvement effort in order to minimize or prevent the use of behavioral restraint
- All requests and suggestions for improvement are taken seriously

As part of the admission process, we ask that you sign a community guidelines handout along with review and completion of additional paperwork.

Please let us know how we can help you during your stay with us. If, at any time, you have concerns or compliments, we encourage you to bring them forward to any caregiver. If you feel that your concerns require additional attention, please ask to speak with the Nursing Supervisor and/or the Inpatient Nursing Director.

We truly hope that you find our care beneficial to your recovery.

Sincerely,

The UMMH Harrington Caregiver Family



NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES



English	If you speak English , free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-774-441-6793 (TTY-711) or speak to your provider.	American Sign Language	
Spanish	Si habla español , tiene a su disposición servicios gratuitos de asistencia lingüística. También se ofrecen gratuitamente ayudas y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-774-441-6793 (TTY-711) o hable con su proveedor.		
Portuguese	Se você fala português , oferecemos serviços gratuitos de assistência linguística. Temos também disponíveis gratuitamente recursos auxiliares e serviços adequados para fornecer informações em formatos acessíveis. Ligue para 1-774-441-6793 (TTY-711) ou fale com seu médico.		
Chinese	如果您讲中文，您可以免费获得语言协助服务。我们还提供适当的辅助工具和服务，以便以无障碍格式提供信息，且不收取任何费用。请拨打 1-774-441-6793 (TTY-711) 或与您的医务人员联系。		
Haitian Creole	Si ou pale Kreyol , nou gen sèvis asistans lang gratis. Nou ofri tou asistans oksilyè ak lòt sèvis pou bay enfòmasyon nan fòm aksesib san okenn frè. Rele 1-774-441-6793 (TTY-711) oswa pale ak founisè ou.		
Vietnamese	Nếu quý vị nói tiếng Việt , chúng tôi có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí. Chúng tôi cũng có các dịch vụ và thiết bị hỗ trợ thích hợp cung cấp thông tin với các hình thức định dạng dễ tiếp cận hoàn toàn miễn phí cho quý vị. Quý vị hãy gọi số điện thoại 1-774-441-6793 (TTY-711) hoặc là nói với y bác sĩ của quý vị		
Arabic	إذا كنت تتحدث العربية، تتوفر لك خدمات مجانية للمساعدة اللغوية. كما تتوفر أدوات مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات ميسرة مجاناً. اتصل على الرقم 1-774-441-6793 (TTY-711)، أو تحدث مع مقدم الخدمة الخاص بك.		
French	Si vous parlez français , des services gratuits d'assistance linguistique sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir les informations dans des formats accessibles sont également disponibles gratuitement. Appelez le nombre 1-774-441-6793 (TTY-711) ou parlez à votre fournisseur de soins de santé.		
Italian	Se parlate italiano , sono disponibili servizi gratuiti di assistenza linguistica. Ausili e servizi supplementari appropriati per fornire le informazioni in formati accessibili sono inoltre disponibili gratuitamente. Chiamate il numero 1-774-441-6793 (TTY-711) o parlate con il suo fornitore di assistenza sanitaria.		
Albanian	Nëse flisni Shqip , ofrohen shërbime ndihmëse gjuhësore në dispozicion për ju pa pagesë. Pajisje dhe shërbime ndihmëse suplementare të përshtatshme për të ofruar informacion në formate të aksesueshme janë gjithashtu në dispozicion pa pagesë. Telefononi 1-774-441-6793 (TTY-711) ose flisni me ofruesin e kujdesit tuaj mjekësor.		
Khmer	ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរនោះ លោកអ្នកអាចមានសេវាកម្មជំនួយភាសាដោយឥតគិតថ្លៃ។ ជំនួយនិងសេវាកម្មជំនួយសមស្រប ដើម្បីផ្តល់ជូនព័ត៌មានក្នុងសំណុំបែបបទដែលអាចចូលប្រើបាន ក៏អាចមានដោយឥតគិតថ្លៃផងដែរ។ សូមហៅទូរស័ព្ទលេខ 1-774-441-6793 (TTY-711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវាកម្មរបស់អ្នក។		
Gujarati	જો તમે ગુજરાતી બોલતા હોવ તો, નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. સુલભ માળખાઓમાં માહિતી પૂરી પાડવા માટેની ઉચિત સહાયક મદદો પણ નિ:શુલ્ક ઉપલબ્ધ છે. 1-774-441-6793 (TTY-711) ઉપર કોલ કરો અથવા તમારા સેવા પ્રદાતા સાથે વાત કરો.		
Hindi	यदि आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता से जुड़ी सेवाएँ नि:शुल्क उपलब्ध हैं। पहुँच योग्य प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक उपकरण और सेवाएँ भी नि:शुल्क उपलब्ध हैं। 1-774-441-6793 (TTY-711) पर कॉल करें या अपने प्रदाता से बात करें।		
Korean	귀하가 한국어를 사용하는 경우, 무료 언어 지원 서비스가 제공됩니다. 정보를 접근 가능한 형식으로 제공하기 위한 적절한 보조 기기 및 서비스도 무료로 제공됩니다. 1-774-441-6793(TTY-711)번으로 전화하시거나 담당 서비스 제공자에게 문의하세요.		
Russian	Если вы говорите по-русски , вам доступны бесплатные услуги языковой помощи. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по номеру 1-774-441-6793 (TTY-711) или обратитесь к своему поставщику медицинских услуг.		
Polish	Osoby posługujące się językiem polskim mogą bezpłatnie skorzystać z pomocy językowej. Odpowiednie pomoce i usługi umożliwiające przekazywanie informacji w przystępnych formatach są także dostępne bezpłatnie. Zadzwoń pod numer 1-774-441-6793 (TTY-711) lub skontaktuj się ze swoim dostawcą usług.		
Greek	Αν μιλάτε Ελληνικά , έχετε στη διάθεσή σας δωρεάν υπηρεσίες βοήθειας στη γλώσσα σας. Διατίθενται επίσης κατάλληλα βοηθήματα και υπηρεσίες για την παροχή πληροφοριών σε προσβάσιμες μορφές χωρίς χρέωση. Καλέστε στο 1-774-441-6793 (TTY-711) ή μιλήστε με τον πάροχό σας.		

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YOUR ACCOMMODATIONS

YOUR HOSPITAL ROOM

Being in a hospital can be an anxious experience. We want you to be as comfortable and relaxed as possible during your stay with us. If you have concerns about your room, please let your nurse or any caregiver on the unit know right away.

YOUR CARE TEAM

Your care team will meet daily to evaluate your progress and will review your treatment plan with you initially, and when new problems develop or there are changes to your existing goals.

Your treatment plan is individualized to meet your specific goals for your care. The most important member of the team is you. You will be an active participant in the creation and management of your treatment goals. Other members of your treatment team include:

PSYCHIATRIST OR NURSE PRACTITIONER

Your psychiatrist or nurse practitioner works with the treatment team and with you to find appropriate treatment for you (this may include use of medications). They coordinate care with other physicians who may be consulted for medical problems and help plan your discharge.

REGISTERED NURSE & LICENSED PRACTICAL NURSES

The role of the nurse revolves around providing individualized care, treatment and education. Your nurse administers medications and provides teaching and support on an individual and group basis. Your nurse coordinates your daily care.

NURSING SUPPORT STAFF

The role of the nursing support staff, which consists of an Mental Health Assistant (MHA), Patient Monitor or PCA caregivers, maintains a safe environment for patients while continuously monitoring mental status. Support caregivers work with the doctors, nurses, occupational therapists and social workers to provide excellent patient care. They may take vital signs, assist at meal times and with activities of daily living (ADLs), run groups on the unit, and talk with you about any problems that you may be having.

CLINICIANS

Each patient admitted to the unit is assigned a clinician who, after an initial assessment, can help you plan for when you leave the hospital. Clinicians often meet with you and your family members to discuss your mental illness and provide education. Clinicians can also arrange outpatient care for when you leave the hospital. Referrals can be made to a psychiatrist as well as a counselor so when you leave the hospital you will have ongoing psychiatric care. In addition, if you are interested in finding out about community resources (shelters, food pantries,



sober houses, safe housing for victims of domestic violence etc.), clinicians can provide this information to you. Your clinician can help you feel empowered to make some life changes that will support your return to the community.

OCCUPATIONAL THERAPIST/OCCUPATIONAL THERAPY ASSISTANT

The role of an occupational therapist/assistant is to help you to identify ways to lead a healthy and balanced lifestyle, cope effectively with stress, and learn relapse prevention skills as they relate to mental illness and addiction. They accomplish this by providing education and support through group and individual treatment.

UTILIZATION REVIEW NURSE

The utilization review nurse collaborates with your psychiatrist or nurse practitioner, nurse, social worker, and other members of the health care team to ensure that you are receiving the care that you need in the appropriate setting. They will communicate with your insurance provider for coverage approval while you are receiving care in the hospital.

IMPORTANT INFORMATION

GROUPS

Group treatment encompasses all aspects of an individual's life and is intended to assist you in developing strategies to prevent future crises. The units offer a variety of group modalities including a balance of both discussion and activity-based groups and are designed to offer a range of educational, recreational and skill-building opportunities.

As groups are an important part of your road to recovery, we strongly encourage regular participation. If you are unable to tolerate groups due to the severity of your symptoms or if you decline to attend, staff will provide an alternative therapeutic activity.

You will receive a copy of the group schedule at the time of your admission. Copies of the group schedule are also posted on each unit. Please make every effort to arrive at the start of the group as arriving late can be disruptive to others.

Television will be turned off during groups. We also ask that telephones and showers not be used during scheduled group times.



DAILY SCHEDULE (SUBJECT TO CHANGE)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
6:00 am	Sunrise Meditation (MHA)	Sunrise Affirmations (MHA)	Sunrise Stretching (MHA)	Sunrise Meditation (MHA)	Sunrise Affirmations (MHA)	Sunrise Stretching (MHA)	Sunrise Affirmations (MHA)
8:00 am	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
8:30 am							
9:00 am	Check-In / Daily Reading (MHA)	Check-In / Exercise (MHA)	Check-In / Meditation (MHA)	Check-In / Daily Reading (MHA)	Check-In / Exercise (MHA)	Check-In / Daily Reading (MHA)	Check-In / Meditation (MHA)
9:30 am							
10:00 am	Life Skills (OT)	Life Skills (OT)	Life Skills (OT)	Life Skills (OT)	Life Skills (OT)	Music (MHA)	Human Rights* (HRO)
10:30 am							
11:00 am	Tobacco Awareness (NSG)	Improving Self-Care (NSG)	Medication Discussion (MD)	Nutririon (NSG)	Holistic Recovery (NSG)	Drugs and the Body (NSG)	Sleep Hygiene (NSG)
11:30 am	Lunch and Outdoor Time	Lunch and Outdoor Time	Lunch and Outdoor Time	Lunch and Outdoor Time	Lunch and Outdoor Time	Lunch and Outdoor Time	Lunch and Outdoor Time
12:00 pm							
12:30 pm							
1:00 pm	Positive Thinking (MHA)	Task Group (OT)	Drum Circle (Outside)	Task Group (OT)	Task Group (OT)	Visiting Hour	Visiting Hour
1:30 pm							
2:00 pm	Task Group (OT)	Human Rights* (HRO)	Task Group (OT)	Exercise (MHA)	Positive Thinking (MHA)	Unit Game (MHA)	Unit Movie (MHA)
2:30 pm							
3:00 pm	Relapse Prevention Planning (SW)	Sensory Group (OT)	Recovery Readings (SW)	Sensory Group (OT)	Sensory Group (OT)		
3:30 pm		Stages of Change / Boundaries (SW)		Understanding Addiction / Life Balance in Recovery (SW)	Grounding / Improving Communication and Supports (SW)		
4:00 pm	Free Time		Free Time				
4:30 pm	Dinner and Outdoor Time	Dinner and Outdoor Time	Dinner and Outdoor Time	Dinner and Outdoor Time	Dinner and Outdoor Time	Dinner and Outdoor Time	Dinner and Outdoor Time
5:00 pm							
5:30 pm							
6:00 pm	Visiting Hour	Visiting Hour	Visiting Hour	Visiting Hour	Visiting Hour	Visiting Hour	Visiting Hour
6:30 pm							
7:00 pm	Wrap-Up / Medication & Relaxation (MHA)	Wrap-Up / Medication & Relaxation (MHA)	Wrap-Up / Medication & Relaxation (MHA)	Wrap-Up / Medication & Relaxation (MHA)	Wrap-Up / Medication & Relaxation (MHA)	Wrap-Up / Medication & Relaxation (MHA)	Wrap-Up / Medication & Relaxation (MHA)
7:30 pm							



EQUIPMENT AND APPLIANCES FROM HOME

Hospitalized patients are discouraged from bringing nonmedical items that are electrically operated. Battery operated devices including, but not restricted to, laptops, tablets, and cell phones are not permitted for use in the APU or CDU outside of approved Media Time.

MEDIA TIME - 7:00 PM - 8:00 PM DAILY

We understand that electronic devices are often people's primary link to the community and a way to stay in touch with family, friends, employers, to pay bills and access important information on the internet.

In the APU & CDU our Media Policy is as follows:

- Patients must not compromise the facilities' responsibility for assuring patient privacy, confidentiality, and a therapeutic environment.
- Patients are prohibited from photographing, video recording or audio recording.
- Staff will place stickers on device cameras to ensure privacy of patients and staff members.
- If there is reasonable cause to believe that an electronic device has been used to take a photograph or recording, the device will be subject to inspection.
- Patients are not permitted to loan their electronic device to others.
- Patients may not use electronic devices for illegal purposes, such as the violation of a restraining order, harassing others, requesting disallowed items to be brought to the unit, etc
- Electronic devices are prohibited in all areas of the unit other than the designated area.
- Patients must sign out their phone at the start of media hour and sign phone in at the end of media hour.
- Usage may be restricted on a case-by-case basis.
- Online shopping is discouraged. All items ordered and delivered to the hospital will be stored and issued at discharge.

Personal Responsibility:

- Hospital will not be held responsible for missing or damaged electronic devices and accessories.
- Patients should use electronic device lock codes and passwords for protection against unauthorized use.



MAIL

In accordance with the Department of Mental Health all patients have the right to send and receive sealed, unopened and uncensored mail. However, for good cause, mail may be opened and inspected in front of you without it being read by staff, for the sole purpose of ensuring unit safety and preventing unsafe items from entering the hospital.

Additionally, as a patient of UMMH-Harrington, you have the right to receive stationery and postage in reasonable amounts. Mail is delivered to the inpatient units Monday through Friday at scheduled intervals.

PACKAGES

Packages delivered to the hospital will be managed through the hospital-wide shipping and packaging services. Please consider the following information before having packages delivered to the inpatient behavioral health units.

- The hospital is not responsible for any lost or misplaced packages delivered to the hospital address.
- Due to the resources needed to accommodate package delivery and oversight, packages received for patients on the inpatient behavioral health units will be available for opening once per week on Wednesdays.
- Unit staff will be present while all packages are opened. Staff are required to inventory and wash all items received.
- Unit staff will inventory and secure any items deemed unsafe and allowed on the behavioral health unit. Such items will be returned on discharge.
- Any packages received after discharge will be the responsibility of the patients to retrieve. Packages will be held on site for 7 days post discharge. After 7 days packages will be returned to the sender.

PERSONAL ITEMS AND VALUABLES

We will provide you with hospital gowns, slippers and personal care items during your hospital stay.

Please leave jewelry and large sums of money at home. All cash and personal belongings will be secured for the duration of your inpatient stay. We cannot assume responsibility for the loss of cash or valuables kept at your bedside.

You may not keep personal medications in your room. Your care team will review the medications you take at home and ensure you receive the proper medications during your hospital stay.

All personal items will be inventoried for safe storage and all clothing will be laundered. We cannot assume responsibility for damage to any personal items.



QUIET

The hospital is a very busy place. We make every effort to reduce noise at night from 10 pm to 7 am to allow you uninterrupted sleep when your condition allows. While we do our best to minimize noise, you may hear overhead paging, health care workers talking or equipment being moved in the hallway outside of your room.

SMOKING

This facility is 100% smoke- and tobacco-free. The use of any such products is not allowed anywhere on our grounds.

The use of FDA-approved medications (e.g., nicotine patches, lozenges, gum) is allowed. If you would like one of these medications, ask your care team.

Please speak with your care team if you would like any resources on quitting smoking.

Prior to discharge, you can request a prescription for nicotine replacement therapy medication. You can also ask for a referral to meet with one of our tobacco treatment specialists. Combining medication with counseling has proven to improve quitting success rates.



YOUR DINING GUIDE

YOUR DIET

MEAL TIMES CDU

Breakfast – 7:45 am

Lunch – 11:45 am

Dinner – 4:45 pm

MEAL TIMES APU

Breakfast – 8:00 am

Lunch – 12:00 pm

Dinner – 5:00 pm

Menus should be filled out by 1:00 pm for the next day. If a menu is not filled out, the dietary department will send you their auto selection meal for that day. If there is an item that is ordered and the dietary department runs out of it, they will send you the closest available item. Please remember that dietary caregivers are unable to send you foods that are not specific to your diet. Unit caregivers will work with you and contact the dietary department for any changes that need to be made. Any food items from a tray that are not refrigerated or eaten one hour post-delivery can not be reheated and will be disposed of. If you wish to save sealed food in the refrigerator, please place your name and date on the item. Caregivers will dispose of anything that is not appropriately labeled or sealed. Opened food can't be saved due to infection control concerns. The dining area will close at 10:00 pm each night and food items not in the refrigerator, opened or not labeled will be disposed of at that time.

VISITOR DINING OPTIONS

Dining options for your visitors are as follows:

Webster Cafeteria - Located on the first floor of the hospital building, just outside of the main lobby area, our full service cafeteria is open seven days per week serving breakfast, lunch and dinner. There is no hot breakfast on the weekends.



FOR YOUR SAFETY

GETTING INVOLVED IN YOUR CARE

Our entire team makes patient safety a priority. Here are some ways you can help do the same:

- Speak up if you have questions or concerns.
- Pick someone to speak on your behalf during your hospital stay.
- Learn about your condition, tests and treatment plan.
- Know the medications you take, why you take them and how to take them.
- Participate in all decisions about your treatment.

PREVENTING HOSPITAL INFECTIONS

Our team takes a variety of measures to prevent the spread of germs, which can cause infections. You can do the same by following these steps:

- Wash your hands with soap and water regularly.
- Confirm your visitors have washed their hands before and after visiting your room.
- Ask members of your care team if they have washed their hands before seeing you.
- Only bring belongings from home that have been cleaned thoroughly.
- Depending on your condition, you (and your visitors) may need to wear a mask. Some illnesses require wearing gloves and/or a gown.
- When sneezing, cover your nose and mouth with a tissue or the inside of your elbow. Make sure visitors and members of your care team do the same.
- Ask family and friends not to visit if they are feeling sick.

PATIENT AND VISITOR CODE OF CONDUCT

In order to effectively provide medical treatment to you, we require a commitment by staff, patients and visitors alike. Mutual trust and respect can help us provide the right treatment plan in a safe and respectful environment that promotes healing.

Below we've outlined the Code of Conduct expectations for all patients and visitors, designed to help make your hospital stay, appointment or visit successful:

- Patients, visitors and staff will address each other in a respectful manner.
- Patients are encouraged to speak with their providers about their therapeutic care plan. This is a smoke-free campus. Tobacco use is forbidden on campus grounds.



- Weapons, illegal or dangerous items, alcohol, marijuana and illicit drug use, as well as possession of related paraphernalia, is forbidden in all areas and campus grounds. For patients, we may request a witnessed urine or blood sample for drug screening purposes from you if prohibited substance use is suspected or considered a significant issue in your treatment plan. Refusal will be considered an acknowledgement by the patient that such prohibited substance use has occurred.
- Patients, visitors and staff will refrain from exhibiting threatening or abusive behavior towards each other. We have zero tolerance for threatening or abusive behavior.
- Profanity, sexual harassment, racial or cultural slurs or other derogatory remarks towards others of any kind is not tolerated, including, but not limited to, slurs or remarks targeting another's age, race, ethnicity, religion, culture, disability, language, sexuality or sexual orientation, gender identity, socioeconomic status, marital status or ancestry.
- Patients, visitors and staff will refrain from any unauthorized video recording.
- The following expectations are also required of hospitalized patients:
 - Patients will remain on the unit for their safety and to facilitate timely care. Being on the unit allows for prompt testing, timely medication administration and frequent assessment by health care providers. Patients are encouraged to walk in the hallway of their unit. Fresh air will be offered daily.

A safe and respectful environment is central to promoting a healing environment. Therefore, if the above stated expectations are not followed:

- Patients: If you choose not to comply with your therapeutic care plan or the above expectations, we may discharge you from the hospital.
- Visitors: If you fail to comply with the above expectations, you may be asked to leave campus and may be restricted from future visitation privileges.

Approved: January 25, 2024

HELPING TO RELIEVE YOUR PAIN

Many patients experience some degree of pain while hospitalized. Managing your pain is important to us because it can speed your recovery, shorten your hospital stay and improve your quality of life.

Here are some facts about pain management:

- We want you to help make decisions about your pain management. Let your care team know how much pain you have and whether it is affecting your ability to get up and walk, turn over in bed, tolerate a procedure, etc.



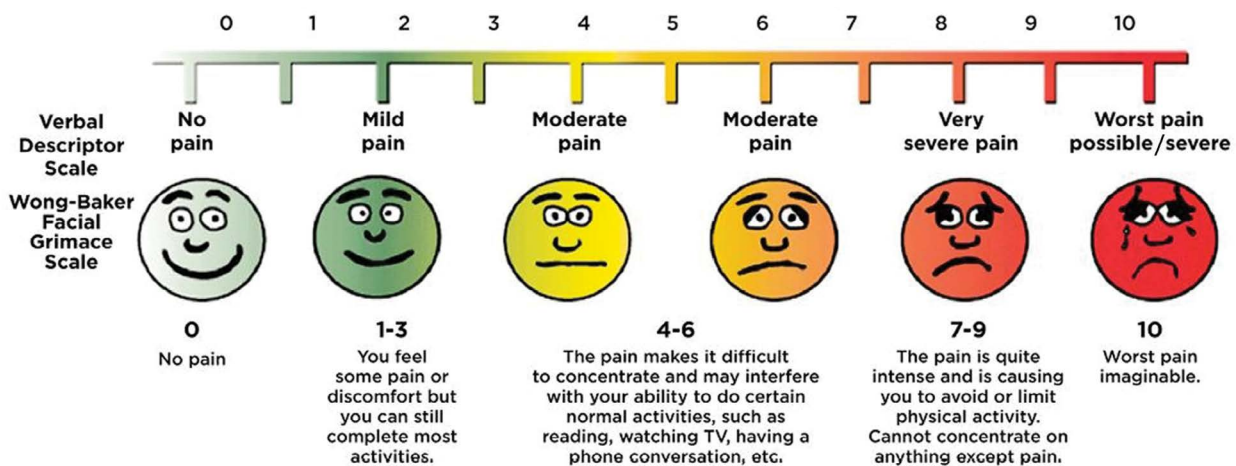
- Your care team is aware of the risk of opioid overuse and addiction. They will partner with you to develop a safe pain management plan.
- We may recommend a combination of medications to control your pain.
- Applying ice or heat, changing positions, using wedge supports to relieve pressure points and calming lighting are other options that may provide relief.

If you ever have questions about your pain management, please let your care team know.

HELP US HELP YOU WITH PAIN RELIEF

Your care team may ask questions like these to figure out how bad your pain is:

- How well are we managing your pain?
- On a scale of 0 to 10, with 10 being the worst pain, how would you rate your pain? (See also the graphic below.)
- Where does it hurt?
- When did the pain start?
- How long have you had it?
- Is it constant, or does it come and go?
- Is it dull or sharp?
- Is it a burning sensation, or does it feel like pressure?
- What makes it better or worse?
- Does it affect your usual daily routine, sleep, concentration and/or mood?





PARKING

UMASS MEMORIAL HEALTH – HARRINGTON

Parking is free at both our Southbridge and Webster campuses. We ask only that all patients and visitors park in designated parking spaces in our hospital campus lots and avoid fire lanes or parking in unmarked areas.

SPECIAL SERVICES

PATIENT FINANCIAL COUNSELING

Our certified application counselors can:

- Help you qualify for insurance coverage.
- Explain the programs available to you, including low-cost and free options (if you qualify).
- Fill out the paperwork for you.
- Help you pick your doctors.
- Help you apply for food assistance programs.

To request a visit by a certified application counselor, please speak with your care team or call 508-334-9300.

ADVANCE CARE PLANNING

If you have a serious or advancing illness, you may want to explore advanced care planning. A comprehensive medical wishes tool for advance care planning is available online at www.ummhealth.org/patients-visitors/advance-care-planning.

HEALTH CARE PROXY

What values should guide decisions about your medical care? What kinds of treatments do you want — and not want — to receive? Under what circumstances should all life-sustaining treatments be stopped?

A simple legal document called a **health care proxy** provides guidance on important questions like these in case you cannot speak for yourself (such as if you are in a coma or unconscious). It also lets you assign someone to make decisions about your medical care on your behalf.

If you have a completed health care proxy, please provide a copy to your care team. If you do not have one, please fill out the form included in this guide. Your care coordinator or the social worker assigned to your floor or unit can help you fill it out if you like.



FOR FAMILY AND FRIENDS

VISITING HOURS

Visiting hours are offered 6:00 pm to 7:00 pm Monday-Friday, and from 1:00 pm to 2:00 pm and 6:00 pm to 7:00 pm on weekends and holidays.

Two visitors per patient will be allowed once. Please speak to your care team if alternative times can be arranged with the unit caregivers. If one wishes to have children under the age of 18 visit or to have visits outside of scheduled visiting hours, we ask that you speak with a member of your Treatment Team.

Our patient safety policy requires that visitors refrain from bringing personal property into the unit when visiting. We recommend that all personal property including pocketbooks and other property that might contain personal items that are not allowed on the unit be left at home or secured in the visitor's vehicle before visiting. If a visitor arrives with personal property, they will be asked to secure the items in lockers that we have provided for their convenience. Behavioral Health or Public Safety caregivers will assist in this process.

Please understand that compliance with this policy is of great importance for your safety. Any and all items brought to the unit must be screened by a caregiver. At no time will a visitor be allowed to give any item to you without first presenting the item for examination by a caregiver. Failure to follow these procedures may result in the visitor being asked to end their visit and leave our facility. Please speak with a member of your Treatment Team if you have a concern.

EMERGENCY DEPARTMENTS (SOUTHBRIDGE & WEBSTER):

Patients may have a support person and/or family member present during their stay.

GOING HOME

PLANNING FOR YOUR DISCHARGE

Our discharge team starts planning on the day of your admission to ensure that all of your needs are met. Your doctor and the rest of your care team will work with you to determine:

- When you are ready for discharge
- Whether you can safely return home or should stay in a care facility to support your recovery
- What type of follow-up medical care you will need



LET US KNOW HOW WE ARE DOING

We constantly strive to improve patient care and offer the best services possible. That's why you may receive a survey asking you to evaluate your experience with us. Thank you in advance for taking the time to answer our questions and share your feedback. We are eager to listen and learn from our patients and their families.

INSURANCE AND BILLING

If you are uninsured or underinsured, we can help you explore your health insurance options. Please contact our certified application counselors at 508-334-9300 for assistance.

If you want to know whether your health insurance covers certain services, please contact your health plan's customer service department. The phone number is probably on the back of your insurance card.

If you have questions about your UMass Memorial Health – Harrington bills, please call our Patient Financial Services Department at 508-334-1840 or toll free at 800-225-8885.

To pay your bill securely online, please visit www.ummhealth.org/patients-visitors/pay-bills-online.

MYCHART

MyChart is a secure mobile application that you can download to your mobile phone or tablet (e.g., an iPad).

MyChart allows you to stay connected with UMass Memorial Health – Harrington after you are discharged. Use it to:

- Access your health information from all UMass Memorial Health locations.
- View, schedule and cancel appointments.
- Message your provider and other members of your care team.
- Review lab results and X-ray reports.
- View your medications and request refills.
- Pay your bills.

For more information, please visit www.ummhealth.org/mychart.



OPPORTUNITIES FOR GIVING

Once you are home and feeling like yourself, you might consider an opportunity to help UMass Memorial Health – Harrington. We are extremely grateful to those who offer their time, talents and financial support to allow us to continue providing exceptional care to the residents of Central New England.

VOLUNTEER SERVICES

Volunteers of all ages — from 16 to 95 — and talents help make UMass Memorial Health Harrington a very special place to receive care. If you would like information on volunteer opportunities, call 508-765-9771 ext. 6472.

PATIENT AND FAMILY ADVISORY COUNCIL

UMMH Harrington's PFAC is made up of patients, family members and Harrington caregivers. The goal of the committee is to improve the patient experience. The group meets at least quarterly at the hospital and out in the community. If you would like more information or wish to become a committee member, please speak with your nurse or call 508-765-2154 after your stay to inquire about the next meeting.

MAKE A GIFT

Your gift makes a difference. UMass Memorial Health – Harrington is truly deeply committed to advancing the health and well-being of the people of South Central Massachusetts and beyond. Our mission is to positively impact your health, your family's health and the health of our community. Every gift supports our efforts to provide exceptional patient care with compassion, close to home.

To learn more about how you can support UMass Memorial Health – Harrington, visit www.ummhealth.org/giving or call 774-443-GIVE (4483).



IMPORTANT INFORMATION

RELEASE OF PATIENT INFORMATION

As a patient of UMass Memorial Health, you have the right to privacy and confidentiality of your condition and status while at UMass Memorial Health – Harrington. For instance, you may request not to have your name listed in our patient hospital directory. This means that:

- Staff use will not be able to respond to visitor or telephone inquiries about whether you are hospitalized and what your current condition is.
- We will not be able to deliver mail or flowers to you.

YOUR PATIENT BILL OF RIGHTS

UMass Memorial Health strives to provide a welcoming and inclusive environment for all our patients, visitors and caregivers. We do not discriminate against any individual on the basis of race, color, ethnicity, culture, language, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity or expression, age, socioeconomic status, physical or mental disability.

Our staff respects your rights as a patient and recognizes your individual health care needs. We want to be your partner in making decisions regarding your care. It is our responsibility to:

- Provide you with considerate and respectful care.
- Ensure that you are fully informed about your condition and treatment.
- Maintain your privacy and confidentiality.

You can help us in this partnership by:

- Asking for clarification of things you do not understand
- Reporting any changes in your health
- Making informed decisions

EVERY PATIENT HAS THE RIGHT

You have the right:

- To obtain, upon request, the name and specialty of the physician or others responsible for your care or coordination of care.
- To freedom of selection of a physician and facility except for emergency medical treatment, provided that the physician is able to accommodate you.
- To participate in the development and implementation of the plan of care.
- To the confidentiality of all records and communication as provided by law.



- To have visitors of your choosing (or a support person where appropriate) in accordance with hospital policies. Visitation rights cannot be restricted, limited or denied on the basis of race, color, ethnicity, culture, language, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity or expression, age, socioeconomic status, physical or mental disability.
- To have all reasonable requests responded to promptly and adequately within the capabilities of this facility.
- Upon request, to obtain an explanation as to the relationship, if any, of UMass Memorial Health – Harrington to any other health care facility or educational institution as it relates to your care or treatment.
- Upon request, to receive any information that this facility has available relative to financial assistance and free care as well as any rules that apply to your conduct as a patient at UMass Memorial Health – Harrington.
- To receive information about your responsibilities while receiving care, treatment and services.
- Upon request, to inspect, request an amendment to or receive a copy of your medical records for a fee determined by the current rate of copying expenses. This right to access your medical records includes access to your current medical records, upon request, in the form and format requested by you, if it is readily producible in such form and format (including in an electronic form or format when such medical records are maintained electronically); or, if not, in a readable hard copy form or such other form and format as agreed to by this facility and you, and within a reasonable time frame.
- To be notified of your rights in advance of providing or discontinuing care whenever possible.
- To receive care in a safe setting free from all forms of abuse and harassment.
- To request pastoral and other spiritual services.
- To receive a copy of your medical records, free of charge, if you show that your request is to support a claim or appeal under any provisions of the Social Security Act or federal or state financial needs-based benefit program.
- To refuse to be examined, observed or treated by students or any other staff member without jeopardizing access to psychiatric, psychological or other medical care and attention.
- To refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic.
- To privacy and personal dignity during medical treatment or care within the capacity of UMass Memorial Health – Harrington.
- To have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- To lifesaving treatment in an emergency without discrimination because of source of payment or delay due to discussions of source of payment.
- If refused treatment because of lack of a source of payment, to a prompt and safe transfer to a facility which agrees to receive and provide treatment.



- If you are a female rape victim of childbearing age, to receive medically and factually accurate written information prepared by the Massachusetts Commissioner of Public Health about emergency contraception, to be promptly offered emergency contraception and to be provided with emergency contraception, upon request.
- To informed consent to the extent provided by law, including the right to accept or refuse medical treatment, including foregoing or withdrawing life-sustaining treatment or withholding resuscitative services.
- To receive, upon request, an itemized bill reflecting charges from the physician and/or the facility including laboratory charges, pharmaceutical charges and third-party credits and charges.
- If you have breast cancer, to complete information regarding alternative treatments that are medically viable. If you are having a breast implant, you have the right to know the disadvantages and risks associated with breast implantation, and your physician should discuss this with you at least 10 days before the planned surgery, except in an emergency.
- To be free from seclusion, physical restraints and medications that are used as restraints when they are not medically necessary.
- To have a family member or other representative of your choice and your own physician notified of your admission to the hospital and to designate a caregiver to participate with your discharge process.
- To formulate advance directives and revise those directives at any time. In Massachusetts, the tool for implementing your advance directives is a health care proxy.
- To interpreter services upon request.
- To be informed about the outcomes of care and treatment that was provided, including unanticipated outcomes.
- To appropriate assessment and management of pain.
- If you are asked to remove your clothing and change into hospital attire to enable a medical screening examination (if appropriate) or in the event hospital staff conducts a search for safety reasons, you have the right to refuse unless there is compelling clinical information indicating an imminent risk of harm to you or others and all other reasonable alternatives have been exhausted.
- If this hospital provides maternity services and you are a maternity patient, to receive statistical information regarding certain aspects of previous deliveries at this hospital.

WHEN YOU HAVE CONCERNS:

You have the right to voice concerns and/or complaints about the quality of care and/or services you have received. Doing so will not compromise your access to care or treatment.

If you have a concern or feel your rights have not been respected, please contact:

**UMMH HARRINGTON QUALITY & PATIENT SAFETY OFFICE**

100 South Street, Southbridge, MA 01550

Tel: 508-765-3046

Fax: 508-765-2121

**COMMONWEALTH OF MASSACHUSETTS
BOARD OF REGISTRATION IN MEDICINE**

178 Albion Street, Suite 330, Wakefield, MA 01880

Tel: 781-876-8200 | Consumer Hotline: 800-377-0550

www.mass.gov/orgs/board-of-registration-in-medicine

**DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE FACILITY LICENSURE AND CERTIFICATION COMPLAINT
INTAKE UNIT**

67 Forest Street, Marlborough, MA 01752

Tel: 617-753-8150 or 800-462-5540

**ACENTRA HEALTH
BENEFICIARY AND FAMILY CENTERED CARE QUALITY IMPROVEMENT
ORGANIZATION**

Tel: 888-319-8452 | TTY: 855-843-4776

www.acentraqio.com

**THE OFFICE OF QUALITY AND PATIENT SAFETY
THE JOINT COMMISSION**

One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Visit www.jointcommission.org and select “Report patient safety event.”

FOR PRIVACY CONCERNS

If you have privacy concerns, please contact:

COMPLIANCE AND PRIVACY OFFICER

UMMH Harrington Hospital

61 Pine Street, Southbridge, MA 01550

Privacy Line: 508-765-3015

**OFFICE OF CIVIL RIGHTS
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201

Toll-free: 800-368-1019 | TDD toll-free: 800-537-7697



NON-DISCRIMINATION NOTICE

UMass Memorial Health (UMMH) complies with applicable Federal and Massachusetts civil rights laws and does not discriminate, exclude people or treat them less favorably on the basis of race, color, national origin (including limited English proficiency and primary language), age, sex, gender identity, sexual orientation, sex stereotypes, pregnancy or related conditions, sex characteristics, disability, or any other category protected by law.

UMMH provides reasonable modifications for individuals with disabilities and appropriate auxiliary aids and services free of charge and in a timely manner, such as:

- Qualified sign language interpreters
- Information in alternative formats (e.g. large print, audio, accessible electronic formats, other formats).

UMMH also provides language assistance services to individuals whose primary language is not English, which may include:

- Qualified oral interpreters
- Electronic and written information translated in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Interpreter Services at 1-774-441-6793 (TTY-711)

If you believe that UMMH has failed to provide these services or has discriminated against you in another way, you can file a grievance with the 1557 Coordinator who will investigate the grievance. The 1557 Coordinator may be contacted by mail at the address below or by email or phone.

UMass Memorial Health Compliance Office

365 Plantation Street
Biotech One
Worcester, MA 01605
Email: UMMH1557Coordinator@umassmemorial.org
Phone: 978-466-2136

If you need help filing a grievance, the Section 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, 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, D.C. 20201
Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at UMass Memorial Health's website at:
www.ummhealth.org/about-us/nondiscrimination-notice.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

UMASS MEMORIAL HEALTH

MASSACHUSETTS
HEALTH CARE PROXY

NAME: _____

BIRTHDATE/AGE: _____

SEX: _____

MEDICAL RECORD NUMBER: _____

HAR / CSN ACCOUNT NUMBER: _____

- ☐ HealthAlliance-Clinton Hospital
☐ Marlborough Hospital
☐ UMass Memorial Health - Harrington Hospital
☐ UMass Memorial Medical Center
☐ UMass Memorial Medical Group | Location: _____

PRINT CLEARLY IN INK OR APPLY PATIENT LABEL

1

I, _____, residing at _____
(print your name here)

_____ (street address) _____ (city/town) _____ (state)

appoint as my Health Care Agent: _____ (name of person chosen as Agent) _____ (relationship to patient)

of _____ (street address) _____ (city/town) _____ (state) _____ (phone)

(Optional: If my Agent is unwilling or unable to serve, then I appoint as my **Alternate**:

_____ (name) _____ (relationship to patient) _____ of

_____ (street address) _____ (city/town) _____ (state) _____ (phone)

My agent shall have the authority to make all health care decisions for me, including decisions about life-sustaining treatment, subject to change if any limitations have been written below, if I am unable to make health care decisions for myself. My Agent's authority becomes effective if my attending physician determines in writing that I lack the capacity to make or to communicate health care decisions. My agent is then to have the same authority to make health care decisions as I would if I had the capacity to make them **EXCEPT** (here list the limitations, if any, you wish to place on your AGENT'S authority):

I direct my Agent to make health care decisions based on his/her assessment of my personal wishes. If my personal wishes are unknown, my Agent is to make health care decisions based on his/her assessment of my best interests. Photocopies of this Health Care Proxy shall have the same force and effect as the original.

Note: You should not choose as your health care agent an employee or member of the health care facility in which you are now or expect to be a patient, unless you are related to that person by blood, marriage or adoption.

Signed: _____ **Date:** _____

Complete only if Principal is physically unable to sign: I have signed the Principal's name above at his/her direction in the presence of the Principal and two witnesses.

_____ (name)

_____ (street address) _____ (city/town) _____ (state)

WITNESS STATEMENT: We, the undersigned, each witnessed the signing of the Health Care Proxy by the Principal or at the direction of the Principal and state that the Principal appears to be at least 18 years of age, of sound mind and under no constraint or undue influence. Neither of us is named as the Health Care Agent or Alternate in this document.

Witness #1: _____ (signature) Witness #2: _____ (signature)

Name (print): _____ Name (print): _____

Address: _____ Address: _____







UMass Memorial Health – Harrington provides outstanding health care to patients in more than 25 communities throughout South Central Massachusetts and Northeastern Connecticut. We are dedicated to our role as the health and wellness partner of the people in our communities and we are relentless in the pursuit of healing. Our comprehensive array of health care services and locations provides our patients with unparalleled access to care. UMass Memorial Health - Harrington Hospital provides medical and surgical inpatient care, two 24-hour emergency departments, inpatient adult psychiatry, an intensive care unit, the Cancer Center at Harrington, and an array of outpatient services. Additionally, UMass Memorial Health – Harrington offers outpatient office locations in Charlton and Sturbridge.

Visit www.ummhealth.org/harrington.



UMass Memorial Health is the largest not-for-profit health care system in Central Massachusetts with more than 20,000 caregivers and more than 3,100 providers, many of whom are members of UMass Memorial Medical Group. We are the clinical partner of UMass Chan Medical School. Our comprehensive system includes UMass Memorial Medical Center, UMass Memorial Health – Harrington, UMass Memorial Health – HealthAlliance-Clinton Hospital, UMass Memorial Health – Milford Regional and UMass Memorial Health – Community Healthlink. Together, we impact every aspect of life in the region by making health and wellness services available to everyone, at the bedside, in the clinic or community, or even at home, advocating for social equality and providing economic stability and opportunity. There are many ways to heal. We pursue them all. Relentlessly.

Visit www.ummhealth.org.

To find a physician in your community,
call 855-UMASS-MD (855-862-7763).