



UMASS MEMORIAL HEALTH -
HEALTHALLIANCE-CLINTON HOSPITAL
PATIENT GUIDE

IMPORTANT INFORMATION
FOR OUR PATIENTS AND FAMILIES



WELCOME

Dear Patient,



On behalf of the entire team at UMass Memorial Health HealthAlliance-Clinton Hospital, I extend a warm and heartfelt welcome to you and your loved ones.

We understand that being in the hospital can be a challenging time, and we are honored that you have entrusted us with your care. Our dedicated physicians, nurses, and staff are committed to providing you with the highest quality, compassionate care in a safe and healing environment. Every member of our team is here to support your physical, emotional, and spiritual well-being throughout your stay.

We take great pride in being the best place to receive care, and that commitment is at the heart of everything we do. If there is anything we can do to improve your experience, please don't hesitate to let any member of your care team know. Your comfort, dignity, and satisfaction are incredibly important to us.

As part of the UMass Memorial Health system, we are proud to bring world-class care to our community while maintaining the personalized attention of a community hospital. Whether you are here for a short stay or a longer recovery, please know that your voice matters, and we are here to listen.

Thank you for choosing HealthAlliance-Clinton Hospital. We are privileged to serve you and wish you a smooth and speedy recovery.

Warm regards,

Charles E. Cavagnaro

President, UMass Memorial Health HealthAlliance-Clinton Hospital



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 مجانًا. 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 patient care assistant know right away. If you have any other concerns, please contact a nurse manager.

YOUR HOSPITAL BED

Your bed is electronically operated and can be adjusted for your comfort. It may be higher and narrower than your bed at home, so be careful when getting out. The bedrails can be used for your safety while you are resting.

IMPORTANT INFORMATION

EQUIPMENT AND APPLIANCES FROM HOME

Medical equipment needs to check by Bio Medical prior to usage in the hospital setting. Policy 5642-10-14 Respiratory Care Department - Patient Owned Medical Equipment Devices

TELEVISION SERVICE

We are pleased to offer television service in your room at no charge. See channel listings on page 9.

TELEPHONES

Telephone service is available in your room. However, because we want to be sure you receive enough rest while you are with us, we suggest that you ask family and friends not to call between 10 pm and 7 am.

Here is how to use the telephone in your room:

Local calls: Dial 1 + area code + number (there is no charge for local calls)

Long-distance calls: Dial 1 + area code + number (long-distance calls require either a calling card or the call to be placed collect)

Hospital operator/information: Dial 0

Mobile and Smartphones: We ask that you and your visitors be aware when using mobile and smartphones. Please place the phone on vibrate to reduce noise. Note: Some HealthAlliance-Clinton Hospital nurses do carry and use mobile and smartphones to enhance the treatment of our patients. Assistive devices are available for deaf and hard-of-hearing patients to help communicate with family and friends, as well as with



the hospital staff. Devices can be installed in your room if you wish. Amplified handsets, TTYs and pocket talkers are available through Interpreter Services. Please speak with your nurse for assistance. We also have available video remote interpreting units that provide on demand access to trained interpreters.

Assistive devices are available for deaf and hard-of-hearing patients to help communicate with family and friends, as well as with the hospital staff. Devices can be installed in your room if you wish. Amplified handsets, TTYs and pocket talkers are available through Interpreter Services. Please speak with your nurse for assistance.

We also have available video remote interpreting units that provide on demand access to trained interpreters.

WI-FI

Our guest Wi-Fi network is ummhcguest – please connect using the Wi-Fi connectivity on your device. You will have to register to use it. If you have any questions or need assistance, please ask the person at the Registration Desk/Nursing Station for the “Job Aid: UMMH Guest Wi-Fi Access Portal”.

PERSONAL ITEMS AND VALUABLES

We will provide you with hospital gowns, slippers and personal care items during your hospital stay. You may wear sleepwear, a robe and slippers from home if you prefer.

You can store personal items such as eyeglasses or toiletries in your bedside stand. If you wear dentures, please ask your nurse for a denture cup that is labeled with your name. Please don't leave personal items on your meal tray, as they could get lost when the tray is returned to the kitchen.

Please leave jewelry and large sums of money at home. Most patients find having \$20 in cash is plenty. If you have more cash than that, we would be happy to put it in the hospital safe. We cannot assume responsibility for the loss of cash or valuables kept at your bedside.

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



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. To help minimize the effects of the noise, we offer the C.A.R.E. Channel (channel 44) on your television. The relaxing images and music played softly on this channel help reduce the perception of noise. Also, ask your nurse to provide you with sleep kits that include eye masks and earplugs, and we can also provide head phones at your request. You can help by keeping the volume on your television or other audio devices low. If the noise level is bothersome to you, please tell your nurse.

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.



TELEPHONE DIRECTORY

USING THE TELEPHONE IN PATIENT ROOMS

Local calls area code + number (no charge for local calls)

Long-distance calls 1 + area code + number (long distance calls require either a calling card or the call to be placed collect)

Hospital operator/information 0

HEALTHALLIANCE-CLINTON HOSPITAL DEPARTMENT NUMBERS

HA Leominster Campus Main Telephone Number 978-466-2000

HA Clinton Campus Main Telephone Number 978-368-3000

HA Leominster or Clinton Campus Billing Inquiries 800-225-8885

Security

On our Fitchburg Campus 978-493-9128

On our Leominster Campus 978-466-2041

On our Clinton Campus 978-493-9697

Care Coordination

Leominster 508-334-6569

Clinton 978-368-3738

Chaplain 978-466-2195

Gift Shop 978-466-2775

Food and Nutrition Service

On our Clinton Campus 978-368-3970

On our Leominster Campus 978-466-2975

Housekeeping

On our Clinton Campus 774-418-2880

On our Leominster Campus 978-466-4384

HA Leominster Campus Interpreter Services 774-441-6793

HA Clinton Campus Interpreter Services 978-368-3908

HA Leominster or Clinton Campus Patient Financial Counseling 508-334-9300

HA Leominster or Clinton Campus Patient Advocates 978-466-2073

HA Leominster or Clinton Campus Rapid Response Team 12345

Social Workers Leominster 978-466-2980

Social Worker Clinton 978-368-3831



TELEVISION CHANNELS

CHANNEL NUMBER	NETWORK
101	11 WENH
102	2 WGBH
103	44 WGBX
104	4 WBZ
105	5 WCVB
106	311 FRFMHD
107	7 WHDH
108	68 WBPX
109	376 CTN
110	10 WBTS-CD
111	254 AMCHD
112	282 APLHD
113	293 BABY
114	264 BBCAHD
115	56 WLVI
116	25 WFXT
117	38 WSBK
118	237 BRVOHD
119	265 A&EHD
120	361 ACCUHD
121	296 CNeHD
122	249 COMHD
123	278 DSCHD
124	290 DISeHD
125	630 NBSBHD
126	628 NESNHD
127	248 FXHD
128	206 ESPNHD
129	209 ESPN2HD
130	207 ESNHD
131	208 ESPNUHD
132	370 EWTN
133	231 foodHD
134	360 FNCHD
135	202 CNNHD
136	219 FS1HD
137	236 E!HD
138	312 HALLHD

CHANNEL NUMBER	NETWORK
139	565 HMYSHD
140	229 HGTVHD
141	280 TLCHD
142	269 HISTHD
143	285 IDHD
144	325-1 JLTv
145	252 LIFEHD
146	331 MTVHD
147	332 MTV2HD
148	304 TVLDHD
149	276 NGCHD
150	299 NIKeHD
151	241 PARHD
152	244 SyfyHD
153	247 TBSHD
154	256 TCMHD
155	303 TNCK
156	368 HOPE
157	317 QVCHD
158	245 TNTHD
159	246 truTVHD
160	242 USAHD
161	281 MTHD
162	335 VH1HD
163	260 WeHD
164	447 ONCE
165	406 TELe
166	402 UNLeHD
167	27 WUTF
168	401 Aqui
169	410 UVSO
170	413 DSCE
171	436 DFAM
172	405 MEGAHD
178	Care
179	Channel Guide



YOUR DINING GUIDE

YOUR DIET

Our patient dining service is designed specifically to support our patients' health, quality of life and the recovery process. This service allows us to cater to your needs and desires by personalizing our offering of menu selections. Our goal is to provide you nutritious meals and snacks that can help your recovery and are coordinated with your medical care. Plus, our dietitians are here to provide you with nutritional counseling during your stay and are available even after you go home.

There are many types of diets that our staff can prescribe to meet your needs. You may be on a regular diet with foods you are used to eating at home. Sometimes you will be on a special diet that is different from your usual eating habits. Please keep in mind that what you eat contributes to getting better.

Sometimes, tests and medications that are part of your hospital care plan will determine what you are able to eat and drink and the time of your meals.

We are pleased to offer Expressly for you dining service for our patients. This innovative dining program allows you to select meals from a wide variety of foods designed to enhance your experience as though you were eating at your favorite restaurant.

LEOMINSTER

Meal orders will be taken at your bedside twice a day, between 8:30 & 10am for lunch and then again between 1:30pm & 3pm for your dinner and breakfast order. Do not worry, if you arrive to your room after these times we will bring you our daily special that meets your nutrition needs and we will be sure to take your order for the next meal period. If you have any questions you can call the Kitchen between the hours of 7am-7pm by dialing #64386 from the phone in your room or 774-437-3725 from any outside phone.

CLINTON

Meal orders will be taken at your bedside twice a day, between 8:30 & 10am for lunch and then again between 1:30pm & 3pm for your dinner and breakfast order. Do not worry, if you arrive to your room after these times we will bring you our daily special that meets your nutrition needs and we will be sure to take your order for the next meal period. If you have any questions you can call the Kitchen between the hours of 6:30am-6:30pm by dialing #83946 from the phone in your room or 978-368-3970 from any outside phone.



VISITOR DINING OPTIONS

Dining Options for visitors are as follows:

ON OUR LEOMINSTER CAMPUS:

Cafeteria and Corner Cafe: First floor

Vending machines: Located in the first floor elevator lobby and emergency room waiting area

Snacks are also available in the gift shop

ON OUR CLINTON CAMPUS:

Cafeteria: Basement

1889 Cafe: First Floor

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.

LEAVING YOUR ROOM/PREVENTING FALLS

Patients of all ages are at risk of falling in the hospital. While you are here, you may feel dizzy or weak. Plus, illnesses, procedures, medicines or even just lying down for too long may make you less steady on your feet. To keep yourself safe:

- Get to know your room.
- Know how to use your call light.
- Call for help before you get out of bed or head to the bathroom.
- Don't walk if the floor is cluttered or wet. Call for help instead.
- Don't walk if the room is dark. Turn on the bedside light to clearly see your surroundings.
- When you are out of bed, don't walk in regular socks or bare feet. We provide special nonskid socks for you to wear instead.



- Don't try to walk if you feel dizzy.
- Use a walker or cane (if we give you one) to get around. Ask for instructions on how to use this equipment.
- Make sure your robe or pajamas aren't dragging on the floor, as that could cause you to trip.
- Allow someone to stay nearby when you are toileting or showering.

It's better to be extra careful than risk another medical problem from falling. We want to keep you safe.

RAPID RESPONSE TEAM

If you or a visitor notices a sudden, serious change in your medical condition, please alert your nurse right away. You may also reach our Rapid Response Team by dialing 12345 from your room phone. A member of the team will arrive shortly to assist your nurse in evaluating the problem.

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.
 - Patients who do leave the unit must develop a therapeutic plan for being off the unit with their physician and nursing team prior to leaving the unit.
 - Leaving the unit, if not part of your therapeutic care plan, may be considered leaving against medical advice and could result in your discharge.

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 or your appointment.
- 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:

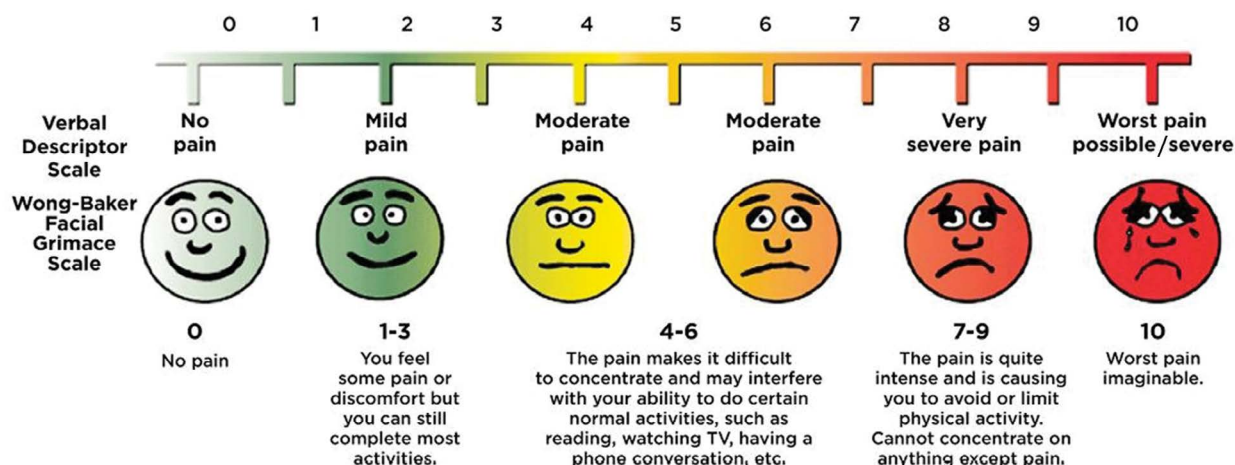
- We want you to help make decisions about your pain management. Let your care team know how much pain you have and whether it is affecting your ability to get up and walk, turn over in bed, tolerate a procedure, etc.
- Your care team is aware of the risk of opioid overuse and addiction. They will partner 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 on the next page.)
- 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?



AMENITIES

AUTOMATED TELLER MACHINES (ATMs)

CLINTON

The ATM is located on the 1st floor, down the hall from the reception desk.

GIFT SHOPS AND FLOWERS

LEOMINSTER CAMPUS

HealthAlliance-Clinton Hospital's Gift Shop, Nici's Nook, is staffed by volunteers and operated by members of the HealthAlliance Guild. All profits from sales go directly back to the HealthAlliance-Clinton Hospital community.

You can have gift items delivered to your loved ones during his/her stay at the Leominster Campus. Give us a call, and we would be happy to help you.

The gift shop carries a wide range of items, including:

1. Mylar balloons
2. Stuffed animals
3. Jewelry
4. Greeting cards
5. Health and beauty aids
6. Novelties and gifts
7. Postage stamps

Location: Lobby B, outside the Emergency Department

**Hours:**

Monday 9-2:30

Tuesday 9-2:30

Wednesday 9-1

Thursday 9-4

Friday 9-4

Saturday and Sunday, closed

Telephone: 978-466-2775

NOTARY SERVICE

Notary public services are available for patients and their families. To request notary services, please speak with a member of your care team.

Please note: A valid photo ID is required.

PARKING

HealthAlliance-Clinton Hospital Free parking at all 3 campuses: Clinton, Fitchburg, and Leominster

SPECIAL SERVICES

CUSTOMER FEEDBACK

Staff in our Quality and Patient Safety Office are here to receive any complaints or compliments about your care. They can also answer your questions about the services available at this hospital. To contact a customer feedback associate:

- Dial 978-466-2073.
- email at customerfeedback@healthalliance.com

CARE COORDINATORS

When it is time to be discharged from the hospital, a care coordinator will assist with your transition to home or an alternate setting.



SOCIAL WORKERS

Need help dealing with emotional and other issues that the stress of illness and hospitalization can cause? Our social workers can guide you to support services both in the UMass Memorial Health system and your community.

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.

SPIRITUAL AND PASTORAL SERVICES

Here at UMass Memorial HealthAlliance-Clinton Hospital we have a chaplain who is available upon request. The chaplain offers spiritual support to all faith traditions and those who have none.

The chaplain is a member of our palliative care team and helps address any spiritual or emotional concerns. The chaplain has a staff of volunteers to provide the sacrament to our Catholic patients and also interfaith pastoral care workers to provide visits to all of our patients. The chaplain sees patients on a consult basis placed by the physician or the Nurse. The chaplain supports families at end of life, new diagnosis and any issue the patient may request.

If you need spiritual services, ask a member of your care team to contact the chaplain's office.

PALLIATIVE CARE

Palliative Care is specialized medical care designed to support patients and their families coping with serious illnesses. This care focuses on relieving symptoms, pain, and stress regardless of the diagnosis. At HealthAlliance-Clinton Hospital, our Palliative Care Team is dedicated to enhancing the quality of life for both patients and their families.

Our Palliative Care services are delivered by a multidisciplinary team—including doctors, nurse practitioners, social workers, and chaplains—who collaborate with your other healthcare providers to offer an added layer of support.



Palliative Care is suitable for individuals of any age and at any stage of a serious illness, and it can be provided alongside treatments aimed at curing the illness.

WHY CHOOSE PALLIATIVE CARE?

- Improve quality of life
- Expert pain management
- Symptom relief
- Reduce depression, anxiety, and stress
- Support for families
- May even extend survival during serious illness

OUR COMMITMENT

The UMass Health HealthAlliance-Clinton Hospital's Palliative Care Team strives to deliver compassionate, expert care to patients and families facing serious illness, helping them manage challenging symptoms and navigate difficult decisions.

WHAT'S THE DIFFERENCE BETWEEN PALLIATIVE CARE AND HOSPICE CARE?

- **Palliative Care** focuses on whole-person care to relieve suffering and manage symptoms, regardless of whether the illness is curable or not.
- **Hospice Care** is a specialized type of care for patients who are nearing the end of life, focusing on comfort rather than curative treatments.

DOES INSURANCE COVER PALLIATIVE CARE?

Medicare, Medicaid, and most private insurance plans cover palliative care visits in both hospital and outpatient settings.

WHAT IS A HEALTH CARE AGENT?

A Health Care Agent is someone you choose to make medical decisions on your behalf if you are unable to do so yourself. You appoint a Health Care Agent by completing a Health Care Proxy (HCP) form, which is legally binding in Massachusetts. (Note: A health care proxy does not provide medical guidance; it simply designates who makes decisions for you.)

WHAT IS A HOSPITALIST?

A Hospitalist is a medical doctor dedicated to the care of hospitalized patients. We provide specialized care which only occurs in the hospital, ordering medications and tests and interpreting the results to best improve your health. We coordinate care with other members of the medical team, including other specialists involved in your care. We are skilled in listening and critical thinking. Upon discharge, we coordinate continuity of care with your primary care physician.



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.

WHAT IS ADVANCE CARE PLANNING?

Advance Care Planning is a process that helps you reflect on your values, goals, and medical preferences to prepare for future health decisions if you become seriously ill. It allows you to maintain control over your care and eases the decision-making burden on your loved ones.

This process involves understanding your unique health situation, learning about potential medical choices, and discussing what matters most with your family and doctors in case they need to make decisions for you.

IS ADVANCE CARE PLANNING RIGHT FOR ME?

Everyone can benefit from advance care planning as part of preventive health. It's never too early to talk with your loved ones and healthcare providers about your wishes and preferences.

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

Visits from family and friends are important to our patients during their hospital stay and can be good medicine for your recovery process. To support you, we have visiting hours from 10 am - 8 pm. If you would like to stay outside our visiting hours, please discuss with the nurse manager and nursing supervisor. Quiet time is also important to your recovery. Some units have designated quiet time during the day. During these times you are encouraged to rest. Visitors may stay during this time if you wish. To protect your



improving health, people with colds, sore throats or any contagious illness should delay visiting until they are well. We ask that visitors be considerate of others, speak quietly, silence electronic devices and avoid any unnecessary noise. Some patient units have special visiting hours or requirements for visiting.

SUPPORTING YOUR LOVED ONE

It is common for patients to become anxious or confused during a hospital stay. If you have a loved one who experiences these emotions, you can help by:

- Being calm and reassuring
- Giving simple instructions
- Staying with them in their room

For further guidance, please speak with a nurse caring for your loved one.

GOING HOME

PLANNING FOR YOUR DISCHARGE

When the time is right, we will begin planning for your discharge. 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

HEALTHALLIANCE HOME HEALTH AND HOSPICE

At HealthAlliance Home Health and Hospice, we understand that people, when given the choice, want to have their care continued in the privacy and comforts of their own home. We are your local Home Health and Hospice provider, providing skilled nursing, therapy services, social work and home health aides to help you reach your personal and medical goals. To contact us for additional information, please call 978-728-0621 or visit: <https://hahhh.org>

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 HealthAlliance-Clinton Hospital 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).

During your hospital stay, MyChart lets you do things like:

- View your daily schedule.
- View your care team and their roles.
- View your latest health information, such as vital signs and lab results.
- Review assigned educational materials.
- Have a virtual visit with your inpatient health provider.
- View our food menu.
- Enjoy apps such as Netflix and Hulu (you must have your own account to use the app).

MyChart also allows you to stay connected with HealthAlliance-Clinton Hospital 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 HealthAlliance-Clinton Hospital]. 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 18 to 95 — and talents help make HealthAlliance-Clinton Hospital a very special place to receive care.

If you would like information on volunteer opportunities, visit <https://www.ummhealth.org/giving/ways-to-give/volunteer-services>.

PATIENT AND FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council (PFAC) is made up of patients and family members who work in partnership with UMass Memorial leaders to assess and improve the quality, safety and experience of patients, their families and visitors. Interested in joining? Simply scan the QR code on the right to complete a brief application and a member of our team will be in touch with you.



MAKE A GIFT

Your gift makes a difference. HealthAlliance-Clinton Hospital is truly deeply committed to advancing the health and well-being of the people of North 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 HealthAlliance-Clinton Hospital, visit www.ummhealth.org/giving or call (978) 466-4516.



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 [HealthAlliance-Clinton Hospital. 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:

1. To obtain, upon request, the name and specialty of the physician or others responsible for your care or coordination of care.
2. To freedom of selection of a physician and facility except for emergency medical treatment, provided that the physician is able to accommodate the patient.
3. To participate in the development and implementation of the plan of care.
4. To the confidentiality of all records and communication as provided by law.
5. 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. Patients have the right to withdraw consent to see a visitor at any time.

6. To have all reasonable requests responded to promptly and adequately within the capabilities of this facility.
7. Upon request, obtain an explanation as to the relationship, if any, of this facility to any other health care facility or educational institution as it relates to your care or treatment.
8. Upon request, to receive any information which 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 this facility.
9. To receive information about your responsibilities while receiving care, treatment, and services.
10. 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.
11. 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.
12. To refuse to be examined, observed, or treated by students or any other staff member without jeopardizing access to physiological, psychological, or other medical care and attention.
13. 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.
14. To be notified in advance of providing or discontinuing care whenever possible.
15. To privacy and personal dignity during medical treatment or care within the capacity of the facility.
16. To have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences, sexual orientation, gender identity, or gender expression respected.
17. To request pastoral and other spiritual services.
18. To lifesaving treatment in an emergency without discrimination because of the source of payment or delay due to discussions of the source of payment
19. If refused treatment because of lack of a source of payment, to a prompt and safe transfer to a facility that agrees to receive and provide treatment
20. If you are a rape victim of childbearing age who may become pregnant, 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.
21. 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.



22. If you have breast cancer, complete information regarding alternative treatments which 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.
23. To be free from seclusion or restraint of any form, imposed as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion may only be imposed to ensure the immediate physical safety of a patient, a staff member, or others and must be discontinued at the earliest possible time.
24. To appropriate assessment and management of pain.
25. 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 in your discharge process.
26. 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.
27. To receive care in a safe setting free from all forms of abuse and harassment.
28. To interpreter services upon request.
29. To be informed about the outcomes of care and treatment that was provided, including unanticipated outcomes.
30. 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, and to have a copy of said itemized bill or statement sent to your attending physician.
31. 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.
32. If this facility provides maternity services and you are a maternity patient, 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:

QUALITY AND PATIENT SAFETY OFFICE AT HEALTHALLIANCE-CLINTON HOSPITAL

60 Hospital Road, Leominster, MA 01453

Tel: 978-466-2073

Email: customerfeedback@healthalliance.com



**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

**LIVANTA
BENEFICIARY AND FAMILY CENTERED CARE QUALITY IMPROVEMENT
ORGANIZATION**

Tel: 866-815-5440
www.livantaqio.cms.gov

**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:

PRIVACY OFFICER

HealthAlliance-Clinton Hospital
60 Hospital Road
Leominster, MA 01453
Privacy Line: 978-466-2136

**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.

UMass Memorial Health 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 (large print, audio, accessible electronic formats and other formats)

UMass Memorial Health 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 774-441-6793 (TTY: 711).

If you believe that UMass Memorial 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 1557 COORDINATOR

UMass Memorial Health

Compliance Office

365 Plantation Street, Biotech One

Worcester, MA 01605

Tel: 978-466-2136 | Email: UMMH1557Coordinator@umassmemorial.org

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 hhs.gov/ocr/portal/lobby.jsf, or, by mail or phone at:

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, DC 20201

Tel: 1-800-368-1019 or 800-537-7697 (TDD)

[illegible]

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 – HealthAlliance-Clinton Hospital is a full-service, regional community hospital with a commitment to serving North Central Massachusetts and beyond. As part of the UMass Memorial Health system, we provide more than 550 physicians across nearly 50 health care specialties and a full complement of services on campuses located in Clinton, Fitchburg, and Leominster. We offer critical care services, state-of-the-art diagnostic imaging, dialysis, laboratory, palliative care, surgery and inpatient hospice care. Other services include two 24-hour, state-of-the-art emergency departments, two urgent care centers, primary care, the Simonds-Sinon Regional Cancer Center, home health and hospice, physical therapy centers, a specialty care clinic and geriatric medical psychiatry programs and services. We are relentless in our pursuit of compassion and patient-centered care.

*Visit www.ummhealth.org/healthalliance-clinton.
General information: 978-466-2000*



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 and Milford Regional Physician 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 – Marlborough 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).