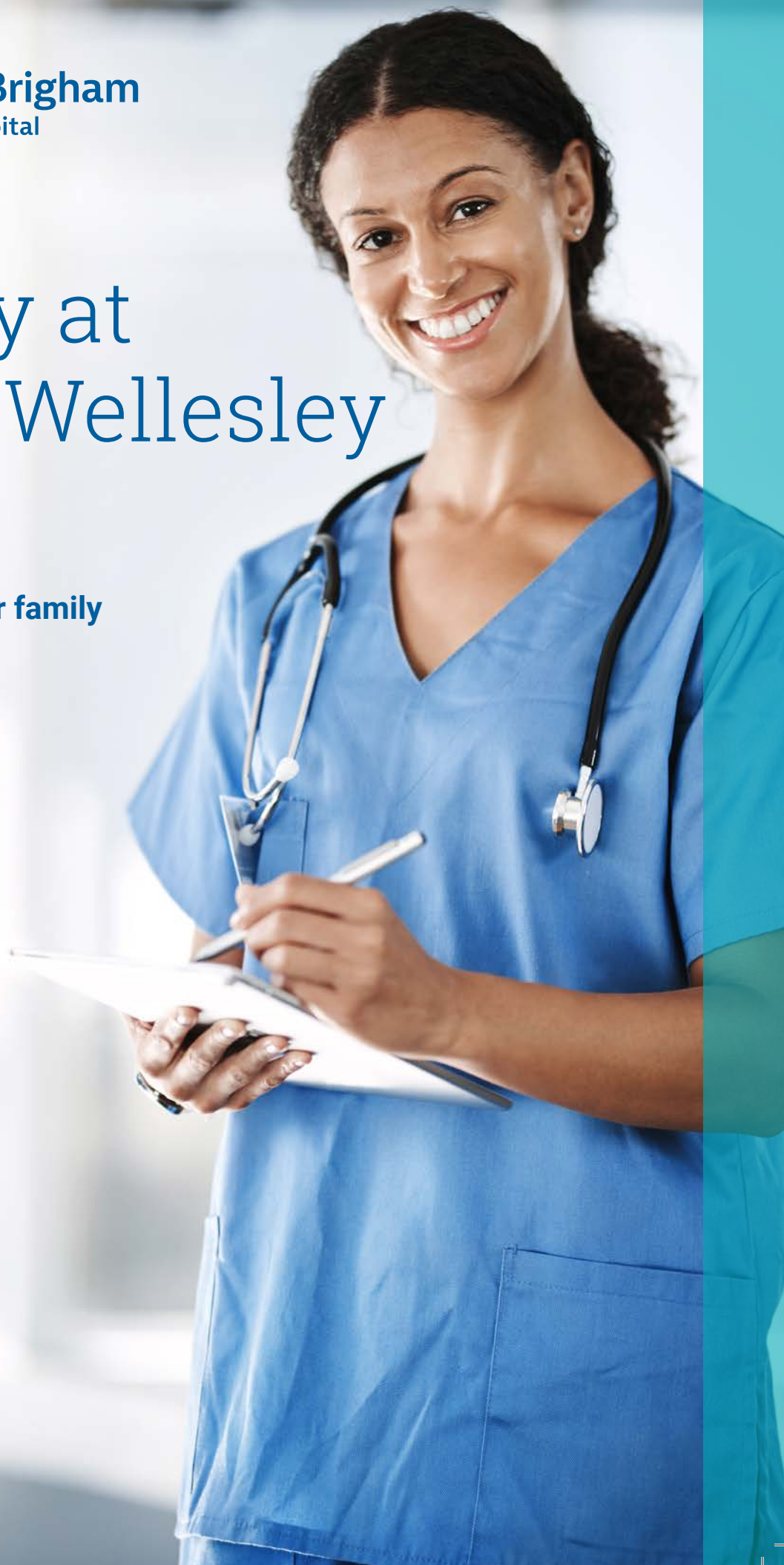




Your stay at Newton-Wellesley Hospital

A guide for you and your family



Important phone numbers

Unless otherwise noted, the following numbers are in the 617 area code. If you are dialing from your room phone, you may simply dial the last four digits. If you would like to reach a Newton-Wellesley Hospital operator, please dial "0."

Main Number	243-6000	Intensive Care Unit	243-6587
Admitting	243-6180	Interfaith Chaplain Service	243-6634 (Department of Spiritual Care)
Billing	726-3884 (hospital and patient accounts)	Interpreter Services	243-6698
CareFinder	243-6566, nwh.org/docs (physician referral and information)	Medical Records (HIM)	243-6236
Case Management	243-6695	Nutrition and Food Services	243-6198 (Dietary Office)
Cashier's Office	243-6115	Patient Experience	243-6205
Centralized Scheduling	243-6800	Patient Information	243-6000
Childbirth Education	243-6649	Public Affairs	243-5386
Concierge	243-6222	Registration	243-6180
Directions to NWH	243-6970	Rehabilitation Services	243-6172
Discharge Planning	243-6695	Public Safety/Parking	243-6478
Emergency Department	243-6193	Social Services	243-6695
Financial Counseling	243-6824	Surgical Center	243-6828
Flower Shop	243-6079	TDD	243-6000 (telephone for the hearing impaired)
Gift Shop	243-6079	Volunteer Services	243-6048
Home Health Care	781-681-1200	Wellness Center	243-6221
Housekeeping/ Environmental Services	243-6615		

Thank you for choosing Newton-Wellesley Hospital!

Your stay at Newton-Wellesley Hospital

A guide for you and your family

Patient name: _____

Room number: _____ Room phone number: _____

Do you primarily use a language other than English, or are you Deaf or Hard-of-Hearing? Please let us know.

¿Su idioma principal es diferente al inglés, o es sordo, o tiene algún problema de audición? Por favor, déjenos saber.

Utilisez-vous principalement une langue autre que l'anglais, ou êtes-vous sourd ou malentendant? Faites-le nous savoir.

Говорите ли вы в основном на языке, отличным от английского, имеются ли у вас какие-либо нарушения слуха? Пожалуйста, сообщите нам.

Você fala outro idioma que não seja o inglês, ou é surdo, ou tem deficiência auditiva? Por favor deixe-nos saber.

您主要使用并非英文的另一种语言，或是属于耳聋或耳背人士？请您告诉我们。



Interpreter Services

For patients with Limited English Proficiency, or who are Deaf or Hard-of-Hearing, Newton-Wellesley Hospital provides interpreter services at no charge—for every spoken language and for American Sign Language. We have a language chart to help you tell us which language you prefer. Please let a member of your care team know if you need interpreter services.

MassRelay

Newton-Wellesley Hospital supports the use of MassRelay, a free and confidential communication relay service for those who may be Deaf, Hard-of-Hearing, late deafened or speech disabled. Depending on the type of disability, MassRelay's services are specialized to fit your needs. Dial 711 from a TTY, or please visit mass.gov/massrelay to learn more.

This Newton-Wellesley Hospital Guide is a resource to help you and your family and friends during your hospital stay. In this Guide, you will find answers to many frequently asked questions. We hope that you will take time to read this through. If you have any questions throughout your stay, please do not hesitate to ask your nurse or another member of your care team at any time.

This Guide provides an overview of the important information you need to know about your hospitalization, safety and comfort, and patient rights and responsibilities, along with information for visitors. The Newton-Wellesley Hospital website has more information about many of the topics within this Guide and about the hospital, including:

- Information about your stay
- Up-to-date information about our current visitor policies
- Directions and parking
- Helpful phone numbers
- Billing and records



Scan this QR code to see the latest patient/visitor information at [nwh.org](https://www.nwh.org)

Visit [nwh.org](https://www.nwh.org) to learn more.

Our mission is to treat and care for all our patients and their families as we would a beloved family member.

Notes on terminology

1. This guide reflects the current understanding of Newton-Wellesley Hospital that “people-first” language is strongly encouraged for people with intellectual and developmental disabilities, but “disabled people” is often the term preferred by people with cognitive, mental, physical and sensory disabilities. We have been educated to understand that people-first language is intended to emphasize the humanity of the person in question. The term “disabled people,” on the other hand, is intended to signify that the disability is intrinsic to whom an individual is in the world. In an effort to honor and be inclusive, this guide will use the terms “people with disabilities” and “disabled people” in context, and at times interchangeably when they apply to multiple different kinds of disabilities.
2. At Newton-Wellesley Hospital, we define “family” however you define family. The use of the term “family” in this guide is not meant to be restrictive to biological parents, children or other relatives.

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Welcome

From Errol Norwitz, MD, President, Newton-Wellesley Hospital



Welcome to Newton-Wellesley Hospital, a member of Mass General Brigham. I realize that a stay in the hospital can be an overwhelming experience at times, but rest assured that while you are here, your safe care and personal comfort are our top priorities.

For over 130 years, Newton-Wellesley Hospital has cared for our community with skill and compassion and a deep appreciation of the needs of our patients. We are proud to offer the services and expertise of a major medical facility with the convenience and personal attention of a community hospital, close to home. Being a regional health care leader is a privilege we do not take for granted and a responsibility we take seriously.

Beyond the care team who visits you every day, there are countless individuals devoted to making your experience the best it can be—from our kitchen staff, to our receptionists, to the teams keeping our buildings and computers running. We are all proud to serve you and your family.

During your stay, I invite you to become a fully engaged partner in your care. Ask questions. Offer opinions. Explain your concerns. Our team will work closely with you to understand what matters to you and to help you throughout your stay with us.



We listen to our frontline caregivers and to every member of our team—now we want your voice. While you are here, please let us know how we are doing. Our commitment to learning from you does not end when you leave our hospital: on an ongoing basis, we invite you to turn to us with any questions or concerns you might have regarding your health.

You can be confident in the care you and your loved ones receive at Newton-Wellesley Hospital. Our mission is to treat and care for you as a beloved family member—that enduring commitment continues to guide our journey as we grow and improve, pursuing our vision to become the best community hospital in the country and consistently surpass our patients' expectations.

On behalf of all of us at Newton-Wellesley Hospital, thank you for entrusting us with your care. We wish you well.

Most sincerely,

Errol

To view this guide online, please visit nwh.org.

Your care team

While you are a patient at Newton-Wellesley Hospital, you will be at the center of your health care team and will meet many health care professionals and other staff members. A doctor and registered nurse will always be responsible for your care. They will work in partnership with you and all other team members to meet your care needs. Below are some of the types of care providers you may meet during your stay.

Attending physician – the doctor who is primarily responsible for your care while you are in the hospital. The name of the attending physician should be on the white board on the wall of your hospital room. Your attending physician will see you regularly to examine you, to discuss your progress, and to notify you and your family of any plans for tests or changes in your treatment. They will answer any questions that you may have and will arrange for follow-up when it is time for discharge from the hospital.

Hospitalist – an attending physician who specializes in caring for hospitalized adult medical or pediatric patients. Hospitalists oversee your care while in the hospital. The hospitalist will manage your course of treatment and consult with specialists as needed while staying in close contact with your primary care physician.

Residents / Fellows / Interns / Medical Students – the doctors-in-training that work in a team and



are supervised by your attending physician. They include:

- **Fellows** – physicians who have completed residency, and are specializing in a particular area of medicine or surgery, such as cardiology and critical care medicine
- **Residents** – doctors in their second- to fifth-year of training after medical school

Did you know...?

Newton-Wellesley Hospital has deep roots in the community. Since our founding as a “Cottage Hospital” in 1881, we have evolved and advanced—yet our mission has remained constant. It is this passionate resolve that has propelled us to be a nationally recognized, award-winning hospital.

- **Interns** – doctors in their first year of training after medical school
- **Medical students** – from Harvard Medical School or Tufts Medical School
- **PA students** – Physician Assistant students from Massachusetts College of Pharmacy and Health Sciences

Nurses – a registered nurse (RN) will care for you throughout your hospital stay and is always available to answer any questions or to discuss concerns that you or your family may have. Your nurses will make sure that you receive the appropriate medications, any medical or post-surgical treatments you require (such as dressing changes), and the diagnostic tests ordered by your doctor. Your nurses also will provide information and education that you will need to prepare you for discharge.

Case managers – nurses or social workers who may assist in your care while you are in the hospital and when it is time for discharge planning. The case manager knows the various resources in your community and can help to arrange home care, or, if needed, help you or your family choose a skilled rehabilitation or nursing facility. The case manager can also help with any questions or problems regarding your medical insurance or financial issues during your hospital stay.

Dietitians – a dietitian may visit you during your hospital stay to review your diet and meal selections and make any recommendations about how your diet should be changed to improve your health. Your dietitian may also provide specific instructions if you are unable to eat a regular diet (for example, intravenous feedings if you cannot eat by mouth). You can contact a clinical dietitian by calling 617-243-6406 if you have questions about your diet after discharge. You can also set up an appointment to meet with a dietitian in our outpatient clinic

by calling 617-243-6144; be sure to contact your primary care physician to get a referral to the clinic.

Physical and occupational therapists – assist patients with physical disabilities related to stroke, orthopedic problems, arthritis or general weakness after medical illnesses or surgery. They can assess for your physical needs for a safe transition home and, if necessary, can provide you with devices that will improve your safety and mobility.

Respiratory therapists – assist patients who need oxygen or special breathing treatments during their hospital stay. They also will help plan for discharge if you need these treatments when you are home.

Other hospital staff – chaplains, pharmacists and phlebotomists (lab technicians) also may be involved in your care. You also will meet many people, including environmental services workers/housekeepers and food services workers, who will be in and out of your room on a regular basis to attend to your needs.

You – One of the most important members of your care team is you. We encourage you to share your thoughts and concerns. Ask questions. Take notes (use page 31 of this Guide). We urge you to join us as a full partner in your care. Research tells us that patients who participate in decisions about their health care are more likely to feel and function better.

Your caregiver(s)/support person – If you have caregivers or a support person, they are also important members of your care team. Caregivers may be broadly defined as people who provide guidance or help to care for you outside the hospital. This includes family members, friends and others. We welcome their input and respect their commitment to support you.

Your room

Room assignment

You have been admitted to a patient care unit based upon the type and level of care you need. Each room has special equipment and features to help keep you safe and comfortable.

We do our best to provide the most comfortable and quiet environment for your hospital stay. We recognize that sometimes due to higher hospital capacity, that you may not have a private room. We strive to maintain confidentiality and your privacy in these situations.

Call button

If you need assistance from the nursing staff, please use the nurse call button located on your bed and in the bathroom. The button activates a light by your door and a light and an alarm at the nurses' station.

Bed monitor system

Beds on several units have special sensor pads under the mattress that constantly monitor your vital signs without any discomfort or restrictions on your movement. Data is immediately transferred to a central monitoring system to help prevent falls and to alert your nurses to any unexpected changes.



Newton-Wellesley Hospital is committed to using evolving technologies to provide you with the safest and highest-quality care, such as our remote bedside monitoring equipment, bed alert systems and mobile phone technology (which our caregivers use to share information wherever they are in the hospital).

Wi-Fi internet access

Wireless internet access is available throughout the hospital for our patients, families and visitors. Please select network "phspiaguest" from your Wi-Fi enabled device to access this free service.

Television

Every patient room has a free TV and offers a wide selection of television channels. All televisions are equipped with closed-caption capabilities. Please ask your nurse if you would like to activate this option.

Telephones

A bedside telephone is available in each inpatient room. Please be considerate of those around you regarding the tone, noise level and content of conversations; we encourage you to refrain from making calls after 10:00 p.m. to allow patients (including you) to rest and recuperate. If you would like to unplug your phone for any period of time, please ask a member of your care team. Your family and friends can be connected to your room by calling 617-243-6000.

To place a call within the hospital from your bedside telephone, dial the last four digits of any hospital phone number. A list of helpful numbers is provided on the inside front cover of this guide.

Telephone calls within Massachusetts are free, except for calls made to area code 413. To make



a call, dial 9 + area code and number. All long-distance calls must be collect or charged to a calling card.

Cell phones – Cell phones may interfere with medical equipment. Please check with your nurse before using a cell phone from your room.

MassRelay – Newton-Wellesley Hospital supports the use of MassRelay, a free and confidential communication relay service for those who may be Deaf, Hard-of-Hearing, late deafened or speech disabled. Depending on the type of disability, MassRelay's services are specialized to fit your needs. Dial 711 from a TTY, or please visit mass.gov/massrelay to learn more.

Portable telecommunications devices for the deaf (TDDs) – TDDs are available at no extra charge for patients who are Deaf or Hard-of-Hearing. To request this service, please ask your nurse to call the hospital operator.

Your privacy

You have the right to privacy and confidentiality. You may ask to restrict who can visit, or request that information about your hospitalization and/or condition not be shared.

Photography and video recording

Video, audio and photographic recording is prohibited without the express consent of all parties involved. Please respect the privacy of all patients, visitors and staff.

Your safety and comfort

Home medications

If you have come to the hospital with any medications from home, be sure to alert your nursing staff. We do not want you to take your home medications as they might not be indicated with your current medical condition in the hospital. Nursing staff will secure your medications until your discharge and will ensure you receive all appropriate medications while you are here.

Personal medical devices

If you brought any personal medical devices into the hospital (e.g., CPAP, insulin pump),

please inform your nurse before using them. As part of your care plan, your doctor may prescribe a different device to use while you are in the hospital.

Patient wrist bands

While you are an inpatient at Newton-Wellesley Hospital, you will be given an identifying wrist band. Expect our staff to check for two identifiers (usually name and date of birth) so they can be sure they are giving you the right care ordered by your care team.

Although the two-identifier check may seem obvious and repetitious from someone you may have come to know well, please know that we are taking this extra step for your safety. If you are in a situation where a clinician is starting treatment or giving you medication without confirming the match to your identification band, please remind them.

Fall prevention

Your safety is our priority. Everyone can be at risk for a fall in the hospital. Some illnesses, medications or procedures can increase your risk. To help reduce your risk of falling:

- Call for help when you need to get out of bed or use the bathroom.
- Do not get out of the bed or chair if you hear an alarm.
- Ask for help to move an IV pole or other equipment.
- If needed, use a cane or walker when moving around.
- Wear your glasses and/or hearing aids.
- Wear non-skid footwear.
- Do not lean on your over-bed tray table or nightstand for support (they have wheels).



Did you know...?

Newton-Wellesley Hospital is a member of Mass General Brigham, a nonprofit network founded by Massachusetts General Hospital and Brigham and Women's Hospital. This affiliation allows us to provide patients with seamless accessibility to the most advanced specialty care in the world.

Infection control

Your care team is deeply committed to stopping the spread of infection and assuring you the highest quality of care.

Avoiding infections

Proper hand washing is the best way to prevent the spread of infection. To help reduce the spread of germs and reduce the risk of infection, be sure to wash your hands with soap and water:

- After using the toilet
- Before eating
- Whenever hands are dirty

If you do not see your care team wash their hands or use hand sanitizer before examining you, please remind them to do so.

Cover your coughs and sneezes

Coughs and sneezes spread germs in the air. To help contain them:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- If you do not have a tissue, cough or sneeze into the bend of your elbow, not your hands.
- You may be asked to wear a mask to protect others.

Follow posted precautions

Patients with certain medical conditions may be placed on "precautions" to decrease the spread of germs. Precautions are special instructions about entering and leaving your room and

coming into contact with other people. Ask your nurse to explain these special instructions. Your family and friends should also check with the nurse before entering your room and may be asked to use hand sanitizer and put on gloves, a mask and/or a gown when they visit.

Comfort, noise and cleanliness

Your environment is important to your healing process, and we want to make your stay as comfortable as possible.

Please be considerate if you share a room with another patient and you are using the phone, or have family or friends visiting. Thank you for helping us achieve a quiet care environment for all.

Please talk with any member of your care team if you have concerns about the comfort, temperature, noise level or cleanliness of your room.

If you have comments or concerns about the cleaning of your room, you may dial 617-243-6615 or extension 6615 from your bedside phone and leave a message. A representative from housekeeping/environmental services will visit your room promptly.

Valuables and belongings

The hospital is NOT responsible for your valuables and belongings. Valuables, including wallets, watches or jewelry, are best left at home.

Please ask a family member or friend to take any valuables or large amounts of money home for you. You should also ask a member of your care team to have items placed in the hospital safe while you are in the hospital if your valuables cannot be left at home.

Some patients may need to keep certain assistive devices with them during their stay. Examples of these belongings include glasses, dentures, hearing aids, canes, etc. Please be sure your nursing staff are aware of each of these items, along with cell phones, electronic devices or any other items you may choose to keep with you, and have documented them. If any of these belongings are lost while you are in the hospital, be sure to report it immediately to your nurse.

Your meals

Nutrition services

We take pride in offering you delicious, healthy meals to improve your stay and help you heal. Our registered dietitians will consult with your physician to make sure your nutritional needs are met. They are also available to help you and your family learn about your diet and nutritional care before you are discharged. Please inform us of any dietary restrictions you may have due to food allergies, other health reasons, personal or religious practices.

Room service

Our Food and Nutrition department is proud to offer Room Service dining to our patients, allowing you to eat when you want and choose your favorite selections from our diet-specific menus. Our goal is to meet your nutritional needs with high-quality meals and personalized service.

Your Room Service Ambassador will assist you during your stay and will bring you the appropriate menu based on your physician-ordered diet.

- When you've decided on your choices, dial



617-243-3663 (FOOD), or extension 3663 ("FOOD") from your bedside phone to place your order.

- Orders may be placed from 6:30 a.m. – 7:00 p.m.
- Once an order is placed, it will be prepared and delivered within 45 minutes.
- Breakfast items are available throughout the day; lunch and dinner selections are available after 11:00 a.m.
- Please do not place any personal items on your meal tray to ensure they are not lost when the tray is taken away.

A small kitchen on your unit is stocked with beverages and healthy snacks. If your diet allows, these items are available to you between meals. Your nurse or Room Service Ambassador can assist you.

Guest meal trays

Your guest may wish to dine with you. For a fee, guests may order from our Room Service menu. Please ask your Room Service Ambassador for more information.

Food from home/outside

If your patient care unit and dietary plan allow it, family and friends may bring you food from outside of the hospital. Please check with your nurse to make sure that the food is OK with your dietary plan.

Partners in your care

Ways you can promote quality care as a patient:

1. Be actively involved in your own health care and voice your thoughts or concerns.
 - Ask questions and take part in decisions.
 - Ask about your diagnosis, medical tests or treatment plan.
 - Ask for educational materials to help you.
2. Enroll in Patient Gateway.
 - Patient Gateway is a convenient, efficient and secure way to manage your health and communicate with your doctor's office online.
 - Patient Gateway provides you with information on your medications, allergies, immunizations, lab results and visit notes—on a desktop web browser or through the Patient Gateway app available on iOS or Android.
 - Parents, guardians and adult children of elder parents may also take advantage of these features to help coordinate care for children, dependents or older adults.
 - Activate your account by visiting patientgateway.org and clicking "Enroll Now."



Scan this QR code to learn more about Patient Gateway and to enroll



3. Make sure you understand your medications.
 - Ask about the purpose as well as the side effects and possible interactions of all medications to be taken at home.
 - Check that the medication you are given is what your physician ordered.
 - Make sure you understand the directions for use and timing around meals.
 - Review how frequently and for how long you need to take each medication.
4. Make sure you understand your next steps.
 - Know what treatments are required after you leave.
 - Be sure to know what follow-up appointments to make.

All this information will be written down for you in your Home Care Instruction folder at discharge. However, we encourage you to take the opportunity to review your care with your Newton-Wellesley Hospital care team before you are discharged.

Leaving the hospital

We want to be sure you continue to get the care you need after you leave the hospital. You may be well enough to go home (possibly with visiting nursing services, physical therapy or other services), or you may need to go to a skilled nursing facility, inpatient rehabilitation facility or long-term acute care facility. Your care team, including nurse case managers and social workers, will develop a discharge plan based on your specific medical and health care needs, available services and health insurance. You will be provided with educational information on self-care outside the hospital, including an After Visit Summary, and we will involve your caregiver(s) in demonstrations and/or teaching and education about your particular needs.

Make sure you ask about what medications to take after leaving the hospital and what side effects to look for while taking these medications. Speak with your care team if you have any questions or concerns before leaving the hospital.

We work closely with Mass General Brigham at Home (part of the Mass General Brigham system) to provide nursing care, home aide, physical and occupational therapy, nutrition counseling and other health services outside the hospital. We also work closely with many community resources and agencies that can provide transportation, Meals on Wheels and other services. For more information, please ask your nurse to call the Care Coordination Department at ext. 6695.

When you leave, remember to check your room for all personal belongings and ask your nurse to arrange to obtain any items or medications that may have been secured for you. You will be



asked to sign a form to verify that you have all your personal belongings before you leave.

Transportation from the hospital

Transportation is a vital piece of the discharge plan. If your medical team determines that you are medically safe to be picked up by car, please arrange for a family member or friend to pick you up.

If you do not have someone to transport you home or to your next destination, your care team can help you explore alternative options for transportation. Ambulances and chair cars are often not covered by insurance unless they are deemed “medically necessary.” You may be charged between \$50-\$500, or more, if it is not a covered service. Please understand that your coverage can change based on your medical needs.

If you are currently without housing, please talk to your care team about ways we may be able to assist you.

CareFinder

CareFinder—our physician referral and information line—can help match you or a family member with a primary care physician or specialist who is right for you. To contact CareFinder, please call 617-243-6566, email carefinder@partners.org or visit nwh.org/docs.



Scan this QR code to see the Newton-Wellesley Hospital Find a Doctor website.

Financial matters

You are responsible for any costs associated with the care you receive. If you have insurance, you are responsible for contacting your insurance company and verifying your benefits. We will verify your insurance eligibility for all scheduled admissions or appointments prior to your arrival, but your insurance company should advise you of any potential out-of-pocket expenses

including any co-pays or deductibles. Financial coordinators are available to assist with any questions you may have by calling 617-243-6824.

You may receive several bills after your stay, including charges for any hospital or professional services. You will receive a separate bill from any consulting physicians including, but not limited to, physicians from the Emergency Department, Anesthesiology and/or Pathology Departments. Before you leave the hospital, you may be asked to pay for any items not covered by your insurance co-pays, and any private room balances incurred during your stay.

Newton-Wellesley Hospital makes every attempt to collect payment due from your health insurance company for the services covered by your policy. However, you are ultimately responsible for payment for your care. After discharge, if you have any billing questions or need additional information, please contact Mass General Brigham Patient Billing Solutions at 617-726-3884:

- Monday, Tuesday, Wednesday, Friday: 8:00 a.m. – 4:30 p.m.
- Thursday: 9:15 a.m. – 4:30 p.m.





The Mass General Brigham website is a great resource for billing and insurance information. Scan this QR code to learn more.

Financial assistance

Newton-Wellesley Hospital participates in the Massachusetts Health Safety Net Program. Any resident of the Commonwealth of Massachusetts who requires emergency or immediate care will be provided with medical treatment without regard to ability to pay. Full free care or partial free care is available based on several factors including, but not limited to, a patient’s income, resources, third-party coverage, ability to pay and medical hardship.

Newton-Wellesley Hospital will not discriminate on the basis of age, race, color, national origin, citizenship, immigration status, religion, creed, sex, sexual orientation, gender identity, or disability in its policies or in its application of policies concerning the acquisition and verification of financial information, payment plans or eligibility for full or partial free care. Information regarding the hospital’s credit and collection policy, and the full or partial free care program, can be obtained from the Financial Counseling Office at 617-243-6824, Monday through Friday, 8:00 a.m. – 4:30 p.m.

Share your experience with us

Your experience is very important to us. Newton-Wellesley Hospital continuously listens to the voices of patients and families and uses

this feedback to provide the best possible care experiences. Newton-Wellesley Hospital partners with NRC Health to administer patient surveys, typically contacting patients 1–3 days after inpatient and outpatient visits. Surveys are administered by telephone, email and/or text message and in your preferred language. Participation is entirely optional, and responses will not affect your care in any way. We hope that you will partner with us in our continuous improvement journey by participating in the survey. We thank you in advance for your comments and ideas.

Your rights and protections against surprise medical bills



Scan this QR code to read more about your rights and protections against surprise medical bills.

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

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

Did you know...?

Newton-Wellesley Hospital’s maternity services regularly welcomes nearly 4,000 newborns into the world every year.



Thanking your care team

Patients and family members often ask how they can recognize the doctors, nurses, or other staff members who went above and beyond during their stay. Messages of thanks or appreciation can be directed to any member of our staff through our Patient Experience office at 617-243-6205 or nwhexperience@partners.org.

You may also make a gift in honor of your caregiver(s). Not only will your tribute donation be a meaningful testament to the doctor, nurse, therapist, or even entire department that you choose to honor, it will also ensure that more patients will receive the same extraordinary care. Through your gift, and the gifts of others like you, caregivers are offered recognition beyond the satisfaction of a job well done. To learn more about ways to give, please contact the NWH Development Office at 617-243-6243 or nwhdev@partners.org.



Visit giving.nwh.org or scan the QR code to make a gift in honor of a caregiver today!

Donations may be mailed to: Newton-Wellesley Hospital Development Office, 2014 Washington Street, Newton, MA 02462.

The DAISY Award

Newton-Wellesley Hospital is proud to be a part of the a national award program aimed at recognizing nurses who provide compassionate care that makes a



meaningful difference in the lives of patients and families. If you want to recognize your nurse, please take a few moments to tell your story. Nomination

forms can be accessed through our external website at nwh.org/medical-education/nursing/nursing, by scanning this QR code, or you can ask the nurse director or unit coordinator for a paper copy.

We look forward to hearing your stories!



Medical records

Your medical information, including test results, discharge summaries and instructions, medications, procedures, immunizations, prescription renewals, allergies and conditions are available to you through Patient Gateway, the Mass General Brigham secure patient portal. Go to patientgateway.org to enroll.

You can request a paper or electronic copy of your medical record by submitting an authorization form to Mass General Brigham Medical Records, Release of Information Unit. For complete instructions and to print the form, go to the Mass General Brigham website at massgeneralbrigham.org/patient-information/request-medical-records. If you do not have internet access, you may contact Release of Information at 617-726-2361.



Scan this QR code to quickly access our medical records site.

For copies of radiology images or films, please contact the Radiology Imaging Archive at 617-243-6071 ext. 2.

For copies of hospital bills, call 617-726-3884.

If you have any questions or concerns about your health after leaving Newton-Wellesley Hospital, please do not hesitate to reach out to your care team. We want to keep you safe, healthy and well. Always call 911 if you need emergency assistance.

Visitor information

See nwh.org for the most current visitor policies and hours

Please help us create a welcoming, respectful, quiet and safe environment for our patients, families, visitors and staff. We encourage you to ask the patient and their nurse about the best time for your visit and if any visiting restrictions are in place. Care team members may need to limit or restrict visitation when reasonably necessary to provide the best possible care to patients and to maintain the safety of the care environment. It is recommended that visiting hours end at 8:00 p.m. to promote rest and healing. Please discuss any special requests with nursing staff. See page 24 for additional information about visiting hours.

Access to patient care areas

Some patient areas are locked. Instructions for gaining entry to these units are posted at the unit entrance.

Banking

ATMs are available for the convenience of our patients and visitors. A Bank of America ATM is located just off the West Lobby adjacent to the cashier's office. A Citizen's Bank ATM is located at the West Lobby near the parking cashier.

Behavior

Respectful behavior is expected of all. Discriminatory or culturally insensitive language, or behavior that is verbally or physically threatening, is not tolerated.

Belongings

You are responsible for your belongings. Please leave anything of value at home. Some units have guidelines as to what may or may not be brought onto the unit for infection control or safety reasons. Illicit, dangerous or potentially harmful objects or intoxicating substances may not be brought onto hospital property.

Cafeteria

Our cafeteria is located on the second floor. The cafeteria offers an a-la-carte menu with daily hot and cold entrees, grilled items, a salad bar, sandwich counter and full take-out service—and a variety of options to fit a range of dietary preferences and restrictions.

See nwh.org for cafeteria hours and visitor information.

Vending machines offering coffee, drinks, sandwiches and snacks are available 24 hours a day and are located across from the cafeteria.

Charlie's On the Way

Charlie's on the Way, located near the East Lobby, is a take-out restaurant providing Starbucks coffee,

Order online with GET

The cafeteria now offers a way to easily order food online for quick pick-up. Visitors can view menus, prices and daily specials and then pre-order/pre-pay for food using a credit or debit card. Go to get.cbord.com and choose "Newton-Wellesley Hospital" as the institution in the drop-down. View the menu and select the items you want to order and add them to your cart. When you're done, go to the "My Cart" tab and click "Check Out." You will be prompted to enter your name, email and phone number and then your credit/debit card information. Your food will be ready in 15 minutes and can be picked up at the designated area in the cafeteria.

Ordering hours:

daily, 10:30 a.m. – 6:00 p.m.



Scan this QR code to order food to go from the cafeteria. No registration necessary – choose "Guest Ordering" to view the menu and place your order.

espresso, cappuccino, upscale sandwiches and beverages along with fresh baked goods including muffins, cookies, bagels and pastries.

Charlie's on the Way hours:

- Monday – Friday: 6:00 a.m. – midnight
- Weekends: 6:00 p.m. – midnight (no cash accepted this shift)
- Holidays: Closed

Chapel/interfaith prayer room

Our Interfaith Prayer Room is located on 2 West,



near the Intensive Care Unit. The room is open 24 hours a day. Everyone is welcome to use this space for a quiet refuge. If you would like to speak with one of our Spiritual Care/Hospital Chaplains, please call 617-243-6634. They are available to listen and support any and all spiritual paths and faith traditions.

Concierge desk

The Concierge Desk in the West Lobby is staffed by employees and volunteers who help patients and family members find their way around the hospital. The Concierge Desk can also arrange for transportation and wheelchairs, and provide information on nearby pharmacies, restaurants, hotels and other services. Please take advantage of this helpful service by calling 617-243-6222.

Family lounges

Family lounges offer additional gathering spaces for visitors. They are in many of the hospital's care units. Please ask a member of your care

team for a location near you. Use might be limited based on visitor policy restrictions or infection control needs we might implement to keep our patients and staff safe.

Fire alarms and drills

Fire drills are routinely conducted in accordance with local, state and hospital regulations, and you will be notified before a scheduled drill begins. Fire drills or actual fire alarms begin with an overhead announcement of "Facility Alert: Fire Alarm" followed by the sounding of a loud siren.

During a drill or fire alarm, the doors to all patient rooms will be closed to inhibit the spread of fire and smoke. Visitors may not travel to or away from your room during this time, and elevator use is prohibited. If you have questions, please ask a member of the care team.

In the event of a real fire, patients will be given directions should evacuation be necessary. Hospital staff will assist patients with disabilities.

Food

Please check with the patient's nurse before bringing in food from the outside to patients.

Gift shop/flower shop

The Gift Shop, located off the West Lobby, sells cards, toiletries, toys, baby clothing, jewelry, candy, magazines, paperback books, U.S. postal stamps, gifts and floral arrangements. Deliveries to patient rooms can be arranged. Please call 617-243-6079 or visit nwh.org/gifts for more information. **See nwh.org for the most current visitor policies and hours, and gift shop hours.**

- Gift Shop Hours: Monday – Friday:
9:00 a.m. – 4:00 p.m.
- Flower Shop (deliveries only):
Monday – Friday: 9:00 a.m. – 3:00 p.m.

Hand hygiene

For the safety of our patients, visitors and staff, we expect everyone to clean their hands often with soap and water or use hand sanitizer. Please use hand sanitizer before entering and when exiting patient rooms. Hand sanitizer is located outside of each patient room.

Mail

U.S. Postal Service mailboxes are located outside the East and West Entrances. U.S. postal stamps may be purchased from the Gift Shop. Mail sent to patients during their stay should include the following information:

Patient's Full Name
Newton-Wellesley Hospital
2014 Washington Street
Newton, MA 02462

Flower and Balloon Deliveries

Please check with the nurse or other care team member to determine if it is OK to have flowers or balloons delivered.

Mamava nursing pod

Our Mamava nursing pod—located in the back corner of the East Lobby waiting area—provides nursing parents with a clean, bright and private area for pumping milk and/or breastfeeding their babies. Visitors with the Mamava smartphone app can unlock the pod on their own. If you do not have the app and would like to use the pod, please talk with our East Lobby Registration team.



Outdoor and lobby spaces

Our campus has several welcoming lobbies, walkways and outdoor spaces, including an outdoor Healing Garden between the West Lobby and the Mass General Cancer Center at Newton-Wellesley entrance.

Parking

Patient and visitor parking is available in the lot near the hospital's West Entrance and in the six-story garage located at the East Entrance. For the most up-to-date information, please visit nwh.org/parking.

Valet parking is offered Monday through Friday at the West Entrance, East Entrance, and at the Emergency Department (7:00 a.m. – 6:00 p.m.). The West and East entrance valet service is offered for a \$9.00 flat service fee. This flat fee includes valet service and the cost of parking, regardless of the time the vehicle is parked.

Patients and visitors using valet parking will pay the valet attendant when they return to pick up their vehicle. Discounted valet parking is available for individuals with a valid, state-issued handicap plate or placard. The Emergency Department valet rate is the same as the self-parking rate and can be paid at all parking machines.

ADA accessible parking spaces are available in all our patient/visitor parking lots and in our patient/visitor parking garage. The ADA space rate in the parking lot and garage is the same rate as self-parking.

Please take your ticket with you into the hospital when self-parking in a lot or garage. When you are ready to leave, before returning to your vehicle, you will need to pay at the parking cashier or at a parking pay station. You may also pay from the exit lane of the parking lot/garage.

Patients and visitors may pay for parking three ways:

- At our parking cashier desks, located in



the West Lobby (cash or credit), Monday – Friday: 8:00 a.m. – 6:00 p.m.

- At our parking pay machines in the hospital, available all hours
 - Cash/credit: East and West Lobbies, Emergency Department, White Building Level 1
 - Credit only: White Building Levels 2, 4 and 5, Green Building Level 2
- From the exit lanes of the lot/garage (*credit only*)

Once you pay your ticket, you will have 20 minutes to exit. Insert your paid parking ticket at the exit gate to leave the garage/lot.

Multi-day parking passes

We also offer discounted multi-day parking passes for patients and visitors. Passes may be purchased at the Gift Shop or at our parking cashier desks. A pass provides unlimited parking for seven consecutive days.

Pets

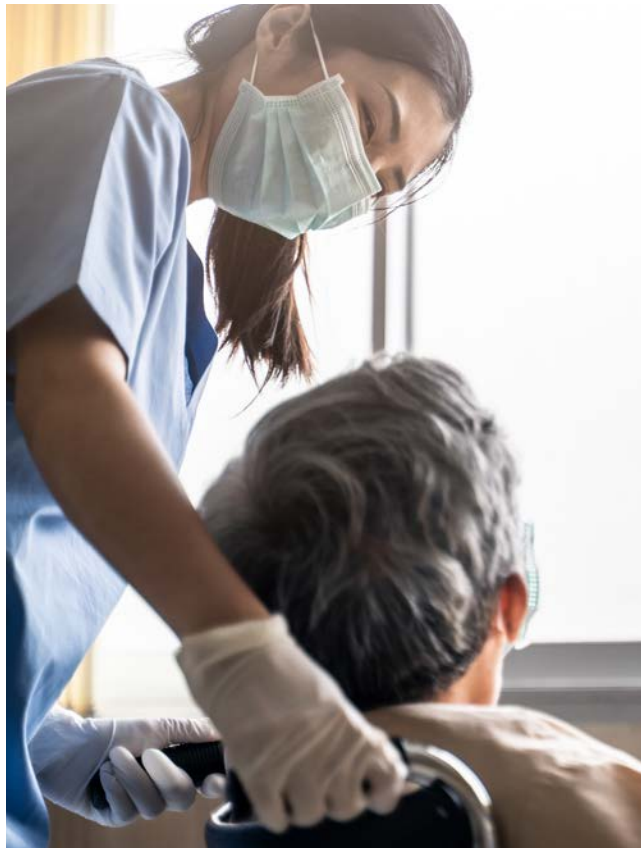
Pets are not allowed. Only service animals trained to do work or perform tasks for a person with a disability and Volunteer Department pet therapy dogs are allowed in the hospital. Please visit nwh.org for more detailed information on our policy or ask a member of your care team.

Privacy

Video, audio and photographic recording is prohibited in the hospital without the express consent of all parties involved. Please respect the privacy of all patients, visitors and staff.

Public restrooms

Public restrooms are located throughout the first and second floors of the hospital, as well as in our Emergency Department waiting room. All single-stall restrooms throughout the hospital are designated as "All Gender" for the inclusion, convenience and safety of our patients, families and visitors.



For help locating the nearest restroom, please ask a member of the Newton-Wellesley Hospital team.

Quiet environment

All patient care areas are quiet zones. Please speak in a quiet tone and place cell phones on vibrate during your visit.

Smoke-free campus

Smoking is strictly prohibited on hospital property. Smoking includes all tobacco products, electronic cigarettes or any device that creates a vapor.

Visiting hours

Inpatients may have two adult (over 18) visitors per day between the hours of 11 a.m. - 8 p.m. with some exceptions:

- Inpatient Psychiatry: by appointment only, Monday - Friday: 5:30 p.m. - 7:30 p.m.; Saturday - Sunday: 3:30 p.m. - 7:30 p.m.
- Labor and Delivery: Two support persons are welcome any time.
- Maternity: One support person is welcome any time. One visitor over age 18 may visit from 1 p.m. - 7 p.m.
- Pediatrics: Parents/legal guardians of children under the age of 19 are welcome any time. One person may spend the night.
- Special Care Nursery: Visitation is limited to the two banded caregivers who can visit any time.

Please visit nwh.org for the latest visiting hours and policies as they may change.

Visitors' health

Visitors may be asked about their immunizations to protect the health of our patients. Visitors with fever, flu-like symptoms or other symptoms of infection should not visit.

Visit nwh.org for the most up-to-date visitor information.

Patient rights and responsibilities

We are committed to maintaining the rights, dignity and well-being of our pediatric and adult patients. Adult patients, or when appropriate the patient's representative as allowed by state law, and parents/guardians of minors, will receive information on Rights and Responsibilities upon admission to the hospital. This information is also available to all patients in our outpatient practices.

The hospital does not discriminate against any individual regardless of age, race, color, religion, gender, gender identity or expression, genetic information, sexual orientation, disability, veteran or active military status, marital status or national origin/ethnicity or citizenship/immigration status. If you feel you have been discriminated against in any way, contact Patient Experience at 617-243-6205.



Scan this QR code to see more information about your rights as a patient.

You, as our patient, have the right:

- To be treated in a caring, safe and compassionate way
- To receive timely, complete and accurate information
- To know the name and specialty of those providing care
- To say yes or no to treatment as allowed by law
- To have things explained in your preferred language
- To make an advance directive, including a health care proxy, for those 18 years of age or older
- To have privacy when being examined or when talking to a health care provider
- To receive quick, life-saving treatment without discrimination due to economic status or source of payment
- To be evaluated and treated for pain
- To choose who may or may not visit (please note, we may need to limit or restrict visitors for health or safety concerns)
- To choose who may be present to provide emotional support
- To review and request medical records, as allowed by law
- To say yes or no to taking part in a research study
- To get timely responses to questions or concerns
- To be offered emergency contraception and get written information about emergency contraception if you are a survivor of sexual assault
- To request a PAP test while an inpatient if you are 18 years of age or older
- To request pastoral and other spiritual services
- To know how health information is used and shared; ask for the NWH Privacy Notice if you want this in writing
- To request and receive information about financial assistance and free health care
- To have family members/representatives or your providers informed of admission to the hospital and discharge or transfer from the hospital

- If suffering from any form of breast cancer, to complete information on all alternative treatments that are medically available
- If you are a maternity patient, to receive information about the hospital's rate of cesarean sections and related statistics
- To discharge planning evaluation and to participate in the development of your discharge plan
- To request and receive an itemized explanation of your medical bill—which may not be available at the time of your discharge

To report concerns about safety, please contact the Nurse Director on your unit.

For help solving problems or concerns, or for any questions about your Rights and Responsibilities, contact Patient Experience at 617-243-6205.

To raise concerns outside of the hospital:

- Quality of Care:
 - Massachusetts Department of Public Health, 617-753-8150
 - The Joint Commission, 800-994-6610
- Civil Rights Complaints:
 - The Massachusetts Attorney General's Office
 - Civil Rights: 617-963-2917
 - Disability Rights: 617-963-2939
 - TTY: 617-727-4765
 - U.S. Department of Health and Human Services Office for Civil Rights, 1-800-368-1019 or 1-800-537-7697 (TDD) or online at ocrportal.hhs.gov

You, as our patient, have the responsibility:

- To work together with your health care providers on your plan of care
- To let your health care providers know if you

want family or others involved in your care and decision making

- To share information about:
 - your health history, any changes in health, and current symptoms
 - your current and past medications, including vitamins, herbal and/or alternative medicines or treatments
 - any allergies or reactions to medications, latex, bandages or other substances
 - any reactions to anesthesia, if surgery is needed
- To tell your health care providers if you don't understand or think you will not be able to do what is being asked
- To help prevent loss by keeping anything valuable at home
- To ask family and friends to schedule visits to promote rest, healing and privacy
- To respect other patients by limiting noise
- To talk and act in a respectful manner—please avoid discriminatory or culturally insensitive language or behaviors, yelling, making verbal threats, or causing physical harm to other patients, staff or property
- To keep the hospital smoke-free by following the No Smoking Policy on hospital grounds
- To provide the hospital with your insurance or payment information for your medical care
- To ask questions before leaving the hospital about medications, activities and follow-up care
- To maintain confidentiality of staff and other patients by not taking pictures or making audio/video recordings
- To remain on your unit, unless going for tests, procedures, or for other therapeutic reasons and escorted by a staff member



Service Animals

Under the Americans with Disabilities Act (ADA), Newton-Wellesley Hospital welcomes the use of service animals by any person with a disability. You are required to supervise and control your service animal at all times as its handler. While in the hospital, you are responsible for all aspects of the care of the service animal including, but not limited to, walking and feeding. Service animals must be leashed, harnessed, or crated. The service animal's waste must be discarded outside of the hospital. If you become unable to care for your Service Animal and/or require assistance, you will be asked to make arrangements through family members, friends or designated attendant.

A service animal may be removed from the hospital at the discretion of Newton-Wellesley staff if the animal:

- Fails to remain under its handler's control
- Poses a direct threat to the health or safety of others
- Displays any behaviors, or makes noises, that are disruptive
- Shows any signs of poor health, or is not house-trained

If the patient has not brought the animal under control within a reasonable time, the patient or designee must remove the animal from the hospital. Hospital employees cannot care for service animals at any time.

Planning in advance for your health care

It is important to plan ahead in case you ever have a sudden illness, injury or accident that prevents you from making decisions about your medical care. You have the right to make your wishes about health care decisions known and respected, even if you can't make them yourself. Planning for those times can help your family and care team know what decisions to make if you are not able to communicate. Everyone over 18 years of age should begin this process when healthy, before a medical crisis leaves them unable to speak for themselves.

If you already have an Advanced Directive, such as a living will or health care proxy, in place, the Directive will be followed to the extent that it does not request a provider to perform any criminal act, violate your health care provider's professional or ethical responsibilities or which is inconsistent with your health care provider's

understanding of acceptable standards of professional practice or NWH policy. Any conditions which raise concern for following your Directive will be discussed with you.

What is a health care proxy?

A health care proxy is a document that allows you to appoint another person(s) as your health care agent to make health care decisions on your behalf if you are no longer able to do so. You may give your health care agent authority to make decisions for you in all medical situations if you cannot speak for yourself. We encourage all patients to complete a health care proxy form and have it included in their medical record.

Where can I get a health care proxy form?

1. Ask your nurse or health care provider for a form
2. Obtain and print the form from massmed.org/proxy

Your patient representatives

All Newton-Wellesley Hospital staff members are representatives on your behalf who advocate for your receiving the safest, highest-quality care possible, with the best experience. If you have care-related questions or concerns, please talk with any member of your care team.

Patient experience

At Newton-Wellesley Hospital, we are committed to a partnership with our patients and families to deliver high-quality, safe and compassionate medical care within a caring environment. The Patient Experience team is dedicated to ensuring that we follow through on that commitment. Whether you are a patient, family member or visitor, we are here to help make sure you have the best possible experience.

The Patient Experience team can help when:

- You want to share your experience with us
- You have questions about navigating your care or our services
- You need help communicating with your care team
- You have ideas to help us improve our care and the patient experience

Your voice is important to us. We welcome all compliments, complaints and concerns, and we are committed to understanding your needs and providing timely communications and resolutions. You can contact the Patient Experience team at 617-243-6205.

If you have a particular interest in advancing our mission of providing excellent, patient-centered



care, you may be interested in volunteering to serve on our Patient and Family Advisory Council (PFAC). We are dedicated to finding a better way in health care together. For more information, visit nwh.org/pfac.

Human rights

The Department of Psychiatry provides patients with the services of a Human Rights Officer who may assist with questions and concerns unique to that area. You can reach the Human Rights Officer at 617-243-5383.

Ethics consults

Our Ethics and Complex Care Committee supports and affirms the right of the patient to be the primary participant-determinant in the planning and decision-making process affecting their treatment. The interdisciplinary committee provides consultative support to patients, members of the care team and others who are managing multifaceted and complex health care decisions. Your attending physician may request a complex care consultation, or you can ask your

attending physician to request a consultation on your behalf.

Volunteers

During your stay you may have contact with volunteers serving in a variety of roles. Volunteers are available to bring you items you may need, escort you to locations throughout the hospital and provide support to you and your family. We are very grateful to our dedicated group of community volunteers and we invite you to join us. If you or a family member would like to learn more or are interested in becoming a volunteer at Newton-Wellesley Hospital, please call the Volunteer Services office at 617-243-6048.

Public safety

The Public Safety Department provides safety and welfare services, including motorized and foot patrols, investigation of incidents regarding patient or visitor property, lost and found items, traffic control, assistance with vehicle problems and escorts to parked vehicles after hours. You can reach Public Safety by calling 617-243-6478.

Newton-Wellesley Hospital campus

Campus Wayfinding

Our wayfinding tool provides easy-to-follow, step-by-step directions to appointments and locations on the Newton-Wellesley Hospital main campus. Try it today at nwh.org/FindYourWay—available on any computer or mobile device.



- Main floor**
- A. Breast Center and Womens Imaging
 - B. Cancer Center
 - C. Charlie's On the Way
 - D. Gastroenterology
 - E. Surgical Center
 - F. Joint Center
 - G. Imaging/Lab
 - H. MRI
 - I. Registration
 - J. Radiology/X-ray/CT Scan
 - K. Image Archive Center (film, X-rays, MRIs)
- Legend**
- \$ ATM
 - ↑↓ Elevators
 - i Information
 - P Parking
 - Person Restrooms

- Second floor**
- Bowles Conference Center
 - Cafeteria
 - Cardiovascular Center (Cardiac Rehabilitation, Cardiology, EKG)
 - Cast Clinic/Hand Therapy
 - Dialysis
 - Intensive Care Unit
 - Medical Records

- Women's Health Center (MIGS/MFM)
- ShIPLEY Auditorium
- Third Floor**
- Patient Rooms 301-375
- Diabetes Education
 - Nutrition Clinic
 - Psychiatry
 - Pulmonary Education

- Respiratory Care
- Thoracic Surgery
- Fourth Floor**
- Patient Rooms 401-475
- Neurophysiology (EEG, EP)
 - Pharmacy
 - Infusion Clinic

- Fifth Floor**
- Patient Rooms 501-575
- Maternity (Antenatal Testing)
- Sixth Floor**
- Patient Rooms 601-699
- Pediatric Ambulatory Care
 - Pediatric Radiology
 - Special Care Nursery

Your notes and questions

If you need assistance with recording information, please ask a member of your care team.

A series of horizontal dotted lines provided for taking notes or writing questions.



Mass General Brigham
Newton-Wellesley Hospital

2014 Washington St.
Newton, MA 02462
617-243-6000
nwh.org

Questions or comments, please contact
nwhexperience@partners.org

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