



MASSACHUSETTS
GENERAL HOSPITAL

MASS GENERAL PATIENT GUIDE



Patient Name _____

Room Information

Building _____

Room Number _____

Phone Number _____

Additional information can be found at www.massgeneral.org

THE MASS GENERAL MISSION STATEMENT

“Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.”

WELCOME TO MASSACHUSETTS GENERAL HOSPITAL

Everyone at Mass General is dedicated to providing you and those who will be supporting you with the safest and highest-quality care possible. We are committed to working hard every day to make the care we deliver even better. We want to be sure your experience at Mass General is safe, efficient, timely, equitable, and driven by your needs and expectations. In this brochure we provide you with information about the various professionals on your care team, amenities and services available to you during your stay, and how to prepare for your care once you are discharged.



During your hospital stay, you will always have an assigned doctor and a nurse caring for you. As needed, other members of the care team may be working with you and your doctors and nurses. We encourage you to ask us questions, give us feedback and be a partner in your care. On pages 9 and 10 you will find information about your rights and responsibilities as a patient and about our role and yours as we partner in your health care.

We encourage you to use this Patient Guide as a resource and a place where you can jot down questions for your care team and the information they pass along. We will go over your questions with you every day, and we will help you plan ahead to be sure you are ready when it is time to leave the hospital.

As always, your comfort and well-being are our foremost priorities and the focus of what we do every day. Thank you for entrusting us with your care.

Our best,

Peter L. Slavin, MD
President

Jeanette Ives Erickson, RN, DNP
*Chief Nurse and Senior Vice President
for Patient Care*

YOUR PATIENT GUIDE

We understand that a hospital stay can feel overwhelming. The Mass General Patient Guide is a resource to help you during and after your hospital stay. You will find answers in this guide to some frequently asked questions we get from patients, families and friends. It also includes a section for you to take notes and write questions you may have for your care team. This guide is organized into the following sections:

- **Quick Overview (p. 3-7):** a brief list of important information about your care and your stay at the hospital
- **Your Care at Mass General (p. 8-20):** patient rights and responsibilities; an overview of the staff who will be taking care of you; pages to write questions for your care team and to take notes; tips on reducing your risk for a fall or infection; and information about expressing your wishes about health care decisions
- **Hospital Departments and Resources (p. 21-24):** information on clinical and nonclinical departments and resources available to help you during your stay
- **Amenities and Other Services (p. 25-32):** additional services and amenities you can find on-site, including banking, mail/flower deliveries, the chapel, parking, phone services, retail shops, food venues, and more
- **Quick Tips for Families and Friends (p. 33-35):** important information about visiting a patient at Mass General
- **Discharge Planning: Preparing to Leave the Hospital (p. 36-39):** information to guide you as you prepare to leave the hospital
- **Campus Map (p. 40)**
- **Important Telephone Numbers (inside back cover):** information for visitors and for reference after you leave the hospital

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.

If you have any suggestions on how we can improve this Patient Guide, please email the Office of Patient Advocacy at mghpatientadvocacy@partners.org.

We value your feedback. Thank you.

This overview will provide you with important information to help you with your hospital stay. Please go to the pages listed in parentheses for more details.

YOUR CARE AND YOUR STAY AT MASS GENERAL

Advance Care Planning (p. 19-20)

If you are 18 years or older, you are strongly encouraged to make your wishes about health care decisions known by completing an advance directive. In this way, if you are ever unable to communicate, your family and care team will know what decisions to make.

Compliments and Concerns — Office of Patient Advocacy (p. 21)

The Office of Patient Advocacy is a liaison between patients and families and the hospital to make sure that moral, ethical, operational and care standards are met for all patients. They help resolve problems in a neutral and nonthreatening way.

Disability Accommodations (p. 21)

Patients and visitors with disabilities can request help and support through the MGH Disability Program.

Health Information and Education (p. 23, 24 and 30)

- The Maxwell and Eleanor Blum Patient and Family Learning Center is a health information resource center available to Mass General patients and families.
- The Maxwell V. Blum Cancer Resource Program offers a range of support resources and services within the Cancer Center.
- Patient Education Television on **Channel 31** provides free access to more than 200 health education videos.

Health Record

If you would like to see your health record or would like to know how we use and share information, please speak with your care team and ask for a copy of our Privacy Notice.

Your health record helps in planning your care, guides communication among your care team members and documents the course and treatment of your illness. Your health record may be in paper form, electronic form or both. The information in your health record is confidential and secure.

Interpreters (p. 23)

Medical interpreters are available to help patients who speak a language other than English. Please ask a care team member to call and request a medical interpreter.

Mail and Deliveries (p. 26)

Any mail or deliveries for you should include the following information:

- Your full name, room number and building name
- Hospital address: Massachusetts General Hospital
55 Fruit Street
Boston, MA 02114

Mass General Website (p. 26)

Additional information about the hospital can be found at www.massgeneral.org or on a hand-held device at m.massgeneral.org

Meals, Snacks and Food

We want to be sure your nutritional needs are met during your hospital stay. A nutrition service coordinator (NSC) will provide you with daily meal menus and help you place your order. Mealtimes will depend on your patient care unit location. Please inform your nurse and NSC if you have dietary restrictions due to food allergies, religious practices or other reasons. If you have questions about your nutrition or dietary needs, please talk to your nurse or ask to speak with a registered dietitian.

For a small charge, you can order a meal for family members or friends who are visiting. To order a meal, ask your NSC or the operations associate (OA) at the nursing station:

- Before 10am for lunch on the same day
- Before 3pm for dinner on the same day
- Before 3pm for breakfast on the next day

If your dietary plan allows you to have a drink or snack between meals, your nurse or care team member can get you one.

Food from Home/Outside

If your patient care unit and dietary plan allow it, family and friends may bring food to you from outside of the hospital. Please check with your nurse to make sure that the food is OK with your dietary plan. All outside food items must be dated and stored in a specific location on your patient care unit. Your care team can provide you with more information.



Patient and Family Advisory Councils (PFAC)

You may be interested in joining the many patients and family members who serve on a Mass General Patient and Family Advisory Council (PFAC). The Councils meet monthly to help shape programs, review educational materials, and improve the patient and family experience at Mass General.

If you or a family member are interested in joining the MGH Cancer Center, Mass General Hospital for Children, Pediatric Oncology, General PFAC, Heart Center or Ambulatory Practice of the Future Councils, please email pcscpfac@partners.org or pick up an application and brochure at the Maxwell & Eleanor Blum Patient and Family Learning Center in the White Building, First Floor.

Personal Medical Devices

If you brought any personal medical devices into the hospital (e.g., a CPAP or insulin pump), please inform your nurse before using them. As part of your care plan, your doctor may prescribe a different device for use while you are in the hospital.

Personal Medications

If you brought any of your own medications into the hospital, please tell a member of your care team immediately and before taking any.

Quiet Hours

Quiet Hours are observed on all inpatient care units at specific times to help create a healing environment. Your care team will inform you of the Quiet Hours on your patient care unit. During these times, conversations are limited, lights are dimmed or turned off, and overhead paging is used only for emergencies.

Please use headphones whenever you are listening to music or watching a movie on your device or TV. If you have a roommate and have family or friends visiting, please keep your conversations to a minimum, talk quietly and do not use cell phones. Family and friends may make calls in the patient care unit's lounge area.

If you would like headphones for the TV or earplugs to help block background noise at any time, please ask a member of your care team.

Religious and Spiritual Resources

Mass General chaplains are available to assess and respond to the spiritual needs and concerns of patients and family members of diverse cultures, traditions and beliefs. You can request to see a chaplain by asking your nurse.

Channel 16 on the patient TV televisions in-house worship services and meditative music throughout the day. Catholic TV on **Channel 17** offers a variety of programming, including daily Mass. Call the Chaplaincy Office (617-726-2220) or visit their website for a current schedule or for information about nearby houses of worship.

Chapel

Ellison Building, 1st Floor, 7 days a week, 24 hours a day

Masjid Prayer Room

Founders House, 1st Floor, Room 109

The prayer schedule is posted outside the room.

Room Phones (p. 27-28)

- Receiving calls on your room phone — Between 10:30pm and 7am, calls to your room will be transferred to the nursing station and will not ring in your room.
- Placing calls — In-house and local calls can be made free of charge. All other calls can be made for a charge and will require third-party assistance (e.g., an operator).
- Videophones are available for patients who are deaf or hard of hearing.

Retail Locations (p. 29-30)

Mass General offers several food venues, on-site gift shops, a flower shop, hair salon and a boutique for adult and pediatric patients with cancer who are concerned about their appearance during and after treatment.



Smoking

Mass General is a smoke- and tobacco-free hospital. You are not allowed to smoke, including e-cigarettes, or use any tobacco products on hospital property. Mass General Tobacco Treatment Service counselors are available to help you manage your hospital stay without tobacco. They can also help you quit if you are interested. Let your nurse or doctor know if you would like to speak with a Tobacco Treatment Service counselor or call (617) 726-7443.

Television (p. 30)

Every patient room has a TV and free basic TV service, including the hospital's patient education and Chaplaincy channels.

Valuables, Electronic Devices and Money

Valuables 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 may also ask a member of your care team to have items placed in the hospital safe while you are in the hospital. The hospital is not responsible for your valuables, including laptop computers, cell phones or any other electronic devices.

Visitors (p. 33-35)

Family and friends should speak with your nurse to discuss the best time to visit and whether there are any restrictions due to your condition.

We ask family and friends to partner with us to keep you safe and to help us maintain a healing environment for all.

WiFi (Wireless Internet Access) (p. 32)

Mass General offers free public WiFi access. Select the "PHSPIAGUEST" network in the WiFi settings for your electronic device (e.g., computer, tablet, cell phone) and follow the directions.

- **Patient Rights and Responsibilities** (p. 9-10)
- **Your Care Team** (p. 11-13)
- **Be an Active Partner in Your Care: Questions to Ask Your Care Team and Notes** (p. 14-16)
- **Reducing Your Risk of a Fall or Infection** (p. 17-18)
- **Expressing Your Wishes About Health Care Decisions: Advance Care Planning** (p. 19-20)



PATIENT RIGHTS AND RESPONSIBILITIES

We want to partner with you in providing the very best care and 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 available to all patients in our outpatient practices as well.

The hospital does not discriminate against any individual based on race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, marital status, or national origin/ethnicity.

The Patient Has 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 ask questions about what is happening and why
- To have things explained in their preferred language
- To make an advance directive, such as a health care proxy, for those 18 years or older
- To have privacy when being examined or when talking to a health care provider
- To be evaluated and treated for pain
- To choose who may or may not visit (We may need to limit or restrict visitors if there are 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 expect a quick response to questions or concerns
- To be offered emergency contraception, get emergency contraception when asked for and get written information about emergency contraception if you are a female rape victim
- To know how health information is used and shared (Ask for the Mass General Privacy Notice if you want this in writing.)

- To report concerns about safety by calling the Compliance Helpline at (617) 726-3370
- To raise concerns outside the hospital:
 - Quality of Care:** Massachusetts Division of Health Care Quality at (617) 753-8150 or the Joint Commission (800) 994-6610
 - Civil Rights Complaints:** The Massachusetts Attorney General's Office (617) 727-2200

The Patient Has the Responsibility:

- To work together with health care providers on the plan of care
- To let health care providers know if you want family or others involved in care and decision making
- To share information about health history, any changes in health and current symptoms
- To share information about current and past medications, including over-the-counter medications, vitamins, herbs, and/or alternative medicines or treatments
- To talk about any allergies or reactions to medications
- To talk about reactions to anesthesia, if surgery is needed
- To tell health care providers if you do not understand or think you will not be able to do what is being asked
- To help prevent loss by keeping valuables at home
- To ask family and friends to schedule visits to promote rest, healing and privacy
- To limit noise during posted Quiet Hours
- To behave in a respectful manner (Yelling, verbal threats or physical harm to staff or property is not allowed.)
- To keep the hospital smoke-free by following the No Smoking Policy on hospital grounds
- To give the hospital information it needs about payment of medical care
- To ask questions before leaving the hospital about medications, activities and follow-up care

If you have any questions about any of this information, or would like a copy of the law called the Massachusetts Patient Bill of Rights, please call the Mass General Office of Patient Advocacy at (617) 726-3370.

If there are other ways you would like us to work with you and your family, please let us know.



YOUR CARE TEAM

While you are a patient at Mass General, you will be the center of the 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 all other care team members to meet your care needs. You will probably have the most contact with nurses, doctors, patient care associates, operations associates and unit service associates. During your stay you may also meet other health care professionals and support staff.

Doctors

Attending physicians/hospitalists are senior doctors who have overall responsibility for your care.

Residents are doctors who lead the medical team responsible for your day-to-day care.

Interns are doctors who are members of the medical team responsible for your day-to-day care.

Medical students are doctors-in-training from Harvard Medical School who support your medical team.

Nurses

Staff nurses are registered nurses (RNs) responsible for your care at all times, checking on you frequently and working closely with the other members of your care team to plan, coordinate and provide your care.

Attending registered nurses (ARN) are RNs who work with your assigned staff nurse and the care team to develop and coordinate your clinical plan during your hospital admission and discharge.

Case managers are RNs who work with you, your family, your attending nurse and members of your care team to coordinate needed services related to your discharge.

Nurse practitioners are RNs who are clinical experts, providing direct care to a specific patient population.

Nursing directors are RNs who supervise the nursing staff, maintain the operations of the patient care unit, and help you, your family and other members of the team as needed.

Clinical nurse specialists (CNS) and nursing practice specialists are RNs who are clinical experts, supporting the nursing staff and you and your family by providing education and training; they also may provide nursing care and help develop your care plan.

Nursing students are nurses-in-training from area colleges and universities who support your nursing team.

Other Care Team Members

Operations associates (OAs) are under the direct supervision of the nurse director and work closely with the RNs, patient care associates (PCAs) and unit service associates (USAs). OAs work at the nurses' station, answer your call bell and inform your nurse or PCA if you need help.

Patient care associates (PCAs) help the RNs take care of you. They may check your blood pressure, pulse or blood sugar and help you wash, change position, eat or drink, and accompany you to the bathroom if you need help.

Unit service associates (USAs) clean your room, bathroom and other areas of the patient care unit daily. USAs stock supplies in your room and are a resource to the RNs, PCAs and OAs on the patient care unit.

Consulting Team Members

Chaplains assess and respond to the spiritual needs and concerns of patients and family members of diverse cultures, traditions and beliefs.

Child life specialists provide consultation and intervention services regarding child development and the impact of illness, injury and hospitalization on children and families.

Clinical social workers are licensed mental health professionals who can help you with problems related to your illness and hospitalization. They can provide counseling or help you find resources in your community.

Medical interpreters are health care professionals who enable patients and families who speak limited or no English, as well as those who are deaf or hard of hearing, to communicate with Mass General staff.

Nutrition service coordinators (NSCs) provide you with menus and assist you in choosing your meals; notify them of any food allergies, special preferences or dietary accommodations you may need.

Occupational therapists (OTs) work with you if you are having difficulty doing everyday activities you want or need to do, such as bathing, eating, dressing or other tasks.

Patient advocates work with patients, families and hospital staff to address, share and resolve concerns related to your health care experience.

Pharmacists are health professionals who focus on safe and effective medication use.

Physical therapists (PTs) work with you when you are ill or hurt to improve your mobility and strength.

Physician assistants (PAs) are health care professionals who are authorized by the state to practice medicine as part of a team with physicians.

Registered dietitians are food and nutrition experts who make nutrition recommendations and can teach you about the types of food and drink that are best for your medical condition.

Respiratory therapists evaluate, monitor and treat patients who have heart and lung disorders.

Speech-language pathologists evaluate and treat patients with communication and swallowing problems.

Volunteers are people who donate their time to Mass General and are trained to help patients, families and staff in a variety of ways.

My Care Team Members:

Attending physician: _____

Staff nurse: _____

Attending registered nurse: _____

Other team members: _____

BE AN ACTIVE PARTNER IN YOUR CARE


Throughout your hospital stay, we hope you and your family will ask us questions about your care. The following pages are a place for you and your family to write down any questions (and the answers you receive) while you are here.

Questions about my health:

(e.g., diagnosis, medications, tests, nutrition, procedures)

Questions about leaving the hospital:

(e.g., when I might leave, medications needed, medical equipment, follow-up care)



Questions about my care after I have left the hospital:
(e.g., visiting nurse or other health care services, physical activity, nutrition, resources/services)

Other questions for my care team:

NOTES





REDUCING YOUR RISK OF A FALL OR INFECTION

A fall or infection can prevent you from getting better. Your care team will work with you to keep you safe, and you play an important role. Below is some helpful information:

Preventing Falls

Everyone can be at risk for a fall in the hospital. Some illnesses, medications or procedures may 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
- Use your cane, walker or crutches at all times
- Wear your glasses and/or hearing aid
- Give your eyes time to adjust to changes in lighting
- Ask for help to move an IV pole or other equipment
- Do not get out of the bed or chair if you hear an alarm

Avoiding Infections

Dirty Hands Spread Germs

To help reduce the spread of germs and reduce your risk of infection be sure to wash your hands with soap and water:

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

Remind family, friends and care team members to wash their hands with soap and water or use the alcohol-based hand rub provided:

- Before and after visiting your room
- Before and after they touch you, surfaces or equipment

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, and then put your used tissue in a wastebasket.
- 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.
- Ask family and friends not to visit if they are sick.
- Ask family and friends to cover their mouth and nose if they need to cough or sneeze.

Follow Posted Precautions

Patients with certain medical conditions may be placed on “precautions” to decrease the spread of germs. Precautions are special instructions about 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 wear gloves, a mask or a gown when they visit.



EXPRESSING YOUR WISHES ABOUT HEALTH CARE DECISIONS THROUGH ADVANCE CARE PLANNING

If you are aged 18 years or older — particularly if you are planning to have a major procedure or have a serious medical illness — you should make your wishes about health care decisions known. In this way, if you are ever unable to communicate, your family and care team will know what decisions to make.

Discuss your wishes with your care team and family members in your support system. You can help make your wishes known through the following:

Advance Directive

An advance directive is a legal document. In Massachusetts, the legally accepted form of advance directive is called a health care proxy. The health care proxy allows you to name someone to make health care decisions for you if you are ever unable to make or communicate those decisions. The named person is known as a health care agent. Before being able to act, the health care agent must wait until a doctor determines and documents that you are not able to make or communicate decisions on your own.

MOLST (Medical Orders for Life Sustaining Treatment)

MOLST are medical orders that reflect the wishes and decisions made by you about what you would want if you were to become very ill. They spell out treatments that you do or do not want to receive. They can be acted upon immediately based on your medical condition. The orders are used to communicate your wishes between your doctor and other care team members. They are written by your doctor, nurse practitioner or physician assistant using a form provided by the state of Massachusetts. These orders can be changed at any time by filling out a new form.

If you require special care to manage your symptoms or become seriously ill and need to make end-of-life decisions, we can help you by consulting specialists in:

Palliative Care

Palliative care specifically addresses your physical, emotional and spiritual needs during a serious illness. The goal is to prevent and relieve the physical symptoms, anxiety and stress caused by the serious illness. Palliative care is appropriate for people of all ages regardless of the expected outcome of an illness.

Hospice Care

Hospice care is a philosophy of end-of-life care that includes many comfort and support services for you and your family when a serious illness no longer responds to treatments. Those who receive hospice care are usually expected to live six months or less.



RESOURCES FOR PATIENTS, FAMILIES AND FRIENDS

Blood Donor Center

Jackson Building, 1st Floor, Lobby • (617) 726-8177
www.massgeneral.org/blooddonor

Whole Blood Donation Hours:

Tuesday – Thursday, 7:30am – 5:30pm; Friday, 8:30am – 4:30pm

Platelet Donation Hours (by appointment only):

Monday – Thursday, 7:30am – 5pm; Friday, 8:30am – 3pm

Blood donations help save lives. The hospital and patients appreciate donations very much. The Mass General blood donor program provides blood products to Mass General, Shriners Hospitals for Children — Boston, Spaulding Rehabilitation Hospital, and Massachusetts Eye and Ear Infirmary.

Child Care

Warren Building, 1st Floor, Room 130 • (617) 724-7100
www.massgeneral.org/services/childcare.aspx
Monday – Friday, 6:30am – 5:45pm

The MGH Backup Child Care Center provides patients and families with temporary child care services for children ages 6 months to 12 years. Children must be registered ahead of time by phone or in person.

Compliments and Concerns — Office of Patient Advocacy

Wang Ambulatory Care Center, Basement Level, Room 018 • (617) 726-3370
mghpatientadvocacy@partners.org • www.massgeneral.org/advocacy
Monday – Friday, 8:30am – 5pm

Patient advocates review and communicate your compliments or concerns. They help resolve problems in a neutral and nonthreatening way. Their work helps us improve the care that we deliver.

Disability Program

Wang Ambulatory Care Center, Basement Level, Room 018 • (617) 643-7148
MGHAccessibility@partners.org • www.mghpcs.org/disabilities
Monday – Friday, 8:30am – 5pm

The MGH Disability Program provides help and support to patients, family members and friends with disabilities. Program staff work with care team members and departments to make facilities and medical services accessible and accommodating for all.

Ethics Consults

(617) 726-2000

www.mghpcs.org/ethics

Monday – Friday, 8am – 4:30pm

Illness can create ethical and emotional challenges for patients, families and care team members. It is important for you and your family to be familiar with your rights and responsibilities and any advance care planning documents that you may have. Mass General has many resources to help during these difficult times. To request an ethics consult, talk to your care team or call the number above and ask to page the Ethics Consult Team.

Financial Services

(617) 726-2191

Wang Ambulatory Care Center, first floor

Monday – Friday, 7:30am – 5:30am

Yawkey Ambulatory Care Center, second floor

Monday-Friday, 8am – 5pm

If you have questions about your insurance coverage, please call or visit Patient Financial Services. Mass General offers assistance for patients who do not have either enough or any insurance coverage. Financial counselors can help patients with the application process for state-funded programs (e.g., MassHealth) and/or set up payment plans, as needed. If you have questions about your bills, please contact Partners Billing Solutions at (617) 726-3884. For more information email **patientbilling@partners.org** or visit **www.partners.org/for-patients/Patient-Billing-Financial-Assistance/Default.aspx**.

Health Information —

The Maxwell & Eleanor Blum Patient and Family Learning Center (PFLC)

White Building, 1st Floor, Room 110 • (617) 724-7352

PFLC@partners.org • www.massgeneral.org/pflc

Monday – Friday, 9am – 4:30pm; closed weekends and holidays

The PFLC is a health information resource center available to Mass General patients and families. The PFLC staff can help with information searches and provide a variety of pamphlets, periodicals, books and videos on many health- and disease-related topics. Computers with Internet access are available for on-site use. Patients and families may request specific health information, which can then be delivered directly to a patient care unit, emailed or mailed to a home address. For more information, call the PFLC or visit their website.

International Patient Center

Blake Building, 1st Floor, Room 180 • (617) 726-2787

mghipc@partners.org • www.massgeneral.org/international

Monday – Friday, 8am – 4:30pm

The International Patient Center helps with the specific needs of patients coming from outside of the United States and their referring doctors.

Interpreter Services

(617) 726-6966 or TTY (617) 724-0354

www.massgeneral.org/interpreters

You may request an interpreter through your care team member or by calling Interpreter Services. To help us best meet your needs, we recommend scheduling an interpreter ahead of time if possible.

Your care team member may also use special equipment to communicate with an interpreter to help you if one is not able to come to your room.

American Sign Language (ASL) Interpreters

American Sign Language (ASL) interpreters can help with communication between patients who are deaf or hard of hearing and the Mass General staff.

Medical Interpreters

Medical interpreters can help with communication between patients who speak a language other than English and Mass General staff.

Maxwell V. Blum Cancer Resource Program

www.massgeneral.org/cancer/resource-center

This program offers a range of support resources and services throughout the Cancer Center, including clinical services, educational programming, support groups and more.

Notary Public — Harvard University Employee Credit Union

Bulfinch Building, 1st Floor • (617) 726-1630

Monday, Tuesday, Wednesday and Friday, 9am – 4pm;

Thursday, 7am – 4pm; closed weekends and holidays

A notary public is available at the on-site branch of the Harvard University Employee Credit Union.

Organ and Tissue Donation: New England Organ Bank

Mass General encourages patients and families to consider becoming organ or tissue donors. People of all ages may be eligible to donate organs and tissues. It is always a good idea to inform your family that you would like to donate and ask them to do the same. If you have questions about organ or tissue donation, please visit the NEOB website at www.neob.org or tell a member of the care team, and they will put you in contact with the in-house coordinator for the New England Organ Bank.

Rapid Response Team

If you or your family member is concerned about your condition, immediately tell your nurse or other care team member. If your condition worsens, ask your nurse to call the hospital's Rapid Response Team. If your nurse or care team is not available, call the Rapid Response Team at (617) 726-3333. A medical team will be at your bedside within minutes to evaluate your condition.

Security

(617) 726-2121

7 days a week, 24 hours a day

Mass General Police and Security staff are on duty within the hospital at all times. If you have any safety concerns or notice anything suspicious, please call extension 6-2121 from a hospital phone or (617) 726-2121 from a cell phone.

Banking

ATMs are available 7 days a week, 24 hours a day and are located in the:

- White Building, 1st Floor, Main Hallway
- Cox Building, 1st Floor
- Wang Ambulatory Care Center, Basement Level, Lobby
- Yawkey Center for Outpatient Care, 1st Floor

Food and Drink Venues

Mass General has six cafés and cafeterias on the main campus that serve a variety of food and drinks throughout the day. For more information, visit www.massgeneral.org/food

Blossom Street Café

Cox Building, 1st Floor, Lobby

Monday – Friday, 7:30am – 3pm

Serving soups, sandwiches, snacks, desserts and drinks

Coffee Central

Gray/Bigelow Building, 1st Floor, Main Hallway

7 days a week, 24 hours a day

Serving coffee, tea, hot chocolate, cappuccino, lattes, fruit, food bars and baked goods

Coffee South

Yawkey Center for Outpatient Care, 1st Floor, Lobby

Monday – Friday, 6:30am – 6pm

Serving coffee, tea, lattes, fruit and baked goods

Eat Street Café (Main Cafeteria)

Ellison Building, Basement Level

(617) 724-MENU or (617) 724-6368 to hear a recording of the daily menu

Monday – Friday, 6:30am – 8pm; weekends and holidays, 7am – 7pm

Serving breakfast, lunch and dinner entrées, soups, salads, sandwiches, grab-and-go items, pizza, grilled foods, desserts, ice cream and drinks

Riverside Café

Yawkey Center for Outpatient Care, 1st Floor, Lobby

Monday – Friday, 7:30am – 3pm

Serving breakfast items, paninis, sandwiches, soups, salads, desserts and drinks

Tea Leaves and Coffee Beans

Wang Ambulatory Care Center, Basement Level

Monday – Friday, 7am – 3pm

Serving limited meal selections, breakfast and lunch sandwiches, soups, salads, baked goods, desserts and drinks

Vending Machines

Vending machines are available for hot and cold drinks, snacks, sandwiches, soups, breakfast items and ice cream bars. They can be found in the following locations:

- Gray Building, 1st Floor (near Gray Surgical Family Waiting Area)
- Gray Building, Basement Level (near elevators)

Lost and Found

(617) 726-2121

7 days a week, 24 hours a day

If a personal item is missing, contact the MGH Police and Security Department Command Center.

Mail and Deliveries

Any mail or deliveries for patients should include the following information:

- Patient's full name, room number and building name
- Hospital address: Massachusetts General Hospital
55 Fruit Street
Boston, MA 02114

Mass General Website

www.massgeneral.org

The Mass General website has more information about the hospital that you might find helpful, including:

- Frequently asked questions
- Directions
- Information on visiting
- Phone numbers

For better viewing on a hand-held device, visit **m.massgeneral.org**

Newspapers

Newspapers can be purchased at vending machines at the following locations:

- White Building, 1st Floor, Main Hallway
- The General Store at Yawkey, Yawkey Center for Outpatient Care, 1st Floor, Lobby

Parking

(617) 726-8886

www.massgeneral.org/visit/parking

Parking Garages

Family and visitors can park at a reduced rate in the hospital's Fruit Street, Parkman Street and Yawkey Center garages. These garages are located near the hospital's main entrance. You can call the Parking Office for prices for the various garages on the Mass General campus.

There are no cashiers at the garage exits. Please bring your parking ticket to the Cashier's Office to pay before returning to your car. Cashiers are located on the ground levels of the Fruit Street and Parkman Street garages, and in the Yawkey Parking Office in the Yawkey Center Main Lobby.

Valet Parking

Below are valet parking options for patients, family and friends:

- Wang Ambulatory Care Center (on Parkman Street)
Monday – Friday, 6am to 9pm
- Yawkey Center for Outpatient Care
Monday – Friday, 8am to 6pm

Phone Services

Patient Room Phones

Phones are available in most patient rooms. Below is information on receiving and placing calls.

Receiving Calls

You may receive calls on your room phone from 7am – 10:30pm. Calls to your room outside of those hours will be transferred to the nursing station on your patient care unit. To stop incoming calls during the day, please ask a member of your care team to unplug your phone.

Placing Calls

Local calls

Local calls (calls to area codes 617 and 857 and some to 781) can be made free of charge from your room phone by dialing “9,” followed by the area code and number.

In-hospital calls

There is no charge for calls to a Mass General number. Dial the last five digits of any Mass General phone number.

All other calls

All other calls must be charged to a calling card or third-party phone number (such as your home number), or must be placed as a collect call. Dial “9” and then “0” and an outside operator can assist you.

To use another carrier, use a calling card or talk to a Mass General operator by dialing “0.”

Cell Phones

Cell phone use is not allowed in certain areas of the hospital.

Please read and follow posted signs for cell phone use.

Public Pay Phones

Public pay phones are available in some patient care areas.

They are also located in the lobbies of the following buildings:

- Cox Building
- Gray Building (near vending machines)
- Wang Ambulatory Care Center (Basement Level)
- White Building (past the Information Desk, off the main hallway)
- Yawkey Center for Outpatient Care Buildings

Videophones

Videophones are available for patients who are deaf or hard of hearing.

They are located near the main entrance of the White Building and at the Maxwell & Eleanor Blum Patient and Family Learning Center (White Building, 1st Floor, Room 110). A member of your care team can provide you with more information.

Retail Shops

Flower Shop

The General Store, Blake Building, 1st Floor

(888) MGH-BUDS [(888) 644-2837] or (617) 726-4500

Monday – Friday, 8:30am – 7:30pm; weekends and holidays, 10am – 6pm; closed Thanksgiving and Christmas

The hospital has a full-service flower shop located within the MGH General Store gift shop. All proceeds are donated back to hospital programs. Flowers can be delivered to patient rooms, if both the patient and patient care unit are allowed to receive them.

The General Hair Care Center

Blake Building, 1st Floor • (617) 643-1122

Monday – Friday, 9am – 6pm; hours may change throughout the year

The General Hair Care Center is a full-service hair salon that offers cuts, color, blow-dry and other services. Services are available to patients, families and the general public. Patients can also schedule in-room hair appointments. Please call ahead to confirm salon hours or to schedule an appointment.

The General Store

Blake Building, 1st Floor • (617) 643-2616

Monday – Friday, 8:30am – 7:30pm; weekends and holidays, 10am – 6pm; closed Thanksgiving and Christmas

The MGH General Store is a “Best of Boston” award-winning gift shop that offers a large selection of merchandise for both adults and children. Items include jewelry, books, food, candy, cards, household toiletries, toys, Mass General-branded gifts and more. All proceeds support hospital programs.

The General Store at Yawkey

Yawkey Center for Outpatient Care, 1st Floor, Lobby • (617) 643-1130

Monday – Friday, 8am – 6pm; closed holidays

The General Store at Yawkey is another gift shop location with a smaller selection of merchandise than the MGH General Store.

Images Boutique

Yawkey Center for Outpatient Care, 9th Floor • (617) 726-3211

Monday – Friday, 8:30am – 6pm

Images Boutique offers mastectomy fitting and wig consultation services, as well as many cancer-related products, jewelry, clothing, head wear and more. Please call ahead to schedule a mastectomy fitting or wig consultation.

Russell Museum of Medical History and Innovation

Corner of Cambridge Street and North Grove Street • (617) 724-8009

www.massgeneral.org/museum

Monday – Friday, 9am – 5pm

Saturday, 11am – 5pm (mid-April – mid-October)

The Paul S. Russell, MD Museum of Medical History and Innovation presents the 200-year evolution of health care and medicine at Mass General. The museum offers stories of stunning research, interactive media and displays of old and new medical instruments. Short films about the hospital campus history and the discovery of anesthesia play throughout the day. Visit to learn, explore, be inspired or recharge in the building's rooftop garden.

Television

Every patient room is equipped with a TV and free basic TV service. Mass General channels are available to you free of charge:

MGH Patient Education Television – Channel 31

The MGH Patient Education Television on **Channel 31** provides free access to over 200 health education videos. Many are available in both English and Spanish. Please ask a member of your care team which videos might be helpful for you to watch and to get help viewing them.

MGH Chaplaincy Services – Channels 16 and 17

(617) 726-2220

www.mghpcs.org/chaplaincy/index.asp

Chapel services are televised daily on **Channels 16 and 17**. For a current schedule, call the MGH Chaplaincy or visit their website.

Transportation

MBTA (Metro Boston Transit Authority)

(617) 222-3200

www.mbta.com

The MBTA (the “T”) is the public transportation system in Boston for bus, subway, commuter rail trains and boats. For more information call the MBTA or visit their website.

Mass General Shuttle Service

Gray and Jackson Building Entrances • (617) 726-2250

www.massgeneral.org/shuttles

Monday – Friday, except holidays; please see schedule for hours

Mass General provides free shuttle services at various times throughout the day. All shuttles leave from the Gray or Jackson Building entrances, depending on where you need to go.

Shuttle stops include:

- Brigham and Women’s Hospital
- Charlestown Navy Yard
- East Boston
- MIT (Massachusetts Institute of Technology)
- North End
- North Station
- Prudential Center
- Winthrop Senior Center
- Mass General HealthCare centers in Charlestown, Chelsea, Everett and Revere

The most updated schedules are available as follows:

- Main Information Desk (White Building, 1st Floor, Lobby)
- Maxwell & Eleanor Blum Patient and Family Learning Center (White Building, 1st Floor, Room 110)
- Online at **www.massgeneral.org/shuttles**
- By calling (617) 726-2250

THE RIDE Paratransit Program

(617) 222-5123 or TTY (617) 222-5146

theride@mbta.com

www.mbta.com

Operated by the MBTA, THE RIDE Paratransit Program provides door-to-door transportation to eligible people who cannot use general public transportation because of a physical, cognitive or mental disability. This service is provided for a small charge.

Senior Shuttle

(617) 635-3000

Monday – Friday, 8am – 4pm

Operated by the City of Boston, the Senior Shuttle provides free door-to-door transportation to people ages 60 years and older who live in Boston. Rides are for nonemergency medical appointments. Please call the Senior Shuttle Office as soon as possible to arrange your ride, as rides are scheduled on a first-come, first-served basis. Medicaid patients with a disability should call their local welfare office for transportation assistance.

Taxis

Taxis are available at the main entrance of Mass General. Staff and volunteers at all Information Desks can help you call for a taxi if needed.

WiFi (Wireless Internet Access)

Mass General offers free public WiFi access. Select the “PHSPIAGUEST” network in the WiFi settings for your electronic device (e.g., computer, tablet, cell phone) and follow the directions.

As a visitor to the hospital, you play an important role in helping us ensure a safe and comfortable healing environment for your family member and for all of our patients and families. If there are health or safety concerns, visits may be limited or restricted. Below are some tips on how you can help. If you have any questions, please speak with the patient's nurse or another member of the care team.

PLANNING AHEAD FOR YOUR VISIT

Directions

For the most up-to-date directions to Mass General, please go to www.massgeneral.org/directions

Parking

See page 27 for a complete listing of places to park at Mass General.

Visiting Overview

Your Health

If you have a fever, flu-like symptoms or other symptoms of infection, please do not visit. If you have been around someone with chicken pox, tuberculosis, mumps, measles or any other infectious disease within the past three weeks, speak with a nurse before visiting, as this may be harmful to patients. To protect the health of our patients, we may ask questions about your immunizations.

Age of Visitors

Children are allowed to visit with adult supervision. Some patient care units may have additional guidelines for children. Please check with the patient's nurse.

Number of Visitors

To allow patients to rest and heal, you are encouraged to schedule your visits. Due to space limitations, we suggest no more than two family members or friends at a time in the patient room. Many patient care units have family lounges available for you to use. Special requests for visiting should be discussed with the patient's nurse.

Your Belongings

You are responsible for all of your belongings, including wallets, cell phones and computers. For infection control and safety reasons, some patient care units may not allow you to bring in certain items. Please check with the patient's nurse.

Flower and Balloon Deliveries

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

Food

Before bringing any food or drinks to a patient, please check with the nurse to make sure that it is OK with the patient's dietary plan. If you would like to eat a meal with your family member, you may order one for a small charge through the nutrition service coordinator or operations associate at the nursing station.

Hotel and Lodging

For information about hotels available in the area, go to a travel website of your choice.

A list of hotels and other places to stay is available through the Mass General Social Service Department by calling (617) 726-2643 or on their website at www.mghsocialwork.org. On their website, click the "Resources" tab and then "Temporary Lodging." You may also pick up a list in the Maxwell & Eleanor Blum Patient and Family Learning Center (White Building, 1st Floor, Room 110). Patients with cancer and their families can request lodging and transportation information from an oncology resource specialist at (617) 724-0295.

Patient Inquiries

Family and friends can call (617) 726-2000 to ask about a patient who has chosen to be listed on the in-patient census. A Mass General operator will transfer the call to the patient's nurse on the patient care unit. Patients have the right to privacy and confidentiality. They may ask to restrict who can visit or request that information about their condition not be shared.

Pets

No animals other than service animals and pet therapy dogs are allowed in the hospital. Service animals are allowed to accompany and assist their handlers while they are at Mass General. Therapy dogs are screened and approved for visiting through the hospital's Volunteer Department.

WHILE AT MASS GENERAL

Access to Areas

For safety reasons, some patient care units require you to ring a doorbell to enter and leave the area. Instructions for accessing these patient care units are posted by the main door to the unit.

Family Lounges

Family lounges are located on many patient care units. Check with the patient's nurse for a family lounge nearby.

Gray Surgical Family Waiting Area

Gray Building, 1st Floor

Monday – Friday, 8am to 9pm

Family may stay in the Gray Surgical Family Waiting Area while a patient is in surgery. Volunteers staff a reception desk and provide regular patient updates to family. There is a small consultation room for family members to speak privately with a surgeon. Complimentary drinks are available.

Hand Hygiene

Please help us reduce the risk of infection by washing your hands with soap and water:

- Before and after visiting patient rooms
- Before eating
- After using the toilet
- When hands are dirty

If soap and water are unavailable, use the alcohol-based hand rub provided.

Overnight Visits

Some patient rooms have couches that can accommodate one person for sleeping. Semiprivate rooms usually cannot accommodate overnight visitors. Discuss any questions you may have with the patient's care team ahead of time.

Quiet Hours

During posted Quiet Hours, lights on the patient care unit will be dimmed and doors may be shut. Please talk quietly and place cell phones on vibrate. You may make calls in the patient care unit's lounge or outside the patient care unit.

Smoking

Mass General is a smoke-free and tobacco-free hospital. You are not allowed to smoke, including e-cigarettes, or use any tobacco products on hospital property.

- **Preparing to Leave the Hospital** (p. 37)
- **Discharge Envelope and Checklist** (p. 37)
- **Outpatient Pharmacy** (p. 37)
- **Patient Experience Surveys** (p. 38)
- **Important Tips for Preventing Falls at Home** (p. 38-39)



PREPARING TO LEAVE THE HOSPITAL

We want to make sure that 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 will develop a discharge plan for you based on your specific medical and health care needs, available services and health insurance.

If you have any questions about your discharge plan, ask to speak to the case manager for your patient care unit. You may also call the Case Management Office at extension 6-3665 from your room phone or (617) 726-3665 from a cell phone.

The following information will help you to participate in planning your discharge.

Discharge Envelope and Checklist

Your care team will provide you with information you will need to prepare you for discharge, such as educational materials, prescriptions and appointments. There are many things that you can do to make sure you are ready for discharge as well. You may receive an envelope with a “discharge checklist” on one side to help make sure you are ready to leave the hospital. You can put all of the materials you receive (including this guide) into the envelope so that all of the important information is kept in one place.

Outpatient Pharmacy

Wang Ambulatory Care Center, 1st Floor • (617) 724-3100
Monday – Friday, 9am – 5:30pm; Saturday, 9am – 3pm;
Sunday and holidays, 9am – 12:30pm; closed Christmas

Patients leaving the hospital may fill their medication prescriptions at the MGH Outpatient Pharmacy. Ask the nurse how prescriptions can be sent to the MGH Outpatient Pharmacy. Patients will need to show a valid photo ID to pick up their prescriptions.

Please note: MGH Outpatient Pharmacy fills prescriptions from Mass General and Partners doctors only.

Patient Experience Surveys

Mass General is always looking for ways to improve the hospital experience for our patients and families. You are our best resource, and we welcome your comments and ideas. Mass General works with an outside company called Quality Data Management (QDM) to perform a phone survey. This Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey is part of a national effort to measure the quality of care within hospitals. You may be randomly selected to be interviewed within a few weeks of your discharge. The survey will take only about 10 minutes to complete. Your responses will be kept anonymous and confidential, and will not affect your care with us. While we would like you to take the survey, it is completely voluntary and not required.

Important tips for preventing falls at home


Many falls in the home can be prevented. A key to fall prevention is to stay healthy and active. Follow these important tips to help you prevent a fall at home:

Remove Hazards

- Remove things you can trip on such as area rugs, boxes and cords.
- Keep all walkways clear.
- Arrange furniture to provide a clear pathway between rooms.
- Do not store items on the stairs.
- Store and work with items at counter level to avoid too much bending or reaching.
- Do not stand on chairs or unsteady stools to reach for items.
- Clean up spills right away.

Add Safety Devices

- Use properly installed handrails in the bathtub for support.
- Do not use towel rods for support as they are not made to hold your weight.
- Place nonskid mats in the bathtub and on the bathroom floor.
- Use a raised toilet seat.
- Add handrails to both sides of stairs.



Improve Lighting

- Add nightlights to halls, bedrooms and bathrooms.
- Install light switches at the top and bottom of stairs.
- Be sure each room has proper lighting.
- Install brighter lights to see better.
- Give your eyes time to adjust to changes in lighting.
- Keep a flashlight available.

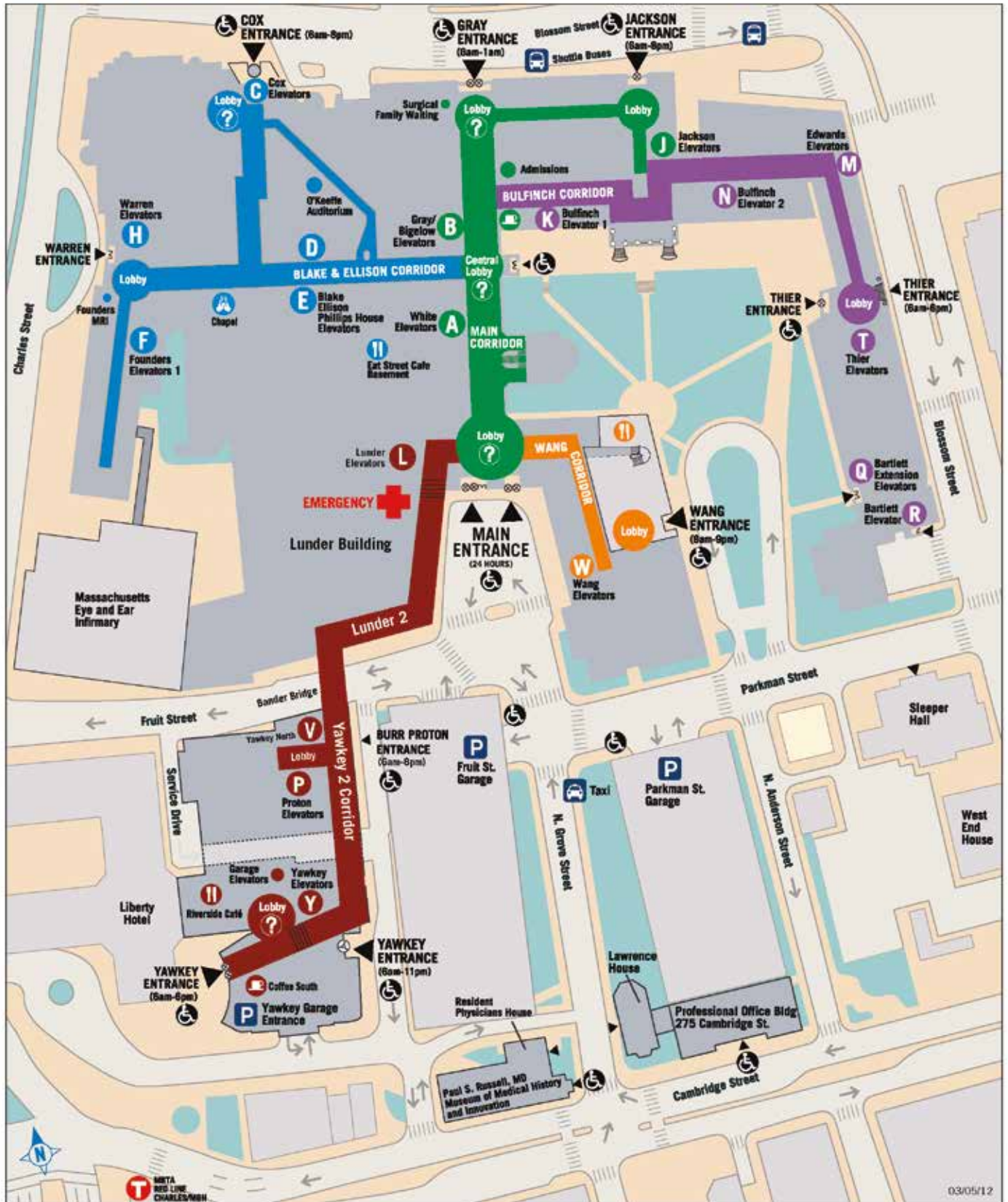
What to Do If You Fall

- If you start to fall, relax your body to reduce the impact of the fall.
- Stay calm.
- Do not get up too quickly.
- Call out for help.
- Dial 911 if it is an emergency.

In General

- Have a physical exam each year to check on your health and to see if there are any new medical problems.
- Check with your doctor if you take any medications that make you feel weak, sleepy or dizzy. Your doctor may be able to adjust your medications.
- Exercise regularly to help maintain or improve your balance, flexibility, strength and endurance.
- Eat a balanced diet.
- Keep a portable phone and emergency numbers within easy reach.

MASS GENERAL MAIN CAMPUS



03/05/12

IMPORTANT TELEPHONE NUMBERS

If you wish to use your room phone to dial any of the in-house numbers below, simply dial the last five digits of the number listed below. To reach a Mass General operator, dial "0."

DEPARTMENT	NUMBER
Admitting	(617) 726-3393
Blum Patient and Family Learning Center	(617) 724-7352
Chaplain	(617) 726-2220
Environmental Services	(617) 726-2445
Food and Nutrition	(617) 726-2520
International Patient Center	(617) 726-2787
Mass General Physician Referral Service	(617) 726-5800
Medical Interpretation	(617) 726-6966
Operator (Hospital)	(617) 726-2000
Parking Office	(617) 726-8886
Patient Advocacy	(617) 726-3370
Patient Billing and Financial Services	(617) 726-3384
Patient Information	(617) 726-2000
Patient Registration by Phone (Toll Free)	(866) 211-6588
Privacy Office	(617) 726-2465
Security	(617) 726-2121
Social Service	(617) 726-2643
TV Services	(617) 726-8888

If you have any suggestions on how we can improve this document, please email the Mass General Office of Patient Advocacy at mghpatientadvocacy@partners.org

Massachusetts General Hospital
55 Fruit Street
Boston, MA 02114

www.massgeneral.org