



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 with the safest and highest-quality care. We are a community that embraces diversity to ensure everyone feels connected, valued and engaged, and 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.



This booklet will provide you with information about the various professionals on your care team, amenities and services available during your stay, and how to prepare to leave the hospital when ready.

During your hospital stay, you will always have an assigned doctor and nurse caring for you. Other members of the care team will work with you and your doctors and nurses as needed. We encourage you to ask us questions, give us feedback and be a partner in your care. On page 11 you will find The Universal Patient Compact™, which describes our role and yours as we partner in your 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 any information that is important to you. 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 priority and the focus of what we do every day. Thank you for entrusting us with your care.

Our best,

Peter L. Slavin, MD
President

Debra Burke, RN, DNP
*Senior Vice President for Patient Care
and Chief Nurse*

MEDICAL INTERPRETER SERVICES

You have the right to a medical interpreter at no cost to you. Please point to your language. A medical interpreter will be called.

American Sign Language



Deaf and Hard of Hearing patients have the right to an ASL Interpreter or CART (Communication Access Realtime Translation) services at no charge. MGH provides these services for patients and their families

Albanian

Shqip

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejimë një përkthyes për vizitën mjekësore.

Amharic

አማርኛ

ስኬምናን በሚመለከት ያለምንም ወጪ እስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትንና የሚረዱበትን ቋንቋ በመጠቀም ያመልክቱ። የስኬምናን እስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሉ።

Arabic

عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى. المعنى المترجم تستدعي كي نُغتنك الى تُشير باصبعك أن منك يُرجى المترجم استدعاء لحين الإنتظار منك.

Armenian

Հայերեն

Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեր ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասել:

Bengali

বাংলা

আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।

Cape Verdean Creole

Criolu di Cabu Verdi

Nhós tem direito a um intérprete gratuito di nhós língua. Mostra qual qui nhós língua pa nó podi tchoma intérprete. Nhós aguarda um momento, por favor.

Chinese

中文

Cantonese | Mandarin | Toisanese | Taiwanese/Fukienese
廣東話 | 國語 | 台山話 | 台灣話/福建話

你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。

French

Français

Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!

German

Deutsch

Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.

Greek

Ελληνικά

Είναι δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιηθούμε ένα διερμηνέα. Παρακαλώ περιμένετε.

Haitian Creole

Kreyòl Ayisyen

Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.

Hebrew

עברית

יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.

Hindi

हिंदी

आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।

Hmong

Hmoob

Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.

Tel: 617-726-6966
VP: 857-366-4210

Italian

Italiano

Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.

Japanese

日本語

通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。

Khmer

ខ្មែរ

អ្នកមានសិទ្ធិទូរមានអ្នកបកប្រែផ្នែកវិជ្ជាពេទ្យបកប្រែអ្នកដោយឥតគិតថ្លៃ សូមចង្អុលបង្ហាញក្រាបបំភ្លេចរបស់អ្នក បុគ្គលិកធ្វើការនឹងទាក់ទងអ្នកបកប្រែផ្នែកវិជ្ជាពេទ្យបកប្រែអ្នក សូមរង់ចាំ។

Korean

한국말

무료로 의료 전문 통역사의 도움을 받을 수 있습니다. 해당 언어를 선택하십시오. 의료 전문 통역사에게 연결 될 것입니다. 잠시만 기다려 주십시오.

Laotian

ລາວ

ທ່ານມີສິດຂໍບາຍແປພາສາໄດຍບໍ່ເສັຍຄ່າ. ກະລຸນາຊື້ໃສ່ພາສາຂອງທ່ານ. າຍພາສາຈະຖືກເຮັນມາ.

ກະລຸນາລໍຖ້າ.

Polish

Język Polski

Masz prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem

Portuguese

Português

Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.

Russian

Русский

Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.

Serbo-Croatian

Srpsko-Hrvatski jezik

Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac ce biti pozvan. Hvala i molimo vas da sačekate.

Somali

Soomaali

Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!

Spanish

Español

Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.

Swahili

Swahili

Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.

Tagalog

Tagalog

Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.

Thai

ไทย

ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใดๆ กรุณาชี้ที่ภาษาของท่าน กรุณาอสักครู่

เราจะโทรศัพท์เรียกล่ามให้ท่าน

Urdu

اردو

آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔

Vietnamese

Tiếng Việt

Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.

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. Here you will find answers to some frequently asked questions. It also includes a section for you to take notes and write down questions you may have for your care team. This guide is organized into the following sections:

- **Quick Overview of Your Care and Stay (p. 5-9):** brief list of important information about your care and your stay at the hospital
- **Your Care at Mass General (p. 10-24):** Universal Patient Compact™; 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. 25-29):** information on clinical and nonclinical departments and resources available to help you during your stay
- **Amenities and Other Services (p. 30-37):** 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
- **Discharge Planning: Preparing to Leave the Hospital (p. 38-43):** information to guide you as you prepare to leave the hospital
- **Quick Tips for Families and Friends (p. 44-47):** important information about visiting a patient at Mass General
- **Blank Pages for Your Notes (p. 48-49)**
- **Campus Map (p. 50)**
- **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 provides important information to help you with your hospital stay. Please see the pages listed in parentheses for more details.

YOUR CARE AND YOUR STAY AT MASS GENERAL

Advance Care Planning (p. 21-24)

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. 25)

The Office of Patient Advocacy serves as a liaison between patients/families and the hospital to address any unresolved questions or concerns related to your care or stay. Every inpatient unit has an assigned patient advocate available to partner with you.

Disability Program (p. 26)

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

Health Information and Education (p. 27 and 35)

- The Maxwell & 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 MGH Channel 31 provides free access to more than 200 health education videos.

Interpreters (p. 28)

Medical interpreters are available at no cost 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. 31)

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. 31)

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 unit coordinator (UC) 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 you food 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.

Medical Record

You have a right to access your medical record, where your care team documents your current treatment. During your hospitalization, if you have questions about your care, ask your doctors and nurses.

After you leave the hospital (and for all outpatient visits), you can get a paper or electronic copy of your medical record by submitting an authorization form to Mass General Medical Records, Release of Information Unit. For complete instructions and to print the form, go to the Mass General website at www.massgeneral.org/notices/medicalrecords.aspx. If you do not have internet access, you may contact Release of Information at 617-726-2361.



Please note: Medical record documentation may take up to forty-eight (48) hours after discharge to be completed.

For urgent or in-person medical record copy requests, you may visit the hospital's Medical Records Copy Office on the eighth floor of Founder's House.

For copies of radiology images or films: Please contact the Mass General Imaging Department Image Service Center at 617-726-1798.

View Medical Information Online: Medical information such as test results, discharge summary and instructions, medications, procedures, immunizations, prescription renewals, medical history, allergies, and conditions will be posted upon completion in Patient Gateway, the Partners patient portal. Secure online access to much of your health information is available 24/7 using the Partners Patient Gateway. Go to www.patientgateway.org to enroll.

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, 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.

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. Some noise may be unavoidable for patient safety reasons (e.g., monitors).

Please use headphones at all times when listening to music or watching a program or 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 need 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 spiritual care providers are available to assess and respond to the spiritual needs and concerns of patients and family members of diverse cultures, traditions and beliefs. Tell your nurse if you would like to speak with a spiritual care provider.

Retail Shops (p. 34-35)

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.

Room Assignment

You have been admitted to a patient care unit based upon the type and level of care you need. To ensure you receive the uninterrupted delivery of the best care possible, please do not leave your assigned patient care unit unless you are undergoing scheduled tests or procedures.

Room Phones (p. 32-33)

- 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.

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. 35)

Every patient room has a TV and free basic TV service, including the hospital's patient education and Spiritual Care 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. 44-47)

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)

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

- **Universal Patient Compact™** (p. 11)
- **Your Care Team** (p. 12-15)
- **Be an Active Partner in Your Care: Questions to Ask Your Care Team and Notes** (p. 16-18)
- **Reducing Your Risk of a Fall or Infection** (p. 19-20)
- **Planning in Advance for Your Health Care** (p. 21-24)



The Universal Patient Compact™

Principles for Partnership

As your healthcare partner we pledge to:

- Include you as a member of the team
- Treat you with respect, honesty and compassion
- Always tell you the truth
- Include your family or advocate when you would like us to
- Hold ourselves to the highest quality and safety standards
- Be responsive and timely with our care and information to you
- Help you to set goals for your healthcare and treatment plans
- Listen to you and answer your questions
- Provide information to you in a way you can understand
- Respect your right to your own medical information
- Respect your privacy and the privacy of your medical information
- Communicate openly about benefits and risks associated with any treatments
- Provide you with information to help you make informed decisions about your care and treatment options
- Work with you, and other partners who treat you, in the coordination of your care

As a patient I pledge to:

- Be a responsible and active member of my healthcare team
- Treat you with respect, honesty and consideration
- Always tell you the truth
- Respect the commitment you have made to healthcare and healing
- Give you the information that you need to treat me
- Learn all that I can about my condition
- Participate in decisions about my care
- Understand my care plan to the best of my ability
- Tell you what medications I am taking
- Ask questions when I do not understand and until I do understand
- Communicate any problems I have with the plan for my care
- Tell you if something about my health changes
- Tell you if I have trouble reading
- Let you know if I have family, friends or an advocate to help me with my healthcare

YOUR CARE TEAM

While you are a patient at Mass General, you will be at 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 you and all other care team members to meet your care needs. You will probably have the most contact with nurses, doctors, patient care associates, unit coordinators and unit service associates.

Doctors

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

Fellows are doctors who are choosing to do additional training in a clinical area by working with an attending physician/hospitalist.

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 registered 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

Unit coordinators (UCs) greet people as they enter the unit, help patients get to their rooms, show them how the call system works and circulate throughout the unit to check on patient needs.

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 UCs on the patient care unit.

Consulting Team Members

Spiritual care providers 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 collaborate with physicians, trainees and other members of the health care team to enhance medical care.

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 in keeping yourself safe from falling or getting an infection. Below is some helpful information:

Preventing Falls

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
- Use your cane, walker or crutches at all times
- Wear non-skid footwear
- 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 the risk of infection, be sure to wash your hands with soap and water:

- After using the toilet
- Before eating
- Whenever 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 they touch you or anything in your room.

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.



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. This is called Advance Care Planning. Everyone over 18 years of age should begin this process when healthy, before a medical crisis leaves them unable to speak for themselves.

What are the steps?

Think about it

- What gives my life meaning?
- What are my values and beliefs?
- What could I learn to live with?
- What could I learn to live without?

Choose

Who will speak for me?

- Someone you trust to understand and support your wishes and treatment if you are suddenly unable to speak for yourself. It does not have to be a family member.
- Someone who can make important decisions in tough situations.

What do I want?

- If you have a medical condition, how well do you understand it and the medical choices you may face in the future?
- If you ever get very sick and can't speak for yourself, what type of medical care would you want? What type of medical care would you not want?

Write it down

Make your wishes known by filling out an advance directive.

What is an advance directive?

An advance directive is a legal document for adults 18 years or older. In Massachusetts, this legal document is called a Health Care Proxy. It goes into effect only if you are not able to make medical decisions (e.g., if you are unconscious or in a coma). You do not need a lawyer to fill out an advance directive. You should review your advance directive

at least every year or if your health changes. You can change your advance directive any time. Older versions of your advance directive are canceled if you fill out a new form at a later time.

The advance directive form allows you to choose a person you trust to be your Health Care Agent/Proxy. This is the person who will make health care decisions for you if your doctor determines you are not able to make them for yourself.

What happens if I don't fill out an advance directive?

If you are not able to make or communicate your medical decisions, the medical team will try to find a person who knows you best to represent you. This is usually a spouse, adult child, brother or sister, or sometimes a close friend. There are some decisions that require a legal decision-maker that, without a health care proxy, may require a court process.

In an emergency, if a representative cannot be contacted, the medical team will use their best judgment to treat you.

Choosing a Health Care Agent/Proxy

Your Health Care Agent/Proxy should be able to:

- Represent your wishes even if they do not agree with them.
- Make difficult decisions about tests, surgeries, and about whether to start or stop treatments. This might include making life or death choices.
- Meet and talk with health care providers as needed.

Be honest with your Health Care Agent/Proxy.

Talk with your Health Care Agent/Proxy about what you value and what gives meaning to your life. Tell them your medical preferences and the choices you might need to make in the future. Make your choices clear by writing them down in an advance directive. Share this with your Health Care Agent/Proxy, family, loved ones and health care team to avoid confusion or conflict in the future. Make sure your Health Care Agent/Proxy understands the role and is comfortable with it. Let them know if they are not comfortable with being your Agent, they can ask you to pick someone else.

Where can I get a Health Care Proxy form?

Ask your nurse or health care provider for a form

Pick one up at

Maxwell & Eleanor Blum Patient and Family Learning Center
Mass General, White Building, First Floor, Room 110

Print one out at

www.massmed.org/proxy

What do I do after I have filled in the form?

Keep the original in a safe place where it can be found easily.

Make copies to give to your primary care doctor, your HealthCare Agent/Proxy and your Alternate Agent./Proxy

What if it feels like my choices are not being respected?

If you, your HealthCare Agent/Proxy, or someone representing your interests have concerns while you're at Mass General, talk with:

- A member of the Ethics Consult Team if there is a conflict about treatment or end-of-life decisions. They are available Monday through Friday from 8:00am to 4:30pm. Ask your nurse or doctor to contact them or call 617-726-2000 and ask the hospital operator to page the "Ethics Support Team."
- A representative from the Office of Patient Advocacy can investigate any complaint you might have. Patient advocates are available Monday through Friday, from 8:30am to 5:00pm. The phone number is 617-726-3370.

For more information

- **National Healthcare Decisions Day | www.nhdd.org**
NHDD is an initiative to encourage patients to express their wishes regarding healthcare and for providers and facilities to respect those wishes. This site has several resources and links to advance care planning resources.
- **Aging with Dignity | www.agingwithdignity.org**
This site provides advice on making health care decisions and what you want your loved ones to know. Five Wishes is an advanced directive form that allows you to choose a Health Care Agent/Proxy and document your personal, emotional and spiritual needs and your preferences for medical treatment. Five Wishes meets the legal requirements for an advance directive in Massachusetts. Five Wishes is available for children, adolescents and adults.

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

The Office of Patient Advocacy serves as a liaison between patients/families and the hospital regarding concerns related to your care or stay. Patient advocates review and communicate your compliments or concerns and help resolve problems in a neutral and nonthreatening way. Every inpatient unit has an assigned patient advocate available to partner with you.

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 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, 1st Floor
Monday – Friday, 7:30am – 5:30am
Yawkey Ambulatory Care Center, 2nd 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 and Education

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.

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.

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 Mass General staff and patients who speak a language other than English.

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. You may also speak to your unit social worker for notary services.

Organ and Tissue Donation: New England Organ Bank (NEOB)

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 are concerned about your condition, immediately tell your nurse or other care team member. If your condition worsens, your nurse will request additional help from doctors and other team members, depending on your needs. The Rapid Response Team may be called to ensure that the right team members are at your bedside quickly. You or a family member can also call the Rapid Response Team at (617) 726-3333 at any time. A medical team will be at your bedside within minutes to evaluate your condition.

Religious and Spiritual Resources

Mass General spiritual care providers 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 spiritual care provider 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 Spiritual Care 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.

Security

(617) 726-2121

7 days a week, 24 hours a day

Mass General Police and Security officers 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, Lobby

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

Soups, sandwiches, snacks, desserts and drinks

Coffee Central

Gray/Bigelow Building, 1st Floor, Main Hallway

7 days a week, 24 hours a day

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

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

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

Breakfast items, paninis, sandwiches, soups, salads, desserts and drinks

Tea Leaves

Wang Ambulatory Care Center, Basement Level

Monday – Friday, 7am – 3pm

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

Vending Machines

Hot and cold drinks, snacks, sandwiches, soups, breakfast items and ice cream bars:

- Gray Building, 1st Floor Lobby
- 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, please inform a member of your care team. If unresolved, 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:

- 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 near the hospital's Main Entrance at a reduced rate in the hospital's Fruit Street, Parkman Street and Yawkey Center garages. You can call the Parking Office for prices for the various garages on the Mass General campus or visit the above web site.

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 to talk to a Mass General operator, dial “0.”

Cell Phones

Cell phone use is not allowed in certain areas of the hospital. Please follow posted signs.

Public Pay Phones

Public pay phones are available in some patient care areas and 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 Building

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 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

This full-service hair salon 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 a small gift shop location with a limited selection of merchandise.

Images Boutique

Yawkey Center for Outpatient Care, 2D • (617) 726-3211

Monday – Friday, 8:30am – 5pm

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 more than 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 with free basic 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 Spiritual Care Services – Channels 16 and 17

(617) 726-2220

www.mghpcs.org/spiritualcare/

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

Transportation

MBTA (Massachusetts Bay Transportation 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 either the Gray or Jackson Building entrances. Shuttle routes include:

- Assembly Row
- 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.

Taxis

Taxis are available at the main entrance of Mass General. Staff and volunteers at all Information Desks can help you.

WiFi (Wireless Internet Access)

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



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- **Discharge Envelope and Checklist** (p. 40)
- **Outpatient Pharmacy** (p. 40)
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PREPARING TO LEAVE 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 will develop a discharge plan 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 information to help you prepare for discharge, such as educational materials, prescriptions and appointments. You may receive an envelope with a “discharge checklist” printed on the outside. You can put any 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 can fill their prescriptions at the MGH Outpatient Pharmacy. Ask your 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 takes about 10 minutes to complete. Your responses will be kept confidential and will not affect your care with us. Your health care providers will not be able to connect your name or personal information to your answers. While we would like you to take the survey, it is completely voluntary and not required.

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 identify 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.

Make sure you speak with your family, friends or provider if you have any questions or concerns after leaving the hospital.

Call 911 any time you think you need emergency care.



NOTES:

As a visitor, you play an important role in helping us ensure a safe and comfortable healing environment for all of our patients and families. If there are health or safety concerns, visits may be limited or restricted. Safety concerns include behaviors that are disruptive, discriminatory or culturally insensitive toward our patients, their families, staff or others. 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 32 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 unit coordinator at the nursing station.

Hotel and Lodging

A list of hotels and nearby 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 (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. A Mass General operator will transfer the call to the patient's nurse on the patient care unit. However, 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 to locate a nearby family lounge.

Surgical Family Waiting Area

Gray Building, 1st Floor, Room 145

Monday – Friday, 8am to 9pm

Family may stay in the 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.

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.



Room Assignment

Patients have been admitted to a particular care unit based upon the type and level of care they need. To ensure they receive the uninterrupted delivery of the best care possible, patients should not leave their assigned unit unless they are undergoing scheduled tests or procedures.

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 of 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.

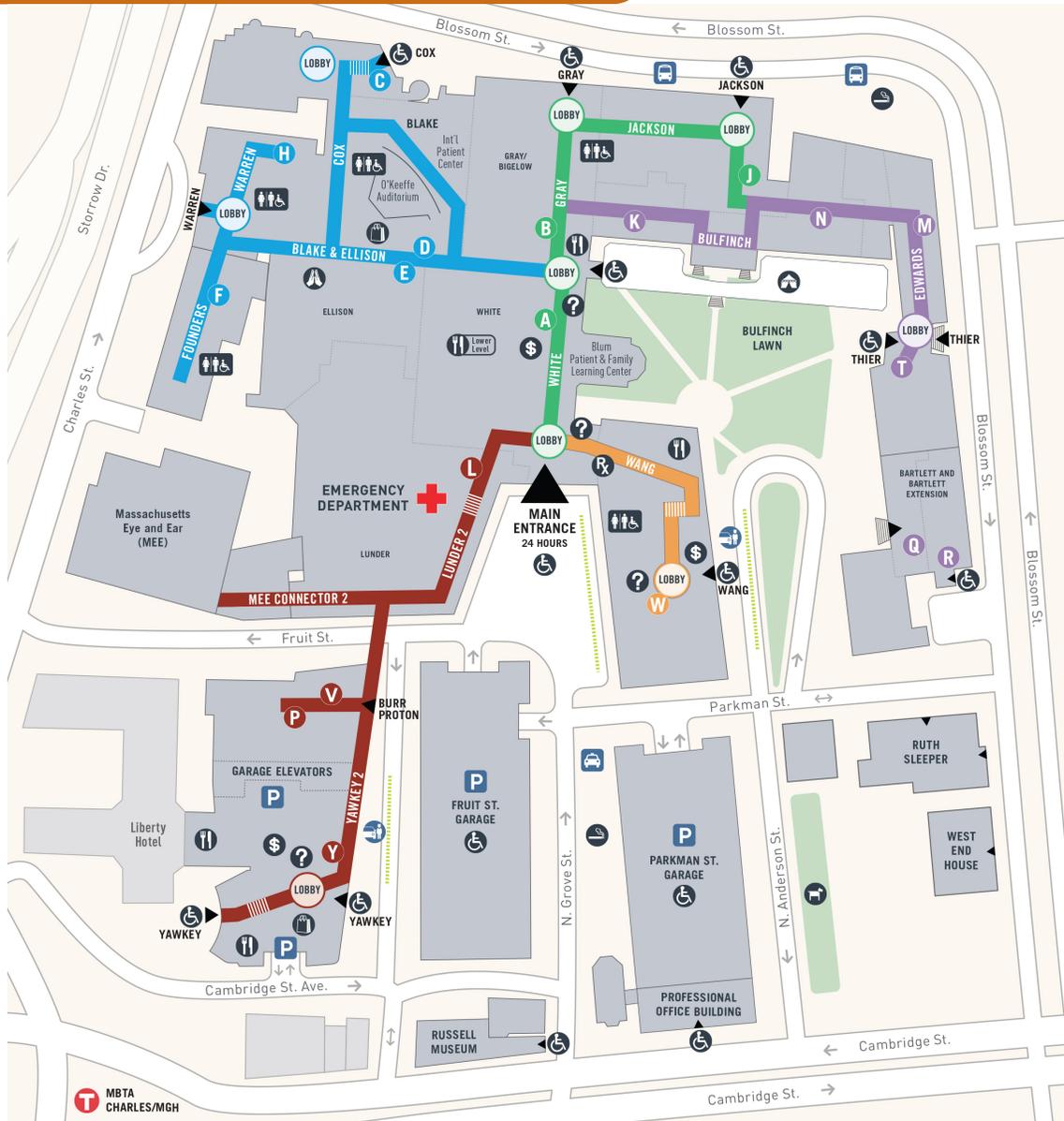
NOTES:





NOTES:

MASS GENERAL MAIN CAMPUS



Massachusetts General Hospital Map Key

- Bartlett, Bartlett Extension** | 40, 40R Blossom St.
ELEVATORS: **R** **N**
- Gray/Bigelow** | 90 Blossom St.
ELEVATOR: **B** Coffee Central: **1** Shuttle: **1**
- Blake** | 273 Charles St.
ELEVATOR: **D**
- Bulfinch** | 66 Blossom St.
ELEVATORS: **K** **N** Bulfinch Lawn and Seasonal Tent: **1**
- Burr Proton Center** | 30 Fruit St.
ELEVATORS: **P**
- Cox** | 100 Blossom St.
ELEVATOR: **C** Hair & Skin: **1**
- Edwards Research** | 60 Blossom St.
ELEVATOR: **M**
- Ellison** | 267 Charles St.
ELEVATOR: **E** Chapel: **1** Gift Shop: **1**
- Founders** | 265 Charles St.
ELEVATOR: **F**

- Jackson** | 80 Blossom St.
ELEVATOR: **J** Shuttle: **1**
- Lunder** | 45 Fruit St.
ELEVATOR: **L** Emergency Department: **+**
- Thier** | 60 Blossom St.
ELEVATOR: **T**
- Wang Ambulatory Care Center** | 15 Parkman St.
ELEVATOR: **W** Pharmacy: **1** Valet: **1**
Tea Leaves Café and Coffee Bean (lower level): **1**
- Warren** | 275 Charles St.
ELEVATOR: **H**
- White** | 55 Fruit St.
ELEVATOR: **A** Eat Street Café (lower level): **1**
- Yawkey Center for Outpatient Care** | 32 Fruit St.
ELEVATORS: **Y** **V** Valet: **1** Riverside Café: **1** Gift Shop: **1**
Images Boutique (floor 2): **1** Coffee South: **1**

- ▲ Entrances**
- ? Information Desk**
- \$ Cash Machine**
- ♿ Wheelchair Accessible**
- ♿ Restroom**
- ☑ Designated Smoking Area**
- 🐕 Designated Dog Area**
- ⋯ Pickup / Drop-off**
- 🚌 Shuttle Buses**
- P Parking Garage**
- 🚗 Taxi**
- 🚗 Valet**
- T Subway Station**

P HOW DO I VALIDATE AND PAY FOR MY GARAGE PARKING TICKET?

Parking cashiers are located in the elevator lobby of each garage on weekdays. The Fruit St. Garage office is open 24/7, including holidays.

MGH Visitor Map | Rev. 02282019

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.

To reach a Mass General operator, dial "0."

DEPARTMENT	NUMBER
Admitting	(617) 726-3393
Blum Patient and Family Learning Center	(617) 724-7352
Spiritual Care	(617) 726-2220
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) 726-3884
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