

# SAINT FRANCIS

## Hospital and Medical Center

### Yellow Zone - Building 20

Floor	Room/Department
2	Access to Gengras MOB
2	Access to Information Desk
2	Case Management
2	CBT Bank & ATM
2	Integrative Medicine
1, 2, 3, 4	Parking Levels

### Blue Zone - Building 9

Floor	Room/Department
2	Admitting
3	Ambulatory Surgery
1	Arrow Pharmacy
1	Au Bon Pain
1	Bank of America ATM
1	Blossoms Flower Shop
1	Butterfly Boutique
8	Chawla Auditorium
2	Chawla Cardiac Surgery
1	Day Hospital/Endoscopy
4	Gift Shop
2	Gibbons Pavilion for Women
2	Hoffman Heart
5	ICU - MSICU, CICU
1, 2	Information Desk

### Labor & Delivery/Fetal Diagnostics

Floor	Room/Department
1	Main Entrance/Exit to Woodland St
3	Medical Records
4	NICU
3	OR/ASU Reception
4	Patient Rooms (4901-4914)
4	Patient Rooms (5901-5943)
5	Patient Rooms (8901-8932)
8	Patient Rooms (9901-9932)
9	Patient Rooms (10901-10932)
10	Pulmonary Medicine
1	Rehabilitation Medicine
2	Surgery Family Waiting Room

### Grey Zone - Building 13

Floor	Room/Department
3	Cafeteria - Gengras
1	Clinics - Pediatric, Adult, Surgery
3	Dental Center
2	Doctors' Offices (2100-2130)
3	Doctors' Offices (3200-3222)
4	Doctors' Offices (4300-4320)
4	Finance
1	Gengras Auditorium
5	HIS
4	Occupational Health

### White Zone

Floor	Room/Department
1, 2	Cancer Treatment Center
7	Behavioral Health
1	Cafeteria/Woodland Station
2	Congestive Heart Failure
1	Diabetes Care
5	Dialysis
3	Electrophysiology Lab
1	Hartford Federal Credit Union ATM
5	Lipid Education Service
4	Maternity/Nursery
1	MRI
2	Patient Rooms (2201-2220)
4	Patient Rooms (4100-4220)
5	Patient Rooms (5101-5124)
6	Patient Rooms (6100-6220)
7	Patient Rooms (7100-7220)
8	Patient Rooms (8100-8220)
2	Radiology
6	Sleep Lab
5	Women's Heart Program

### Green Zone - Buildings 1, 1A, 2

Floor	Room/Department
7	Behavioral Health
1	Cafeteria/Woodland Station
2	Congestive Heart Failure
1	Diabetes Care
5	Dialysis
3	Electrophysiology Lab
1	Hartford Federal Credit Union ATM
5	Lipid Education Service
4	Maternity/Nursery
1	MRI
2	Patient Rooms (2201-2220)
4	Patient Rooms (4100-4220)
5	Patient Rooms (5101-5124)
6	Patient Rooms (6100-6220)
7	Patient Rooms (7100-7220)
8	Patient Rooms (8100-8220)
2	Radiology
6	Sleep Lab
5	Women's Heart Program

### Red Zone - Building 7

Floor	Room/Department
4	CJRI
2	Emergency Department
3	Main OR
7	Patient Rooms (7701-7736)
9	Patient Rooms - CJRI (9701-9733)
10	Patient Rooms - CJRI (10701-10733)

### Orange Zone

Floor	Room/Department
2	Administration
3	Cardiac Cath/Interventional Cardiology
2	Chapel
3	Classrooms
4	Hospitality Suite
1	Human Resources
3	Infectious Disease
4	Pain Management
1	Repetitions Thrift Shop
2	Volunteer Services

### Purple Zone - Building 10

Floor	Room/Department
2	Nursing Education & Practice Innovation
1	Library
2	PCS Classroom
3	Research

# Frequently Used Phone Numbers

*When dialing from within Saint Francis Hospital and Medical Center, dial the last five digits only.*

General Information	Dial "0"
Patient Information	714-4789
Admitting	714-5166
Arrow Pharmacy	714-7455
Blossoms Flower Shop	714-4006
Butterfly Boutique	714-6347
Condition CARE	Dial "2273"
Case Management	714-4613
Cashier	714-4941
CT VNA Partners Home Care & Hospice Services	1-888-482-8862
Compliance Office	714-1305
Computer Help Desk	714-5519
Ethics Committee	Dial "0"
Engineering	714-4242
Environmental (Housekeeping)	714-4047
Foundation	714-4900
Gift Shop	714-5602
HealthConnect	1-877-STFRANCIS (877-783-7262)
Hospitality Suites	714-5166
Infection Control	714-4903
Integrative Medicine	714-7451
Language Services	714-4000
Life Line	714-2626
Lost and Found (Risk Management)	714-4573
Medical Records (Health Information Management)	714-4646
Mount Sinai Rehabilitation Hospital	714-3500
Palliative Care	714-4749
Pastoral Care	714-4308
Patient Account Representative	714-4952
Patient Ombudsman	714-4606
Physician Referral	1-877-STFRANCIS (877-783-7262)
Privacy Officer	714-6479
Security	714-4492
Telephone Repair	714-4357
Television Repair	714-4225
Volunteer Services	714-4979

# Important Patient Safety Information

At Saint Francis Hospital and Medical Center, we encourage patients and families to be actively involved in their care. You can help us provide the safest care possible by:

- Providing us with a complete and accurate list of all medications you are currently taking, including prescription and over-the-counter medications, as well as vitamins and herbal products.
- Ensuring that all staff wash their hands before they care for you.
- Wearing your hospital Identification Bracelet at all times. Be sure the information is correct and make sure that all staff members check your ID bracelet before any procedure, surgery or test is performed or medication given.
- Requesting assistance when getting out of bed if you are dizzy or weak.

## *Patient's Bill of Rights and Responsibilities*

At Saint Francis Hospital and Medical Center, we work to improve people's health; treat people with injury and disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease. In carrying out these activities, we also have the utmost respect for your values and dignity. This includes working with you to ensure the most successful outcomes possible. We believe the following guidelines will help you understand your rights as a patient and therefore make you an educated partner in your healthcare.

### **Your Rights as a Patient:**

- *You have the right* to considerate, respectful care.
- *You have the right* to participate in the development and implementation of your plan of care.
- *You have the right* to make informed decisions about your care including being informed of your health status, being involved in care planning and treatment, being able to request to be involved in care planning and treatment, and being able to request or refuse treatment, as permitted by law. If you refuse a recommended treatment you will receive other needed and available care.
- *You have the right* to know the names and roles of people involved in your care planning and treatment.
- *You have the right* to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- *You have the right* to have an advance directive, such as a living will or other advance directive indicating your health care representative, and to have hospital staff who provide care comply with these directives, as permitted by law. These documents express your choices about your future care as well as name someone to speak on your behalf if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the hospital, your family, and your doctor.
- *You have the right* to personal privacy.

- *You have the right* to the confidentiality of your medical information. You have the right to receive a copy of Saint Francis Notice of Privacy Practices which informs you of how your medical information can be used or disclosed.
- *You have the right* to access and review your medical records in accordance with the Hospital's Notice of Privacy Practices, and to have the information explained, except when restricted by law.
- *You have the right* to expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.
- *You have the right* to know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers, or insurers.
- *You have the right* to be told of realistic care alternatives when hospital care is no longer appropriate.
- *You have the right* to know about hospital rules that affect you and your treatment, and about charges and payment methods.
- *You have the right* to know about hospital resources, such as patient representatives or an Ethics Committee that can help you answer concerns and questions about your hospital stay and care.
- *You have the right* to effective communication, including an interpreter or other resources available by the hospital to assist you when needed.
- *You have the right* to receive visitors whom you designate. Your visitors cannot be restricted by the Hospital on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. However, visitation can be limited if the visitor's presence infringes on others' rights or safety, is medically or therapeutically necessary, or per a court order. You also have the right to withdraw or deny the visitation of any visitor, at any time.
- *You have the right* to designate (orally or in writing) a Support Person to exercise visitation rights on your behalf if you are unable to do so. This designation, however, does not extend to medical decision making.
- *You have the right* to appropriate assessment and management of pain.
- *You have the right* to be free from restraints of any form if they are not medically necessary.
- *You have the right* to receive care in a safe setting that preserves dignity and contributes to a positive self image.
- *You have the right* to be free from mental, physical, sexual, and verbal abuse, neglect and exploitation during your stay and care.
- *You have the right* to request that an autopsy be performed at Saint Francis Hospital and Medical Center or by another institution and by a physician unaffiliated with Saint Francis Hospital and Medical Center. You are responsible for any fees incurred when an autopsy is performed by an unaffiliated organization or physician. You have the right to place restrictions and limitations on the autopsy and/or state any specific concerns (i.e. religious considerations etc.).
- *You have a right* to receive a copy of the Patient's Bill of Rights.

- **You have the right** to make a complaint about your care. You may give your complaint to the patient representative, the Patient Ombudsman, your Nurse, your Physician, or Hospital administration. Your care will not be affected by a complaint, and we will look into it as quickly as possible.
- **You have the right** to file a written complaint. Letters should be sent to The Office of the President, Saint Francis Care, 114 Woodland Street, Hartford, Connecticut 06105.
- If, after this Administrative review by the Hospital, you continue to be concerned about safety or quality of care provided in the Hospital, **you have the right** to contact:
  - > *The Connecticut State Department of Public Health*  
410 Capitol Avenue, Hartford, 06134  
(860) 509-7400; TDD: (860) 509-7191
  - > *The Joint Commission*  
Office of Quality Monitoring  
One Renaissance Boulevard, Oakbrook Terrace, IL, 60181  
To file a complaint you can either call 1-800-994-6610 or email [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

### Your Responsibilities as a Patient:

- **You are responsible** for providing information about your health, including past illnesses, hospital stays, and use of medicine. You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
- This hospital works to provide care efficiently and fairly to all patients and the community. **You and your visitors are responsible** for being considerate of the needs of other patients, staff, and the hospital by:
  - > *Ensuring a roommate's privacy;*
  - > *Limiting your visitors to two at a time during specified visiting hours;*
  - > *Reminding visitors to maintain a quiet atmosphere and that smoking is not permitted in the hospital; and*
  - > *Using televisions, radios, telephones and lights in a manner that is not disturbing to others.*
- If you choose to refuse a recommended treatment or procedure, **you are responsible** for any consequences of this refusal.
- **You are responsible** for providing information for insurance and for working with the Hospital to arrange payments, when needed.
- **You are responsible** for complying with the Hospital's safety and other regulations.
- Your health depends not just on your hospital care but, in the long term, on the decisions you make in your daily life. **You are responsible** for recognizing the effect of life-style upon your personal health.

A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury and disease; educate doctors, health professionals, patients, and community members; and improve understanding of health and disease. In carrying out these activities, this institution is committed to respecting your values and dignity.

## *Understanding Your Care Plan*

You have the right to accept or refuse medical care. You have the right to know:

- Your diagnosis and medical condition
- What kind of treatment is suggested
- The benefits of treatment
- The risks of treatment
- Other possible treatments
- What may happen to you if you refuse treatment

These should be discussed with your physician. Be sure to ask questions if you do not understand any of your treatment or services.

When requesting services at Saint Francis Hospital and Medical Center, you consent to basic diagnostic and treatment procedures by signing our “Consent and Acknowledgement” form. For certain diagnostic and treatment procedures beyond the basic, we may require that you give your informed consent at that time.

## *Confidentiality of Your Health Information*

Saint Francis Hospital and Medical Center respects your rights to privacy and is committed to protecting the confidentiality of your health information. The Privacy Officer and the Health Information Management Department can provide information on how we protect the privacy of your health information and how you may request copies of your health information.

*If you have any questions or concerns regarding your privacy, please contact the Privacy Officer at 4-6479.*

## *Advance Directives*

An “advance directive” is a legal document through which you may provide your directions or express your preferences concerning your healthcare and/or appoint someone to act on your behalf. Physicians and others use them only if you are unable to make or communicate your decisions about your medical treatment. Advance directives in Connecticut include a Living Will and Healthcare Instructions and the appointment of a Healthcare Representative. You are encouraged to bring any of these documents with you to the hospital if you have completed them.

*If you have not completed them and would like additional information about advance directives you may contact the Palliative Care Service at 4-4749.*

## *Pain Management*

Pain is your body’s way of responding to injury, illness, or stress. Pain can be physical or psychological (stress, emotional and spiritual).

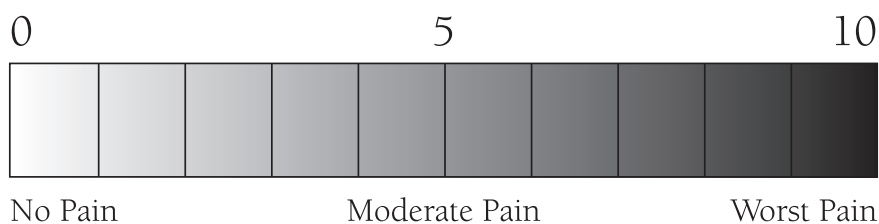
It can be described as stabbing, pinching, aching, or causing discomfort, distress or agony. It may be steady or come and go.

Pain may be acute, chronic or breakthrough.

- Acute pain, such as the pain caused by surgery, may at times be severe, but will gradually lessen as the body heals.
- Chronic pain, such as the pain caused by arthritis or cancer, may range from mild to severe and may continue.
- Breakthrough pain is an unpredictable episode of severe pain that is not being controlled by the patient's current interventions or medications.

Your doctor and nurse cannot measure the pain you are experiencing. You must describe your pain. Is the pain sharp, achy or dull? When did your pain start? How long did the pain last? What makes the pain better or worse? What have you taken that relieves or eases your pain? How does the pain affect your daily life, your family's life?

Using a number scale to rate your pain (0 means no pain, 10 means worst pain), your doctor and nurse will teach you to describe the type and amount of pain you are experiencing.



It is important to know that with the treatments available today, most pain can be well controlled no matter the type and amount of pain you may feel. When your pain is well controlled, you can be more active, sleep better, eat better, and feel more positive. If you are recovering from surgery, controlling your pain can help you get well faster.

You are an important part of managing your pain. Be sure to tell your healthcare professional:

- When you are in pain
- The location of your pain
- The intensity of your pain

Talk to your doctor and nurse if:

- You are experiencing pain
- You have questions about controlling your pain
- You have taken pain medicine and it is not working

The best time to manage pain is when it first begins.

If you know your pain may worsen with an activity, take pain medication first to prevent the pain. If pain does occur, don't wait for it to get worse before asking for pain medication. Pain medicine often works better on a regular schedule rather than taking it "as needed" in response to pain.

As a patient at Saint Francis Hospital and Medical Center, **you** can expect:

- Information about pain and pain relief measures
- A concerned staff committed to pain prevention
- Health professionals who respond quickly to reports of pain
- State-of-the-art pain management
- Dedicated pain relief specialists
- Pain expressions will be believed

As a patient of Saint Francis Hospital and Medical Center, **we** expect that you will:

- Ask your doctor or nurse what to expect
- Discuss pain relief options with your doctors and nurses
- Work with your doctor and nurse to develop a pain relief plan
- Ask for pain relief drugs when pain first begins
- Help your doctor and nurse measure your pain
- Tell your doctor or nurse about any pain that will not go away
- Tell your doctor or nurse about any worries you have about taking pain medication

Your pain is unique to you. Pain can be affected by how you are feeling emotionally, spiritually, and if you are concerned about your job, finances, children, etc. It is important to discuss your concerns with your healthcare team. They can work with you to address the issues that may be causing you additional stress and pain.

At Saint Francis Hospital and Medical Center, our goal is to have our patients as free from pain as possible.

### ***Patient Directory Information***

Federal law allows disclosure of a limited amount of patient directory information with your consent. This information includes your room number and the telephone number to your room. If you do not want anyone to know this information (including family and friends), you will be listed as Confidential in the Saint Francis Hospital patient directory system. Please note that as a Confidential patient, you will not receive telephone calls, visitors, flowers or visits from community clergy. Please inform the Registration and Admission Coordinator or your nurse of your preference.

## *Ethics Committee*

We all have our own beliefs and values. Sometimes these conflict with the medical decisions being made by those caring for us. When such conflicts arise and the appropriate direction for treatment is unclear, the Ethics Committee may assist and support patients, families and the healthcare team in understanding decisions that cause concern. The Ethics Committee is made up of physicians, nurses, chaplains, social workers, Hospital staff and members of the community who meet regularly to study the issues behind these conflicts.

*Patients, their families, staff or anyone with an ethical concern may request help from the Ethics Committee by dialing “0”.*

## *Concern About Your Care*

The team of doctors and nurses at Saint Francis Hospital and Medical Center are compassionate care givers who are focused on delivering the highest quality of care possible.

Patients and their families are valuable members of the healthcare team. Your special knowledge about your loved one may provide very helpful insight.

It is most effective if you share your concerns with your physician or the manager of your floor. Generally that person can handle the problem immediately.

However, if this person cannot address your concerns, you are welcome to do any of the following:

- Contact a Patient Ombudsman at 4-4606.
- Initiate Condition CARE (Concerned And Requesting Evaluation) by dialing CARE (2273) and provide the patient’s name and room number and the operator will page the Care Team.
- Call the Risk Management Department at 4-4573.
- Send a letter to:

The Office of the Executive Vice President  
Saint Francis Hospital and Medical Center  
114 Woodland St., Hartford, CT 06105

Your concern will be shared with the appropriate department or departments, and you may receive a follow-up phone call to get more information.

You will receive a response to your concern within 10 business days, generally sooner. This may be by telephone or by mail.

If you have any concern about the safety or quality of care in the Hospital, you may contact:

The Connecticut State Department of Public Health  
410 Capitol Avenue, Hartford, CT 06134  
Phone: (860) 509-7400; TDD: (860) 509-7191; or [www.ct.gov/dph](http://www.ct.gov/dph)

- or -

The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone: 1-800-994-6610

*Under no circumstances does presenting concerns or complaints negatively impact a patient's ongoing or future care at Saint Francis Hospital and Medical Center.*

## ***Compliance with Laws and Regulations***

Saint Francis Hospital and Medical Center is committed to ensuring compliance with applicable laws and regulations. If you are aware of or have a concern regarding Saint Francis Hospital and Medical Center's compliance with laws and regulation, we encourage you to report this concern to our Chief Compliance Officer at 4-1305.

## ***Non-Discrimination Notice***

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. ss2000d et seq), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. ss 794) Title III Americans with Disabilities Act of 1990 (42 U.S.C. 12182), and the Age Discrimination Act of 1975, as amended (42 U.S.C. ss6101 et seq), Saint Francis Hospital and Medical Center does not discriminate on the basis of race, creed, color, national origin, age, sex, sexual preference, marital status, disability or military veteran status, in admission and access to treatment in its programs and facilities. The Vice President, Human Resources, has been designated to help ensure compliance with the U.S. Department of Health and Human Services' regulations (45 C.F.R. Parts 80, 84 and 91) implementing these laws.

For further information about the regulations and the Hospital's grievance procedures for resolution of discrimination complaints, contact:

Vice President  
Department of Human Resources  
Saint Francis Hospital and Medical Center  
114 Woodland Street  
Hartford, Connecticut 06105-1299  
(860) 714-4160

## ***Organ and Tissue Donation***

Organ and Tissue donations offer patients a new chance at healthy, productive and normal lives. Saint Francis Hospital and Medical Center participates with the DonateLife organization to manage organ and tissue donations.

*To learn more about organ and tissue donation, please visit [www.donatelife.net](http://www.donatelife.net), or call 1-800-355-7427 for a brochure.*

# Safety and Security

As a critical part of the Saint Francis Hospital and Medical Center commitment to excellence, we are concerned about patient and visitor safety as well as patient care.

To ensure safety every day the following policies are in place to protect our patients, visitors and staff.

## *Staff Identification*

All Hospital employees, volunteers, and contractors are issued identification badges which they are required to wear during their working day.

## *Identification Band*

An identification band is placed on your wrist when you are admitted. Please check the information to make sure it is correct. Do not remove it during your stay. Make sure all staff members check your ID band before any procedure, surgery or test is performed or medication is given. If you are allergic to something, you may receive a special red band which alerts Hospital staff to your allergy.

## *Medication and Food from Home*

All medications required during your stay will be ordered by your physician and managed by the Hospital Pharmacy. Using medications, dietary supplements, or other therapies not specifically prescribed by your treating physician, or not supplied by the Hospital Pharmacy, may upset a carefully planned program of treatment and could be harmful to your care and possibly extend or delay your discharge from the Hospital. If you have a list of medications you are taking at home, DO bring this list to the Hospital to assist your healthcare team in your treatment. Medications themselves should not be brought to the Hospital from home unless you are specifically asked to do so by a member of your healthcare team. In these cases, identification of your medication must occur by a Hospital Pharmacist prior to the medication administration. Medications cannot be left at the bedside.

Please do not bring food from home unless approved by your doctor or nurse. Food brought in from outside of the Hospital may interfere with your prescribed diet. Storage to ensure proper safety is also limited.

## *Electrical Appliances*

If you bring an electrical appliance from home (electric razor, blow dryer, etc.) please notify your nurse to ensure that it is inspected by our Engineering Department, if necessary.

## *Fire Safety*

Saint Francis Hospital and Medical Center is protected by sprinklers throughout. All employees receive in-service training on a yearly basis in order to protect patients and visitors.

If a fire alarm sounds in your area, wait for instruction from the Hospital staff. They will instruct you where to go and what to do for your safety. It is often safer for you to remain in your room with the door closed; however, if you need to relocate and are unable to move under your own power, Hospital staff will assist you.

## *Smoke-free Environments*

Saint Francis Hospital and Medical Center is concerned not only with the treatment of disease but also the promotion of wellness. As a result, Saint Francis is a 100% tobacco-free zone. Smoking by patients, employees and visitors is not permitted anywhere in the Hospital or on the grounds or within the blue “no smoking” lines surrounding the Hospital.

*If you would like information on stopping smoking, call HealthConnect toll-free at 1-877-STFRANCIS (1-877-783-7262).*

## *Security*

The Security Department operates 24-hours a day, seven days a week. Security officers are assigned to stationary and roving posts throughout the Hospital and campus, including the parking lots and the parking garage. The security guards are identified by their uniforms and their Hospital ID badges.

*Escorts for visitors to their vehicles will be provided by Security upon request. To request an escort or other routine Security assistance, please call 4-4492.*

Special Security phones are located throughout the Hospital and garage.

## *Valuables*

Please leave all jewelry, electronic devices (such as cell phones and/or laptop computers), money and other valuables at home. If you bring valuable items with you they will be sealed in a special envelope which will be placed in the Hospital's safe. A receipt for the contents will be placed with your chart. At the time of your discharge, you may obtain your valuables by presenting your receipt at the Cashiers Office. Please remember that you are responsible for your dentures, eye glasses, hearing aids, jewelry, prosthesis and any valuables or money you keep at your bedside. The Hospital cannot assume responsibility for your valuables or personal articles kept in your room or on your person.

## *Lost and Found*

Lost or missing articles should be reported to your nurse or the nurse manager on your floor. Found articles should be brought to the nursing station. Saint Francis Hospital and Medical Center cannot be responsible for your personal property.

*To inquire about lost-and-found articles, you may call 4-4573 Monday through Friday from 7:00 a.m. to 3:30 p.m.*

# Special Services

## *ATM and Banking*

### ATM

There are three automatic teller machines. The Bank of America ATM is located on the first floor of the Patient Care Tower, near the Information Desk. The Connecticut Bank and Trust (CBT) ATM is located on the second floor of the Patient Tower near the Collins Parking Garage entrance. The Hartford Federal Credit Union ATM is located on the first floor near the employee elevators.

### Full Banking Services

Connecticut Bank and Trust is located on the second floor of the Patient Care Tower as you enter the Hospital from the Collins Parking Garage. Hours are Monday through Friday from 9:00 a.m. to 3:00 p.m. and by appointment.

## *Blood Pressure Screening*

Hoffman Heart provides free blood pressure screenings. To schedule a screening, please call 4-4202, or visit the Center on the second floor of the Patient Care Tower between the Information Desk and the Collins Street Garage.

## *CarePages®*

CarePages.com is a secure website that helps patients and loved ones stay in touch during a hospital stay. After creating a personalized CarePage, people can post updates about a patient's condition and progress, receive messages of support, and share information and photos – even if family and friends are many miles away. Saint Francis provides CarePages as a free service as part of our focus on the patient and family experience.

CarePages ensures that patients, families, and friends are protected online through privacy policies, password-protection, and visitor management tools.

*Step-by-step instructions on creating or visiting a CarePage can be found at [www.carepages.com/stfranciscare](http://www.carepages.com/stfranciscare)*

## *Get Well Messages*

Patients at Saint Francis Hospital and Medical Center can receive Get Well messages from friends and loved ones through the Hospital's web site - [www.stfranciscare.com](http://www.stfranciscare.com). Card senders can create their own text and choose from 12 colorful designs. Once the card is created and transmitted to the Hospital via the Internet, it is printed and delivered to the patient by a member of the Hospital's volunteer staff. Every effort is made to deliver the greeting cards within 24-hours, Monday through Friday. No deliveries are made on weekends and holidays.

## *Language Services*

Saint Francis Hospital and Medical Center assists patients and families who need a foreign language interpreter. This service is provided free of charge while you are a patient at Saint Francis Hospital and Medical Center.

*For assistance, please dial “0” for the Operator.*

## *Mail Services*

Incoming mail is delivered daily. We will deliver mail, packages and flowers to your room as quickly as possible. You may give outgoing mail to the unit secretary on your floor. Mail received after your discharge will be forwarded to your home. Stamps are available at the Gift Shop.

## *Mini-Cabs*

Mini-Cabs are available inside the Hospital to take you to your destination, if you are handicapped or disabled. You may summon a Mini-Cab at the Information Desks or use the telephones marked with yellow and black checkered signs. Security is on duty 24/7 at the entrance to the Collins Garage on the 2nd floor and can arrange Mini-Cab or wheelchair transportation for you.

## *Newspapers & Magazines*

Newspapers and magazines may be purchased from the Gift Shop on the first floor in the Patient Care Tower. Newspaper vending machines are also located conveniently throughout the Hospital.

## *Pharmacy*

Arrow Pharmacy, which sells over-the-counter and prescription medications and other items, is located on the first floor of the Patient Care Tower, along the walkway to the Collins Garage. Arrow Pharmacy is open Monday through Friday, 9:00 a.m. to 5:00 p.m. The phone number is (860) 527-2800.

## *Services for Hearing Impaired*

The Telecommunications Department has equipment and services available for patients, their companions and family members who have special needs. If you notify the admitting representative before your admission, we will make every effort to have the equipment and or service available before your stay begins.

**After admission, please ring your nurse to request the following equipment and/or service:**

- American Sign Language Interpreters
- Telephones equipped with volume controls for speaking and listening
- Telephones equipped with lighted ringers
- Text Telephones (TTY)
- Telephones with large-number key pads
- Speakerphones that do not require the use of a handset
- Assistive Listening Devices

**We also provide:**

- Closed Captioning (CC) Television
- Telephones with Braille key pads
- Wheelchairs

*Equipment and these services are provided free of charge while used at a Saint Francis Hospital and Medical Center facility.*

## ***Shops & Stores***

The Auxiliary operates a number of shops in the Hospital for your convenience. Proceeds from all of the shops are utilized for ongoing Hospital programs and activities, medical equipment, scholarships and special patient needs.

### **Auxiliary Gift Shop**

The *Gift Shop* is located on the first floor of the Patient Care Tower. The Gift Shop offers a wide range of gift items, boutique clothing, Chamilia and other jewelry, baby gift items and religious articles. Also available are sundries, greeting cards, snack items, beverages, newspapers and magazines.

*Hours:* Monday - Friday: 9:00 a.m. to 7:30 p.m.; Saturday and Sunday: 11:00 a.m. to 5:00 p.m.

*Phone:* 4-5602

### **Special Gift Shop Services**

- *Deliveries* - Our volunteers are happy to deliver items anywhere in the Hospital.
- *Gift Cards*
- *Stamps* - Books of 20
- *Phone Cards*
- *Showcase Cinema Movie Passes*
- *Dry Cleaning Service*

## **Blossoms Flower Shop**

Our professional designers create fresh and beautiful floral arrangements for your special needs. A wide variety of flowering plants, dish gardens and balloons are also available.

Deliveries to the patient's room are free of charge. *Blossoms* is located on the first floor of the Patient Care Tower, across from Au Bon Pain.

*Hours:* Monday - Friday: 9:00 a.m. to 5:00 p.m. Our floral arrangements are also available in the *Gift Shop* during their normal business hours. (See above.)

*Phone:* 4-4006

## **Butterfly Boutique**

The *Butterfly Boutique* offers specialty selections to enhance the comfort, appearance, confidence and well-being of cancer patients during and after treatment. The *Boutique* is located at the end of the second floor corridor that connects the Hospital with the Saint Francis/Mount Sinai Regional Cancer Center. We will also deliver your *Boutique* selections within the Hospital.

*Hours:* Monday - Friday: 10:00 a.m. to 2:00 p.m.

*Phone:* 4-6347

## **Repetitions Thrift Boutique**

*Repetitions*, The Women's Auxiliary Thrift Boutique, carries gently used items such as clothing for the entire family, housewares, giftware, jewelry, books and more. *Repetitions* is located on Woodland Street (look for the *Repetitions* sign near the corner of Woodland and Ashley Street).

*Hours:* Wednesday and Friday: 10:00 a.m. - 4:00 p.m.; Thursday: 10:00 a.m. - 5:30 p.m.

*Phone:* 4-4125

# Patient and Family Education

## *Educational TV Channels*

Patient education is an important part of your hospital stay and your recovery process. As part of our television service, the Hospital offers a wide range of patient education videos that you may view on channels 19-21. These channels display a list of available topics. Follow the on-screen instructions to request a specific video by phone.

Channel 31-32 - Newborn Channel (only in maternity areas of the Hospital)

## *Health Sciences Library*

Patients and their families are welcome to use the Health Sciences Library's collection of books, journals and electronic resources. The library staff is also available to assist patients and families looking for health information. The library is located in the Research and Education Building at 260 Ashley Street.

*Hours:* Monday - Friday: 7:30 a.m. to 5:00 p.m.

*Phone:* 4-4773

## *Physician Referral*

Saint Francis Hospital and Medical Center is proud of the expertise of the over 700 physicians on our medical staff. Our physicians are committed to providing quality healthcare to their patients. For more information about our physicians or for more help finding a physician, call HealthConnect, at 1-877-STFRANCIS (877-783-7262) or visit our website at [www.stfranciscare.com](http://www.stfranciscare.com); click the *Find A Physician* menu item.

Visit our website for the latest in medical breakthroughs, with an online health library, physician referrals, online nursery and much more.

## *Smoking Cessation*

More than one third of cancer deaths and countless cases of heart disease, breathing disorders and stroke are the result of smoking. No matter how much or long you have smoked, you benefit from quitting: your risk of cancer, heart disease and other disorders is greatly reduced. Quitting smoking is hard, but many people are able to stop each year by using a number of strategies. Some people are able to do it alone, and some need education or group support to be successful.

Saint Francis Hospital and Medical Center offers programs to assist you. You may want to join a class, use acupuncture or work individually with a hypnotist. Quitting smoking is one of the most important health decisions a person can make.

*If you would like to register for a class or want more information, call HealthConnect at 1-877-STFRANCIS (877-783-7262).*

## Learning To Stop Smoking

- Program yourself for success with positive thoughts.
  - > *There is no need for me to smoke.*
  - > *I am in control of myself and my health.*
  - > *I choose not to smoke.*
  - > *My urges will go away whether I have a cigarette or not.*
  - > *I am not a slave to cigarettes.*
- Practice breath work.
  - > *Take a deep breath through your nose (if possible), hold it for 1 or 2 seconds, slowly breathe out through pursed lips of your mouth. Repeat several times. Realize how cleansing these breaths are to your lungs.*
- Calculate the time and money you are saving by not smoking!
  - > *It takes about 6 minutes to smoke a cigarette.*
  - > *A pack of cigarettes costs over \$7.*

## Signs of Progress

- Bad taste in mouth.
  - > *Your taste buds are waking up and can taste again. When you stop smoking, the plugs of mucus that have built up in your lungs are breaking up and coming up to your throat and mouth. This is normal and will pass.*
- Coughing.
  - > *Your lungs are beginning to function effectively again – you are cleaning house! This is a good cough.*
- Sleepiness and/or sleeplessness.
  - > *At first, your body misses the ups and downs of nicotine and needs to get used to not having this addictive drug.*
- Emotional symptoms of progress.
  - > *Cigarettes are often used to stuff down or cover up feelings. Don't be alarmed if you become emotional now and then – you are strong and courageous. Call us if you need help.*

*Integrative Medicine offers relaxation techniques, smoking cessation counseling and other support to assist with cravings and/or staying stopped. To schedule an Integrative Medicine service or learn more about services, please call 4-7451.*