

Patient Guide

your guide for a comfortable & informed stay



Where
heart
meets
health.



CATHOLIC MEDICAL CENTER

welcome

Thank you for trusting us with your care

We are dedicated to providing you and your loved ones with high-quality, compassionate health care. The purpose of this guide is to share helpful and useful information with you about our hospital, its services and what you can expect as a patient at CMC, but it isn't the only way we communicate. Please feel free to speak with any member of our staff if you have further questions. We are here to serve you.

During your stay, you can expect us to check on you regularly to address your:

- Pain
- Patient safety
- Personal belongings
- Personal needs
- Position/comfort

We hope to exceed your expectations by communicating clearly, maintaining a clean and quiet environment, respecting your privacy and delivering the same care we would expect for our own family members.

On behalf of the entire team at CMC, thank you for allowing us the privilege of caring for you.

Sincerely,



Alex Walker
President & CEO



100 McGregor Street Manchester NH 03102
tel: 800.437.9666 or 603.668.3545

For additional information about our services and specialties please visit: CatholicMedicalCenter.org



Our Mission

The heart of Catholic Medical Center is to carry out Christ's healing ministry by offering **health, healing and hope** to every individual who seeks our care.

Our Values

- Respect
- Integrity
- Compassion
- Commitment

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Patient experience matters to us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

Compliments or grievances (complaints)

We value your feedback! If you wish to convey a compliment or express a concern regarding your care at Catholic Medical Center, ask to speak with your Nursing Unit director.

The medical staff and the employees of Catholic Medical Center seek to engage our patients and families in their care, recognizing their needs and satisfying them to the extent possible. If you have any questions or concerns that have not been answered to your satisfaction, contact our patient liaison at:

Catholic Medical Center
100 McGregor Street
Manchester NH 03102
tel: 603.663.8020

Share your hospital experience with us

After you leave the hospital, you will get a survey in the mail asking about your stay at CMC. The survey only takes a few minutes to complete, and we promise to listen. We will put your response into action to improve hospital stays for all patients, reward and recognize our staff and celebrate our strengths. Every response matters.

Look for this survey from us in your mailbox. Please complete and return it to us. We want to know about your experience.



Sample survey questions:

During this hospital stay, how often did nurses listen carefully to you?

- Never
- Sometimes
- Usually
- Always

During this hospital stay, how often did nurses explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

During this hospital stay, how often were your room and bathroom kept clean?

- Never
- Sometimes
- Usually
- Always

During this hospital stay, how often was the area around your room quiet at night?

- Never
- Sometimes
- Usually
- Always



Ethics Services

Patients and/or family members who have ethical issues and concerns about patient care are encouraged to request meetings to address these issues. If you or a family member want to request a meeting, please inform your nurse or dial 0 to

making calls

Special Support—Condition H

During your stay, you have access to a patient and family emergency call line called **Condition (H) Help**. Condition H provides patients and families an avenue to call for immediate help to address medical concerns that family members believe need immediate attention.

We understand family members may recognize subtle changes in loved ones that may not be apparent to the healthcare team. Condition H is intended to decrease anxiety and increase communication and collaboration between family members and the healthcare team.

When to call Condition H:

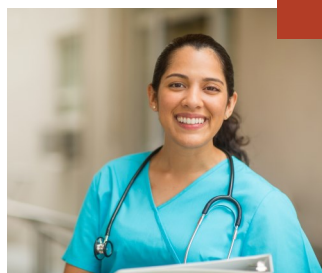
- 1) If subtle changes occur in the patient, which you as a patient or family member feel are significant, and the healthcare team is not recognizing the change or the concern.
- 2) If, after speaking to your doctor, nurse or other members of your healthcare team, you still have concerns or confusion regarding the plan of care.

How to call the Condition H team:

- Step 1: Dial **2111** on bedside phone.
- Step 2: Tell the operator: your name, room number, patient's name and your concern.
- Step 3: The Condition H team will be sent to your room.

Calling your nurse

A button to call your nurse is located at your bedside. When you press the button, the nurses' station is alerted that you need assistance and a light flashes above your door. A staff member will respond to your signal as soon as possible.

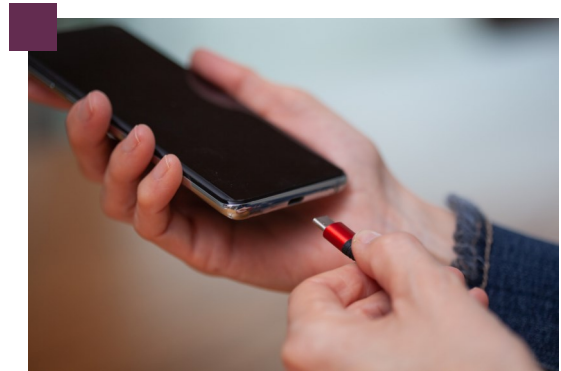


To make a phone call:

- In-house calls: dial the last four digits of the phone number
- Local calls: dial **9 + 1 + ten-digit phone number**

Important in-house telephone numbers

- Main Hospital Operator: 0
- Admitting: 6004
- Finance (Patient Financial Services Team): 6922
- Food Service: 6953
- Interpreters/Language Services: 4875
- Pastoral Care: 2081
- Patient Liaison: 8020
- Security: 2029



Cell phones

Please be mindful of cell phone use while in the hospital because it can be disruptive to other patients and visitors.

The use of cell phone is not allowed in certain areas of the hospital. Please check with the hospital staff before any cell phone use. It is not permissible to photograph or videotape CMC personnel. Please respect their privacy. If your electronic device is running low on power, recharge at one of CMC's charging stations. They're available at no cost and are conveniently located on CMC's skybridge connector (Level B), Emergency Department, ICU West and Operating Room waiting areas and at CMC's Urgent Care.

Friendly reminders

- CMC prohibits firearms and all other weapons, alcohol and illegal drugs.
- CMC is a tobacco-free campus.
- If you have a fever, flu-like symptoms or other symptoms of infection, you should refrain from visiting.
- Latex, such as balloons, is NOT permitted.
- **You are responsible** for your own personal belongings during your visit.

Masks

Patients are required to wear masks in their rooms when there are any hospital staff or visitors in the room, or when they are traveling in the hallways. Check with your healthcare team for any updates or modifications to CMC's mask policy.

Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedside. Upon discharge, your nurse can help arrange for delivery to your hospital room or home of any needed prescriptions from **Rite Aid Pharmacy as part of the Meds-to-Beds program.**

medstobeds



Pastoral care services

Pastoral care services are available to patients and families of all faiths. These services include sacramental ministry; distribution of Holy Communion; pastoral counseling; crisis interventions; visitation of patients; and notification to local parishes, churches and temples (upon your request).

Mass is celebrated frequently in the hospital chapel on Level A and telecast on Channel 6 in patient rooms. Please check: CatholicMedicalCenter.org/chapel to view the current mass schedule.

Please tell your nurse if you would like a visit from one of our chaplains.

Bibles are available for our patients. Please dial 0 and ask to speak to the Pastoral Care Department to request a Bible. Feel free to take the Bible home with you upon your discharge.

Smoking & Vaping

Catholic Medical Center is a smoke and tobacco-free facility. Smoking and vaping are not allowed. Smoking and vaping in the presence of oxygen devices can cause fires or explosions and put lives at risk.

Visitor information

Please check our website for the latest visitor guidelines:

CatholicMedicalCenter.org/visitors

parking map



- **BUILDING DIRECTORY**
 - 1. CATHOLIC MEDICAL CENTER
 - 2. MEDICAL OFFICE BUILDING (MOB)
 - 3. NOTRE DAME PAVILION
 - 4. 195 MCGREGOR
 - 5. RITE AID
 - 6. ST. MARY'S BANK
- **ENTRANCE DIRECTORY**
 - A. MAIN ENTRANCE
 - B. EMERGENCY ENTRANCE
 - C. LEVEL A MOB ENTRANCE
 - D. NOTRE DAME PAVILION ENTRANCE
 - E. 195 MCGREGOR SOUTH ENTRANCE
 - F. 195 MCGREGOR MIDDLE ENTRANCE
 - G. LEVEL B MOB ENTRANCE
 - H. WAYNE STREET ALLEY
- **PARKING DIRECTORY**
 - HANDICAP PARKING
 - PUBLIC PARKING
 - EMPLOYEE PARKING
 - PROVIDER PARKING ONLY
- **1. ED LOT**
- **2. HANDICAP LOT (DROP OFF AT ENTRANCE A)**
- **3. VALET LOT**
- **4. 195 MCGREGOR**
- **5. PARKING GARAGE**
- **6. SURFACE LOT A**
- **7. LOT B MOB/ AMOSKAEG HEALTH**
- **8. PROVIDER PARKING**
- **9. LEVEL D PARKING LOT**
- **10. NOTRE DAME GATED LOT PROVIDER PARKING**

Parking is free and is available 24 hours a day, seven days a week for patients, visitors and staff. Our parking garage is across the street from the hospital on McGregor Street. You can cross to the hospital using the **Skybridge**, located on the third level of the Notre Dame Pavilion **D**.

Free valet parking is offered to patients and visitors at the hospital's main entrance **A** off McGregor Street: Mon-Fri 7:30 AM-4 PM.

A free shuttle bus service is also available Mon-Fri: 6 AM-7:30 PM (excluding holidays). The shuttle bus is available to take you to and from the main entrance from **6** Surface Lot A. Simply stand near your car and our white van, with a CMC or an Easterseals logo, will pick you up. Please allow 10 minutes for a one-way trip.



Please be sure to lock your car and call CMC Security if you need assistance:

603.663.2029

What to expect

- We will hang a sign outside your room so that our staff is aware of the type of isolation precaution (e.g. contact isolation precaution) that you are on to treat you in the safest possible way. If you have questions about the sign, please ask!
- Staff might wear a gown, gloves or a mask when entering your room. Don't be alarmed.



Ask your visitors

- To clean their hands before **entering your room** and to wash their hands with soap and water (not hand sanitizer) **before leaving** your room.
- To not bring in children along on their visit.
- To talk with your nurse to see if they should also wear a gown, gloves or mask while visiting you.
- To stay home if they are sick.

Ask your doctor

- Do I need to be on antibiotics for this infection? If so, what is the dose, and for how long will I be on these antibiotics?
- What is the name of the infection I have? Is there anything I should do at home for this infection?

Taking care of yourself at home after being treated for an infection can be tricky. Make sure you understand how to take care of yourself while you're here in the hospital. It will be important that you continue that same care at home.

For more information on preventing infections, visit [cdc.gov](https://www.cdc.gov).

Infections from MRSA, VRE and ESBL

MRSA (pronounced *MERSA*), VRE and ESBL are bacteria that cause infections that are resistant to commonly-used antibiotics. Your doctor will prescribe an antibiotic that can treat this type of infection.

- It is important to take **all of your antibiotic as prescribed**, and to talk with your doctor if you aren't getting better.
- Talk to your doctor if you are thinking about stopping your antibiotics because you are feeling better.
- Long hospital stays, a weak immune system, and insertion of certain medical devices can increase your risk of infection, so be sure to speak with your doctor about symptoms that might indicate an infection.
- If you have questions about the antibiotic or any other medication you have been prescribed, talk to the pharmacist where you got your prescription or call your doctor.

C. difficile (also called *C. diff*)

C. diff is a bacteria that lives in feces and is spread through contact with items that are contaminated with *C. diff*. To avoid spreading this bacteria when you go home or to prevent getting sick with *C. diff*, be sure to:

- Wash your hands with soap and water after using the restroom.
- Wash your hands with soap and water before you eat and encourage family members to do the same.
- If you still have symptoms (e.g. diarrhea), use bleach-based cleaning products in the bathroom. Always follow the instructions on the disinfectant to use the product safely. **Do not** mix bleach disinfecting products with ammonia disinfecting products.

television channel guide

Channel Guide: Analog (A) & Digital (D)

Please be considerate of other patients by using your headset/earbuds.

| | | | | | |
|-----------------------------|-----------|------------------|----------------------------|-----------|----------|
| Uni U Mass (Spanish) | 2 | A | National Geographic | 20 | D |
| CMC Chapel Mass | 3 | A | TLC | 21 | D |
| Discovery | 3 | D | ESPN | 22 | D |
| CBS | 4 | A & D | ESPN2 | 23 | D |
| ABC | 5 | A | A & E | 24 | D |
| EWTN | 5 | D | Patient Channel | 25 | A |
| WSBK-TV (38) | 6 | D | History | 25 | D |
| NBC News | 7 | D | Disney Channel | 26 | D |
| Channel 7 | 7 | A & D | Lifetime | 27 | D |
| NBC Sports Boston | 8 | A | Hallmark | 28 | D |
| USA | 8 | D | HLN Headline News | 29 | D |
| WMUR/ABC | 9 | A & D | Direct TV Ad | 30 | D |
| FOX | 10 | D | CTN Christian | 31 | D |
| NH PBS | 11 | A & D | CW 56 | 33 | D |
| CNN | 12 | D | Direct TV Ad | 34 | D |
| FS1 Fox Sports | 13 | D | Direct TV Ad | 35 | D |
| USA | 14 | D | C-SPAN | 36 | D |
| NESN | 15 | D | | | |
| Cartoon Network | 16 | A & D | | | |
| NESN | 17 | A | | | |
| TBS | 17 | D | | | |
| FOX News | 18 | D | | | |
| Discovery | 19 | D | | | |

We care about your safety



We understand that hospital visits can be stressful, but **your cooperation** will help us care for our patients and create a healing environment.

We have **zero tolerance** for any form of aggression:

- Physical assault (will be reported to law enforcement)
- Verbal harassment
- Inappropriate language
- Threats
- Abusive behavior
- Sexual harassment
- Failure to respond to staff instructions

For the health and safety of our patients, visitors and staff there are:

- **No** drugs or alcohol
- **No** firearms or weapons
- **No** smoking

Patient Responsibilities—American Medical Association Code of Ethics

It has long been recognized that successful medical care requires an ongoing collaborative effort between patients and care providers. Care are bound in a partnership providers and patients

that requires both individuals to take an active role in the healing process. Such a partnership does not imply that both partners have identical responsibilities or equal power. While care providers have the responsibility to provide healthcare services to patients to the best of their

ability, patients have the responsibility to communicate openly, to participate in decisions about the diagnostic and treatment recommendations, and to comply with the agreed-upon treatment program. Like patients' rights, patients' responsibilities are derived from the principle of autonomy. The principle of patient autonomy holds that an individual's physical, emotional, and psychological integrity should be respected and upheld. This principle also recognizes the human capacity to self-govern and choose a course of action from among different alternative options. Autonomous, competent patients assert some control over the decisions which direct their healthcare. With that exercise of self-governance and free choice come a number of responsibilities:

1. To the extent possible, patients have a responsibility to be truthful and to express their concerns clearly to their care providers.
2. Patients have a responsibility to provide a complete medical history, to the extent possible, including information about past illnesses, medications, hospitalizations, family history of illness, and other matters relating to present health.
3. Patients have a responsibility to request information or clarification about their health status or treatment when they do not fully understand what has been described.
4. Once patients and care providers agree upon the goals of therapy and a treatment plan, patients have a responsibility to cooperate with that treatment plan. Patients also have a responsibility to disclose whether previously agreed upon treatments are being followed and to indicate when they would like to reconsider the treatment plan.
5. Patients generally have a responsibility to meet their financial obligations with regard to medical care or to discuss financial hardships with appropriate representatives of the Medical Center.
6. Patients should discuss end-of-life decisions with their care providers and make their wishes known. Such a discussion might also include formulation of an advance directive.



patient rights & responsibilities

7. Patients should be committed to health-enhancing behavior. Illness can often be prevented by a healthy lifestyle, and patients should take personal responsibility when they are able to avert the development of disease.
 8. Patients should also have an active interest in the effects of their conduct on others and refrain from behavior that unreasonably places the health of others at risk. Patients should inquire as to the means and likelihood of infectious disease transmission and act upon that information which can best prevent further transmission.
 9. Patients are encouraged to participate in medical education by accepting care, under appropriate supervision, from medical trainees. Consistent with the process of informed consent, the patient or the patient's surrogate decision maker is always free to refuse care from any member of the healthcare team.
 10. Patients should discuss organ donation with their physicians and, if donation is desired, make applicable provisions.
 11. Patients should not initiate or participate in fraudulent healthcare and should report illegal or unethical behavior by physicians and other providers to the appropriate medical societies, licensing boards, or law enforcement authorities.
 12. Patients are responsible for following hospital rules and regulations affecting patient care and conduct.
4. The patient shall be fully informed by a healthcare provider of his or her medical condition, healthcare needs, and diagnostic test results, including the manner by which such results will be provided and the expected time interval between testing and receiving results, unless medically inadvisable and so documented in the medical record. The patient will be provided an explanation of the plan of care, treatment and services and shall be given the opportunity to participate in the planning of his or her total care and medical treatment, to refuse treatment, and to be involved in experimental research upon the patient's written consent only. (For the purposes of this paragraph "healthcare provider" means any person, corporation, facility, or institution either licensed by this state or otherwise lawfully providing healthcare services, including, but not limited to, a physician, hospital or other healthcare facility, dentist, nurse, optometrist, podiatrist, physical therapist, or psychologist, and any officer, employee, or agent of such provider acting in the course and scope of employment or agency related to or supportive of healthcare services.)

You have the right to the best care

Patients/legal guardians/personal representatives should review the following information as established by the State of New Hampshire (NH RSA 151:21) and staff will encourage patients to exercise their rights and responsibilities:

1. The patient shall be treated with consideration, respect, and full recognition of the patient's dignity and individuality, including privacy in treatment and personal care and including being informed of the name, licensure status, and staff position of all those with whom the patient has contact, pursuant to NH RSA 151:3-b.
 2. The patient shall be fully informed of a patient's rights and responsibilities and of all procedures governing patient conduct and responsibilities. This information must be provided orally and in writing before or at admission, except for emergency admissions. Receipt of the information must be acknowledged by the patient in writing. When a patient lacks the capacity to make informed judgments the signing must be by the person legally responsible for the patient.
 3. The patient shall be fully informed in writing in language that the patient can understand, before or at the time of admission and as necessary during the patient's stay, of the facility's basic per diem rate and of those services included and not included in the basic per diem rate. A statement of services that are not normally covered by Medicare or Medicaid shall also be included in this disclosure.
5. The patient shall be transferred or discharged after appropriate discharge planning only for medical reasons, for the patient's welfare or that of other patients, if the facility ceases to operate, or for nonpayment for the patient's stay, except as prohibited by Title XVIII or XIX of the Social Security Act. No patient shall be involuntarily discharged from a facility because the patient becomes eligible for Medicaid as a source of payment.
 6. The patient shall be encouraged and assisted throughout the patient's stay to exercise the patient's rights as a patient and citizen. The patient may voice grievances and recommend changes in policies and services to facility staff or outside representatives free from restraint, interference, coercion, discrimination, or reprisal.
 7. The patient shall be permitted to manage the patient's personal financial affairs. If the patient authorizes the facility in writing to assist in this management and the facility so consents, the assistance shall be carried out in accordance with the patient's rights under this subdivision and in conformance with state law and rules.
 8. The patient shall be free from emotional, psychological, sexual and physical abuse and from exploitation, neglect, corporal punishment and involuntary seclusion.
 9. The patient shall be free from chemical and physical restraints except when they are authorized in writing by a physician for a specific and limited time necessary to protect the patient or others from injury. In an emergency, restraints may be authorized by the designated professional staff member in order to protect the patient or others from injury. The staff member must promptly report such action to the physician and document same in the medical records.

10. The patient shall be ensured confidential treatment of all information contained in the patient's personal and clinical record, including that stored in an automatic data bank, and the patient's written consent shall be required for the release of information to anyone not otherwise authorized by law to receive it. Medical information contained in the medical records at any facility licensed under this chapter shall be deemed to be the property of the patient. The patient shall be entitled to a copy of such records upon request. The charge for the copying of a patient's medical records shall not exceed \$15 for the first 30 pages or \$.50 per page, whichever is greater; provided that copies of filmed records such as radiograms, x-rays, and sonograms shall be copied at a reasonable cost.
11. The patient shall not be required to perform services for the facility. Where appropriate for therapeutic or diversional purposes and agreed to by the patient, such services may be included in a plan of care and treatment.
12. The patient shall be free to communicate with, associate with, and meet privately with anyone, including family and resident groups, unless to do so would infringe upon the rights of other patients. The patient may send and receive unopened personal mail. The patient has the right to have regular access to the unmonitored use of a telephone.
13. The patient shall be free to participate in activities of any social, religious, and community groups, unless to do so would infringe upon the rights of other patients.
14. The patient shall be free to retain and use personal clothing and possessions as space permits, provided it does not infringe on the rights of other patients.
15. The patient shall be entitled to privacy for visits and, if married, to share a room with his or her spouse if both are patients in the same facility and where both patients consent, unless it is medically contraindicated and so documented by a physician. The patient has the right to reside and receive services in the facility with reasonable accommodation of individual needs and preferences, including choice of room and roommate, except when the health and safety of the individual or other patients would be endangered.
16. The patient shall not be denied appropriate care on the basis of sex, gender identity, sexual orientation, race, color, marital status, disability, religion, national origin, source of income, source of payment, or profession.
17. The patient shall be entitled to be treated by the patient's physician of choice, subject to reasonable rules and regulations of the facility regarding the facility's credentialing process.
18. The patient shall be entitled to have the patient's parents, if a minor, or spouse, or next of kin, unmarried partner, a personal representative chosen by the patient, if an adult, visit the facility, without restriction, if the patient is considered terminally ill by the physician responsible for the patient's care.
19. The patient shall be entitled to receive representatives of approved organizations as provided in RSA 151:28.
20. The patient shall not be denied admission to the facility based on Medicaid as a source of payment when there is an available space in the facility.
21. Subject to the terms and conditions of the patient's insurance plan, the patient shall have access to any provider in his or her insurance plan network and referral to a provider or facility within such network shall not be unreasonably withheld pursuant to RSA 420-J:8, XIV.
22. The patient shall not be denied admission, care or services based solely on the patient's vaccination status.
23. Patient Support.
 - a. In addition to the rights specified in paragraph XVIII, the patient shall be entitled to designate a spouse, family member, or caregiver who may visit the facility while the patient is receiving care. A patient who is a minor may have a parent, guardian, or person standing in loco parentis visit the facility while the minor patient is receiving care.
 - b. Exceptions.
 1. Notwithstanding subparagraph (a), a healthcare facility may establish visitation policies that limit or restrict visitation when:
 - A. The presence of visitors would be medically or therapeutically contraindicated in the best clinical judgment of health care professionals'
 - B. The presence of visitors would interfere with the care of or rights of any patient;
 - C. Visitors are engaging in disruptive, threatening, or violent behavior toward any staff member, patient, or another visitor; or
 - D. Visitors are non compliant with written hospital policy.
 2. Upon request, the patient or patient's representative, if the patient is incapacitated, shall be provided the reason for denial or revocation of visitation rights under this paragraph.
 - c. A health care facility may require visitors to wear personal protective equipment provided by the facility, or provided by the visitor and approved by the facility. A health care facility may require visitors to comply with reasonable safety protocols and rules of conduct. The health care facility may revoke visitation rights for failure to comply with this subparagraph.

patient rights & responsibilities

d. Nothing in this paragraph shall be construed to require a health care facility to allow a visitor to enter an operating room, isolation room, isolation unit, behavioral health setting or other typically restricted area or to remain present during the administration of emergency care in critical situations. Nothing in this paragraph shall be construed to require a health care facility to allow a visitor access beyond the rooms, units, or wards in which the patient is receiving care or beyond general common areas in the health care facility.

e. The rights specified in this paragraph shall not be terminated, suspended, or waived by the health care facility, the department of health and human services, or any governmental entity, notwithstanding declarations of emergency declared by the governor or the legislature. No health care facility licensed pursuant to RSA 151:2 shall require a patient to waive the rights specified in this paragraph.

Concerns

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, call the CMC patient liaison: 603.663.8020.

The Professional-Patient Relationship Ethical and Religious Directives for Catholic Healthcare Services

A person in need of healthcare and the professional healthcare provider who accepts that person as a patient enter into a relationship that requires, among other things, mutual respect, trust, honesty and appropriate confidentiality. The resulting free exchange of information must avoid manipulation, intimidation or condescension. Such a relationship enables the patient to disclose personal information needed for effective care and permits the healthcare provider to use his or her professional competence most effectively to maintain or restore the patient's health. Neither the healthcare professional nor the patient acts independently of the other; both participate in the healing process. When the healthcare professional and the patient use institutional Catholic healthcare, they also accept its public commitment to the Church understanding of and witness to the dignity of the human person.

The Church's moral teaching on healthcare nurtures a truly interpersonal professional-patient relationship. Professional patient relationship is never separated, then, from the Catholic identity of the healthcare institution. The faith that inspires Catholic healthcare guides medical decisions in ways that fully respect the dignity of the person and the relationship with the healthcare professional.

Discrimination Is Against the Law Nondiscrimination Provision of the Affordable Care Act (section 1557)

Catholic Medical Center (CMC) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. CMC does not exclude people or treat them differently because of race, color, national origin, age, disability, gender identity or sexual orientation.

CMC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please contact:
CMC's Language Services Department at
603.663.4875.



notice of nondiscrimination

If you believe that CMC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, gender identity or sexual orientation, you can file a grievance with:

CMC's Patient Liaison
100 McGregor Street
Manchester NH 03102
603.663.8020
TTY: 603.644.2595

You can file a grievance in person, by mail or phone. If you need help filing a grievance, CMC's Section 1557 Coordinator is available to help you at 603.663.2049. You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal: ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington DC 20201
1.800.368.1019 or 1.800.537.7697 (TDD)

Complaint forms are available at: hhs.gov/ocr/office/file/index.html

Nepali

ध्यान दनुहोस्: तपाईं ले नेपाल बोलुहुन्छ भने तपाईं को िनम्त भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध

छ । फोन गनुहोस् । 1.603.663.8020 (टिडिवाइः 1.603.644.2595)

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.603.663.8020 (TTY: 1.603.644.2595).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.603.663.8020 (TTY: 1.603.644.2595).

Arabic

ناب، تڤرعلا ثدح ت تڤك اذا : تظو حلم .ن اجملاب كل رفاوت تي وغللا تءعاسملا ت امدخ فئا ه مقر)
1.603.663.8020 (مقرب ل صئا). 1.603.644.2595 (مكبل ل و مص لا

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.603.663.8020 (ATS : 1.603.644.2595).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.603.

663.8020 (TTY: 1.603.644.2595).

Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε

Serbo-Croatian

Obavještenje: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1.603.663.8020 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1.603.644.2595).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.603.663.8020 (TTY: 1.603.644.2595)

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам

доступны бесплатные услуги перевода. Звоните 1.603.663.8020 (телетайп: 1.603.644.2595).

Indonesian

PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1.603.663.8020 (TTY: 1.603.644.2595).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.603.663.8020 (TTY: 1.603.644.2595). 번으로 전화해 주십시오

Bantu – Kirundi

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1.603.663.8020 (TTY: 1.603.644.2595).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1.603.663.8020 (TTY: 1.603.644.2595).

French Creole

ATANSYON : Si w pale Kreyol Ayisyen, gen sevis ed pou lang ki disponib gratis pou ou. 1.603.663.8020 (TTY: 1.603.644.2595).

your privacy matters

Privacy and health information

You have privacy rights under both federal and state laws that protect your health information. These laws set rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow these laws set?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors.
- Health insurance companies, HMOs and most employer group health plans.
- Certain government programs that pay for healthcare, such as Medicare and Medicaid.

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

Right to complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

What are the general rules on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care and help run their businesses

- With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

For more specific information about how your health information may be used and disclosed, including your health information rights, please see CMC's Notice of HIPAA Privacy Practices.

A copy was provided to you at registration and is available online at: catholicmedicalcenter.org/patientrights

Contact our Health Information Management team at 603.663.6516

FollowMyHealth

Your **medical records are now available online**, visit: catholicmedicalcenter.followmyhealth.com to get started.

What information is available?

- Personal test results
- Medications
- Vital signs
- Immunization records
- Physician discharge instructions
- Physicians' notes



Registering is easy. All you need is your email address. Your email address will not be shared or used for marketing purposes.

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the hospital medicine program

The Hospital Medicine Program at Catholic Medical Center provides hospitalized patients with timely access to physician care throughout their stay in the hospital. At the time of discharge, Hospitalists work with each patient to establish a suitable plan for their future health care needs.

What is a hospitalist?

Hospitalists are physicians dedicated to the care of patients in the hospital. These clinicians manage patients throughout their entire hospital stay from the time they are admitted until the time they are discharged. Most hospitalists have completed training that included an emphasis in the care of acutely ill patients.

Learn more about our Hospitalists at
CatholicMedicalCenter.org/find-a-doctor

Our program is comprised of Physicians and Nurse Practitioners who specialize in the latest medical treatments and services to manage your care during your hospital stay.

From your initial evaluation and throughout your stay, the goal of the CMC hospitalists is to provide you with the best medical care.

Your Hospitalist will communicate with your primary care provider about your hospital stay. They will send information about why you were in the hospital, any changes that may have occurred with your health, and recommend follow-up care.

After you are discharged from Catholic Medical Center, your primary care provider will resume responsibility for the coordination of your care. This includes medication management, refills and any follow-up testing you may need. It is our goal to make your transition into and out of the hospital and back to your primary health care provider seamless and safe.

If you have any comments about our program you would like to share, please call/email Sarah Elliott Ramsay, Director of Operations at 603.663.6897 or sarah.ramsay@cmc-nh.org.



the hospital medicine program



The Hospital Medicine Program

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