

# your guide

TO BRIGHAM AND WOMEN'S FAULKNER HOSPITAL



BRIGHAM AND WOMEN'S  
Faulkner Hospital

# Welcome to Brigham and Women's Faulkner Hospital

Brigham and Women's Faulkner Hospital is a 162 bed, non-profit community teaching hospital in southwest Boston that was founded in 1900. We offer full medical, surgical and mental health care and emergency, outpatient and testing services.

Our world revolves around providing patient centered care for those who come to us for medical attention. We are committed to quality and give patients the personal attention they expect from us.

Our convenient setting, private rooms, patient friendly environment and caring staff are just some of the reasons patients trust us with their treatment. We have stayed at the leading edge of medical care throughout our long history from the early study of headaches and founding of the Sagoff Breast Imaging and Diagnostic Center to our work with robotic surgery and commitment to patient centered care. Our relationship with Brigham and Women's Hospital has strengthened the programs we offer and the care we're able to give.

**For more information about Brigham and Women's Faulkner Hospital, visit [www.brighamandwomensfaulkner.org](http://www.brighamandwomensfaulkner.org).**

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## TABLE OF CONTENTS

<b>Patient Care Services . . . . .</b>	<b>2</b>
<b>Your Role in Your Care . . . . .</b>	<b>4</b>
<b>Advance Care Directives . . . . .</b>	<b>5</b>
<b>During Your Stay . . . . .</b>	<b>6</b>
<b>Visitor Information . . . . .</b>	<b>7</b>
<b>Patient Rights and Responsibilities . . . . .</b>	<b>10</b>
<b>Finding Your Way at a Glance . . . . .</b>	<b>12</b>

## Patient Care Services

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### Registered Nurse

Your daily nursing care is managed by a registered nurse while you are in the hospital. Registered nurses work closely with your health care team to make sure your care goes smoothly. They also help plan for needs you may have after you are discharged.

### Hospitalist

A hospitalist is a doctor who focuses on the care of a patient in a hospital. During your stay, the hospitalist stays in close contact with your referring physician to provide the best and most coordinated care possible. A hospitalist can be seen as your own primary care physician while you are in the hospital, providing you with continuous care, comfort and stability.

If you are a surgical or orthopedic inpatient, you will be seen each day by your attending surgeon or surgeon covering for him or her. An attending surgeon or the surgeon covering is a doctor who has completed training and practices a chosen surgical specialty. They are fully credentialed physicians who can practice medicine independently and are known as experts in their field.

Brigham and Women's Faulkner Hospital is a teaching hospital that provides clinical education and training to future and current doctors. At some points during your care you will be visited by residents in training. They work under supervision of an attending physician.

### Interpreter and Translation Services

Our Interpreter and Translation Service is committed to helping limited English speaking, deaf and hard of hearing patients get quality health care. They provide professional health care interpreters and translate key health care documents. The service adds to the mission of the hospital by serving a diverse group of patients and families.

Language Line:	Call the BWFH Operator 24/7
Russian Interpreters:	617-983-7000, extension 7222
Spanish Interpreters:	617-983-7000, extension 1338
All Others:	617-983-7000, extension 1338

### Rapid Response Team (RRT)

As a visitor or family member, you know your loved one best. If you're concerned about a patient's declining medical condition, we need to know. If you notice a sudden, serious emergency, take these steps:

1. Immediately call the nurse with the nurse call button.
2. Call extension 6778 from the room phone.

3. Tell the operator you need the Rapid Response Team and your room location.

The Rapid Response Team includes a doctor, registered nurse, supervisor and respiratory therapist. They work with the health care team to assess a patient's condition.

### Rehabilitation Services

Depending on your injury, illness or surgery you may be referred for consult to our Rehabilitation Services for physical, occupational or speech-language therapy. These specially trained professionals will help you regain your pre-hospital level of function. They may work on walking, getting out of bed, strength exercises, motion, self-care, dressing, swallowing and/or speech.

Your therapist will share your needs with the health care team to create the best possible plan of care while you are in the hospital. The therapist will work with you on your goals, a discharge plan and any equipment that may be needed for your safe return to home.

### Dietitians

Your health care team includes registered, licensed dietitians who provide medical nutrition therapy and education. Depending on your needs, a dietitian may visit you during your stay. To request a consult with a dietitian, please speak to your nurse or doctor. Outpatient nutrition services are available after you are discharged if you are placed on a special diet and need help. Call 617-983-4455 to schedule a consult with our Nutrition Clinic.

### Social Worker

Our social workers are highly trained to help you and your family members with personal matters during your hospital stay. They can provide:

- Emotional support between patients, families and health care providers.
- Counseling before, during and after your stay.
- Referral information about health care conditions, family issues, insurance and more.

To talk to a member of our social work team, please call 617-983-7932 or speak with your nurse.

### Passageway

Passageway works with patients, employees and community members experiencing violence in their relationships. Our free, voluntary and confidential services include crisis intervention, risk assessment and safety planning, supportive counseling, legal advocacy and

community referrals. Please call 617-983-7231 or pager number 39342 to be put in contact with a Passageway representative.

### Case Management/Discharge Planning

Please remember to ask your physician if you have been admitted as an inpatient or as an observation patient, as this may make a difference in any out-of-pocket expenses you may have. You can also call your insurance company to help you understand benefits and post acute services available after your stay. Hospital discharge planning is a service to help patients if care is needed after a hospital stay. Case managers are registered nurses who make plans for continued care after discharge. They will arrange services like home care and equipment, transfers for nursing home care, rehabilitative care, outpatient medical treatment and more.

Our goal is to make sure that you feel prepared to go home. Your health care team will begin talking with you about discharge early in your stay. We make every effort to provide an effective discharge plan because it can:

- Decrease chances that patients are readmitted to the hospital.
- Help in recovery.
- Make sure medicines are prescribed and taken the right way.
- Prepares you to take over your care or care of a loved one.

If you have any questions about your discharge plan, please call the Case Management staff at 617-983-7933.

### Chaplaincy Services

Chaplains are available to provide you and your family with spiritual, religious and emotional support whether or not you have a religious affiliation. An interfaith chaplain will assess and respond to any religious or spiritual need, and can provide you with resources, including sacred texts, rosary beads, Shabbat candles and other ritual items. We are committed to offering compassionate spiritual care as a resource for healing.

Chaplains are here Monday through Friday. A chaplain is on-call for urgent needs during nights and weekends. To request chaplaincy services, please call 617-983-4856 or speak with your nurse.

Our interfaith chapel is next to the third floor lobby. It is always open to patients, families and staff for meditation and prayer. Religious texts are offered in the chapel.

### Ethical Issues in Health Care

Quality health care includes a well informed and sensitive approach to many ethical issues that can come up in a hospital. Our Ethics Committee is available to staff, patients and families to provide education and guidance when conflicts about health care decisions happen. We are dedicated to providing you with medically appropriate treatment according to your expressed wishes. This may include intensive, life sustaining care unless you say otherwise.

High technology and intensive care can be used to cure disease and restore health. These methods can also seem more like burdens than help for people with a terminal or disabling chronic illness. Your values about your treatment should be discussed with your attending physician, nurse or other members of your health care team.

Please speak with your nurse if you have questions about an ethics consult.

### In-Room Patient Education Channels

Channel 59 offers patient information that answers common questions and concerns about many topics, like how to order meals or get a newspaper. Channel 47 provides soft music to help you relax. You will receive a schedule of educational films on Channel 45 when you are admitted. Your nurse will review this with you to help you select films appropriate for your medical condition. See the guide for the full list of topics shown on the TV. Many more topics are available on-demand on any computer or Internet device. The web address and access code are available from your nurse.

## Your Role in Your Care

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### Patient Safety

Brigham and Women's Faulkner Hospital cares about your safety. Patients also play a key role in safety. The most important way you can help is to be an active member of your health care team. Consider these suggestions:

- Keep a list of all the medications you take (prescribed, over the counter or herbal) and bring them to the hospital or doctor's office every time you go to visit.
- Hand washing is the best way to prevent the spread of infection. It is okay to ask anyone who touches you if they washed their hands before entering your room.
- Be sure that you get the results of any test or procedure you have.
- Make sure that the name and date of birth on your wristband is yours, and spelled the right way.
- If anyone comes to draw blood, to take you for a test or procedure or to give you medicines, ask them to verify your name and date of birth.
- Be involved and informed and ask questions. If you have doubts or concerns please ask your doctor or nurse or any member of your health care team.

### Preventing Falls

In a hospital, you are in a new setting and are often taking medicine that may make you less stable. Please take the following precautions and call for help if needed. Remember "Call Don't Fall."

- If you are told not to get up by yourself, use the call light. Wait for a staff member to help you.
- If you use an assistive device (like a cane or walker) that was not brought to the hospital, ask a care provider to borrow one to use during your stay.
- Keep needed items within reach, like the call light, TV remote, telephone, tissues and eye glasses. If out of reach, ask a staff or family member to move them for you.
- Take your time. Sit at the edge of the bed for a few minutes before getting up to avoid getting dizzy.
- If you are allowed to get out of bed and walk on your own, make sure there is a light on where you are going and wear nonskid footwear.
- Let your nurse know if there is anything in your way before you walk.
- If you need to walk with equipment like an IV pole, let your nurse know if the equipment is hard to walk with.
- If you have been given equipment to help with daily activities like washing or dressing, ask how to use it.

### Tell Us About Your Pain

You have the right to pain treatment during all parts of your care. We are committed to working with you and your family to help manage your pain. You can help by telling us about your pain and working with us to develop the best treatment plan for you.

We believe that you are the expert on your pain so:

- Talk to your doctor or nurse about your pain and relief options.
- Ask them what to expect regarding pain and its management.
- Work with your doctor or nurse to develop a pain management plan.
- Ask for pain relief when your pain first begins.
- Help your doctor or nurse by describing your pain.
- Tell your doctor or nurse if your pain level is not relieved or acceptable.
- Tell your doctor or nurse about any concerns you have about taking your pain medicine.

### Stroke Services

As a Primary Stroke Service facility, Brigham and Women's Faulkner Hospital provides emergency testing and treatment by an expert team 24 hours a day to patients with symptoms of acute stroke.

Though over 600,000 new strokes are reported in the U.S. each year, there are treatments that can greatly reduce damage caused by stroke. It is important to be aware of stroke symptoms, which include sudden:

- Numbness or weakness of the face, arm or leg (especially on one side of the body).
- Confusion, trouble speaking or understanding speech.
- Trouble seeing in one or both eyes.
- Trouble walking, dizziness, loss of balance or coordination.
- Severe headache with no known cause.

If you have questions about stroke or life after stroke, email [BWFHstroke@partners.org](mailto:BWFHstroke@partners.org) for materials and answers.

### Preventing the Spread of Infection

Patients and visitors can help prevent the spread of germs and infection by following these simple steps:

- Hand washing is the most important step to prevent infection! Always wash hands before and after visiting a patient, after going to the bathroom, blowing your nose, sneezing or coughing and before eating.

- Please do not visit a patient when you are sick. If you need to visit while you are sick, wash your hands well and ask staff for a mask if you are coughing or sneezing.
- Some patients need special kinds of infection prevention like isolation. When a patient is on isolation precautions, everyone (staff and visitors) may need to wear gloves, gowns and/or masks.
- Check with the nurse before visiting if you do not know if you are contagious or if you are bringing children.

Please ask the health care team if you have questions about how to follow these steps.

## Advance Care Directives

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### What Is a Health Care Proxy?

A health care proxy is a simple, legal document that lets you choose someone you trust to make health care decisions if you become unable to do so. These decisions include life saving procedures like CPR, life sustaining treatments like tube feedings and respirators, consent for surgery, blood transfusions, pain medicines and routine tests.

There is no need for an attorney when filling out a health care proxy. In Massachusetts, a Living Will does not replace a health care proxy.

### Who Can Be a Health Care Agent?

Your agent should be someone you trust who knows what decisions you would make for yourself if you were able to do so. Most people choose a family member or close friend. You may choose any competent adult over 18 years old. The agent cannot be an employee of a health care facility where you are a patient (unless they are related to you by blood, marriage or adoption). Your agent can act for you after your doctor decides in writing that you lack the ability to make decisions about your health care.

### Where Do I Begin?

The best time to choose a health care agent is before you become ill and when you are able to carefully consider your choices. Massachusetts Health Care Proxy forms are available by calling our Social Work Department at 617-983-7392, Admitting Department or medical or nursing staff. We advise that you (and/or your family) discuss the health care proxy or any other advance care directives with your primary care provider.

### Durable Power of Attorney

Brigham and Women's Faulkner Hospital recognizes your right to use a durable power of attorney for health care decisions.

### Medical Orders for Life-Sustaining Treatment (MOLST)

The MOLST form is a form that tells others about the patient's medical orders for life-sustaining treatment. All health care professionals must follow these medical orders as the patient moves from one place to another, unless a physician, nurse practitioner or physician assistant examines the patient, reviews the orders and changes them. MOLST is approved by the Massachusetts Department of Health for use in ALL settings. MOLST is generally for patients with serious and/or chronic health conditions. Filling out the MOLST form starts with one or more conversations between the patient, the health care agent or the surrogate and a qualified, trained health care professional. The health care professional defines the patient's goals for care, reviews possible treatment options on the whole MOLST form and ensures shared, informed medical decision-making.

For more information on the MOLST form, please speak with a member of your health care team or visit [www.mass.gov/eohhs/docs/dph/quality/policy-planning/initiatives/eol-english.pdf](http://www.mass.gov/eohhs/docs/dph/quality/policy-planning/initiatives/eol-english.pdf).

## During Your Stay

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### Cell Phone Policy

Hospital policy lets patients and visitors use cell phones in most areas. The hospital cannot be held responsible for damage to or loss of your cell phone if you keep it in your room while in the hospital.

### Camera and Video Equipment Policy

Hospital policy forbids the use any camera, including cell phone cameras, recorders or video equipment to photograph or video tape other patients or staff without written permission, as well as consent from Marketing and Public Affairs.

### In-Room Telephones

Local calls are free. They can be made by dialing 9, the area code and telephone number. There is a charge for any calls that require a 1 before the area code. Patients can use their own prepaid calling cards or a cell phone to avoid charges.

### Receiving Telephone Calls

Once you have been assigned a room, people can call you directly by dialing the main hospital number 617-983-7000.

At any time during the greeting, the caller can press the number 2 (to dial a known extension or patient room), then press the number 2 followed by the three digit patient room number. If a caller doesn't know the patient room number, they should dial 617-983-7101 to reach Patient Information. They will give your room number for future calls, and connect them to your room.

### Safety and Security

The Police, Security, Safety and Parking Department is responsible for ensuring the protection and safety of all patients, visitors and staff 24/7. People with special security needs should call the Director of the Police, Security, Safety and Parking Department at 617-983-7432.

The Police, Security, Safety and Parking Department is responsible for general safety issues including:

- Keeping patient valuables safe
- Parking
- Security patrols of hospital grounds
- Lost and found
- Escorts to and from private cars
- Emergency car services

### Personal Property

Whenever possible, you should leave ALL valuables, such as jewelry, cash and computers at home. If you do arrive at the hospital with any of these items, please let the admitting nurse know and have your property recorded on the Patient Valuables List and stored in a locked safe until your discharge. Brigham and Women's Faulkner Hospital cannot be responsible for loss or damage to personal items if you choose not to send them to be locked in the Police, Security, Safety and Parking Department for safekeeping. When you leave the hospital, please be sure to take all of your belongings.

## Visitor Information

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### Visiting Hours

Visiting on medical and surgical floors is allowed until 9 pm. Specialty areas like Psychiatry have unit visiting policies that can be provided by staff. Visitors are welcome in the Intensive Care Unit at any time, but are asked to call from the ICU family waiting area before entering. If necessary, special visiting arrangements may be made by speaking with your nursing care team.

### Cafeteria

The cafeteria is on the third floor and is open to the public for breakfast, lunch and dinner. Please ask a staff member for cafeteria hours. The menu is available by calling extension 2233 from a hospital phone.

### Coffee and Snacks

The Atrium Cafe is in the first floor lobby. Drinks, baked goods and snacks are sold. It is open to the public on weekdays only.

### Vending Machines

Vending machines with sandwiches, snacks and drinks are on the third floor outside the cafeteria and on the first floor near admitting and registration.

### Guest Trays

Visitors who cannot leave a patient room may buy guest trays by calling extension 3663 from a hospital phone.

### ATM

For your convenience there is an ATM located directly across from the cafeteria on the third floor.

### Parking

A valet parking service is in the lobby of the first floor main entrance. Self-park is also available at the front of the hospital. Rates for valet and self-park are the same. Please visit our website for parking rates.

### Gift Shop

Our gift shop is on the third floor between the information desk and the cafeteria. It is staffed by volunteers. Sales from the gift shop benefit Brigham and Women's Faulkner Hospital. Please call 617-983-7333 for information.

### No Smoking Policy

For the health of our patients, visitors and staff, Brigham and Women's Faulkner Hospital is a Smoke Free

Campus. There is no smoking allowed anywhere on the property, including buildings, grounds and parking areas. Additionally, the use of any type of vapor or e-cigarette is also prohibited on all hospital grounds.

If you do smoke or use other forms of tobacco, please speak with your nurse about quit smoking programs and nicotine replacement therapy.

### Our Healing Environment

At Brigham and Women's Faulkner Hospital, we do everything possible to provide a calm and nurturing environment. From practicing good hand hygiene and keeping noise to a minimum, we believe our patients benefit from seeing staff and visitors share responsibility for making sure our patients have the most comfortable hospital stay possible. Please speak with your nurse if you have questions about noise, limiting visiting hours, how often you'd like to be checked on during the night or any other concern.

### How to Obtain a Copy of Your Medical Record

You can obtain your medical record several ways, by mail or fax, electronically or in person:

#### By Mail or Fax:

Please send a written request with your name, birth date and approximate date(s) of service. State the purpose of the request, what part of the medical record you need and to whom the record should be sent. Include the mailing address or let us know if you will be picking it up. Sign and date your request.

**Authorization forms can also be found on our website at [www.brighamandwomensfaulkner.org](http://www.brighamandwomensfaulkner.org).**

**You can also call and ask that a form be mailed to you.**

#### Electronically (Partners Patient Gateway):

You can access your health information electronically. To view, download, transmit and print via the Partners HealthCare patient portal, use Partners Patient Gateway. To enroll, simply go to, <https://patientgateway.partners.org/public/> and click on "Enroll Now." Respond to the questions and click "Next" to complete the enrollment process. For assistance with the enrollment process, you may click on "Support" in the upper right hand corner of the screen.

**In Person:**

Please visit the Health Information Management (Medical Records) Department in the hospital's main building. Please bring a picture ID. Please note that complete records may not be available immediately after your discharge.

Please contact the receptionist at 617-983-7960, Monday – Friday, 8 am – 4:30 pm (excluding holidays).

**Send All Questions to:**

Brigham and Women's Faulkner Hospital  
Medical Records (4th floor)  
1153 Centre Street  
Boston, MA 02130  
Phone: 617-983-7960  
Fax: 617-983-7805

**To Request Copies of All Radiology Studies:**

Brigham and Women's Faulkner Hospital  
Department of Radiology - Image Service Center  
1153 Centre Street  
Boston, MA 02130  
Phone: 617-983-7169  
Fax: 617-983-4424

**Patient Financial Counseling**

Brigham and Women's Faulkner Hospital offers financial counseling on federal, state and private programs that may be able to help with health care costs. Our financial counselors will work with you to find programs for:

- Discounts for uninsured patients or for medically necessary services not covered by insurance.
- Medical hardship discounts for limited income patients with bills for urgent and emergency services.
- Payment plans for patients who need to pay their bills in installments.

For more information about Patient Financial Counseling, please call 617-983-7878 and choose option 1.

**Confidentiality**

Brigham and Women's Faulkner Hospital is committed to providing you with high quality health care and to forming a relationship with you built on trust. That means respecting and protecting your privacy and the confidentiality of your medical information. Our policies and procedures allow for use and disclosure of your personal medical information for treatment, payment and health care operations related to your health care. Our

privacy practices follow all state and federal laws relating to patient privacy and confidentiality. Our practices and your rights are described in the Partners Privacy Notice. A copy can be provided on request. If you do not want your name listed in our patient directory, please tell an admitting/registration representative by calling extension 7152 from any hospital phone.

**Your Medical Record**

As we treat your health care needs, we are required to keep a complete copy of your medical history, current condition, treatment plan and all treatment(s) given including results of tests, procedures and therapies. Whether this information is stored in a written file, on computer or by other means, we will keep this information in a safe and secure place that protects your privacy and confidentiality. The doctors and other providers involved in your care will need to use this information to provide the most appropriate treatment for you.

You, anyone to whom you give written permission or your legal representative have the right to read or get a copy of the minimum necessary amount of information for your medical record, in order to provide the assistance requested. Your medical record is the physical property of the individual hospital or physician practice.

**How Do We Assure Your Privacy?**

Brigham and Women's Faulkner Hospital policies state reasons that your medical information may be used and disclosed to parties outside the hospital or physician practice. These policies conform to state and federal laws. They are designed to protect your privacy.

Our staff is trained in the correct use and disclosure of medical information. They know that it is available to them only to provide care to you and for other limited but regulated purposes. Any violation of patient confidentiality or failure of an employee to protect your information from accidental or unauthorized access will not be tolerated.

**How Do We Protect Your Identity?**

At Brigham and Women's Faulkner Hospital, we use the least information needed to accurately identify you. We also use only locked and secure bins to dispose of papers containing patient information. The contents of the bins are destroyed each week. If you think someone may have used your information to obtain health care, please call the Privacy Officer at 617-582-5201.

### We Ask Your Permission

We do not allow access to your health care information by those outside the Partners HealthCare provider network unless we have the appropriate authorization. We will ask for your authorization to release information at your first visit or admission. State law prevents certain types of patient information from being released without patient permission. Examples include, but are not limited to:

- Communications between patient and psychotherapist or social worker
- Sexually transmitted disease test results or visit notes
- HIV test and related information
- Substance abuse rehabilitation treatment records
- Sexual assault treatment records
- Law enforcement
- Public health functions

Also, state law requires some information to be disclosed in certain circumstances. This includes mandatory reports of abuse of children, the elderly or disabled persons.

If you have questions about protection of your medical information, please contact our Privacy Officer at 617-582-5201.

### Patient Family Relations

The Patient Family Relations staff serves as a connection between patients, families, visitors and the hospital. They provide a wide range of services, including advocacy help with health care, access or support services in the hospital or in the community. Our goal at Brigham and Women's Faulkner Hospital is excellence in patient centered care and services. Please contact us with any questions or special needs you may have.

We recognize that you may have concerns or questions about your care that have not been resolved by speaking with providers involved with your care. Your concerns are important to us.

The Patient Family Relations staff will work to explain issues and get information about your care. Your perspective is important to us. Patient feedback of all kinds is needed in our efforts to find ways to improve patient care. Please contact us at 617-983-7425. If the concern is not resolved through this process, you have the right to file a grievance by contacting any of the following agencies:

### Massachusetts Department of Public Health

Division of Health Care Quality  
99 Chauncy Street, 2nd Floor  
Boston, MA 02111  
617-753-8000

### Commonwealth of Massachusetts

Board of Registration in Medicine  
200 Harvard Mill Square, Suite 330  
Wakefield, MA 01880  
781-876-8200

### Joint Commission's Office of Quality Monitoring

To report any concerns or register a complaint about a Joint Commission accredited health care organization, call 800-994-6610, email [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or write to One Renaissance Blvd., Oakbrook Terrace, IL 60181.

### Patient and Family Advisory Council

Brigham and Women's Faulkner Hospital considers our partnership with our patients and their families as an essential part of our planning, delivery and evaluation of the care we provide. For many years we have relied upon the guidance of the members of our Patient and Family Advisory Council, made up of former and current patients and loved ones, to help us learn how to improve the quality, access and safety of the care we provide. We meet regularly to review new projects, collect feedback on educational materials and include their viewpoint on our work to improve on-going process improvement projects. We are committed to treating all patients with respect for their cultural beliefs and values and welcome the opportunity to include all members of the community in our efforts.

If you are interested in being considered for the role of Patient Family Advisor, please contact the Director of Patient Family Relations at 617-983-7425.

### Partners Patient Gateway

Developed by Partners HealthCare, Partners Patient Gateway is a convenient and secure way to manage your health information and communicate with your doctor's office online. Partners Patient Gateway lets you:

- Review test results.
- Manage your appointments.
- Message your doctor.
- Renew your prescriptions.
- Pay your bill.

To learn more or register, visit <https://patientgateway.partners.org/public/>.

## Patient Rights and Responsibilities

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### Patient Rights

You have the right to get the name and specialty of the doctor or other person responsible for your care.

- You have the right to confidentiality of all records and communications concerning your medical history and treatment to the extent provided by law.
- You have the right to a prompt response to all reasonable requests.
- You have the right to request and receive an explanation as to the relationship, if any, of this hospital and your doctor to any other health care facility or educational institution, insofar as any such relationship relates to your care.
- You have the right to request and receive information about financial assistance and free health care.
- You have the right to get a copy of any rules or regulations of this hospital that may apply to your conduct as a patient.
- You have the right upon request to inspect your medical records, request a change or receive an accounting of disclosures regarding personal health information, and for a reasonable fee, receive a copy of your record.
- You have the right to get a copy of your medical record free if you show that your request is to support a claim or appeal under any provisions of the Social Security Act in any federal or state financial needs based benefit program.
- You have the right to refuse to be observed, examined or treated by students or any other staff without threatening your access to care.
- You have the right to refuse to participate as a research subject.
- You have the right to personal dignity and, to the extent reasonably possible, to privacy during medical treatment and other care.
- You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- You have the right to request pastoral and other spiritual services.
- You have the right to pain management.
- You have the right to quick life-saving treatment without discrimination due to economic status or source of payment.
- You have the right, if you are a female rape victim of childbearing age, to receive medically and factually written information prepared by the Commissioner of Public Health about emergency contraception, to be promptly offered emergency contraception and to be provided with emergency contraception upon request.
- You have the right, if refused treatment for economic status or lack of a source of payment, to quick and safe transfer to a facility that agrees to provide treatment.
- You have the right to informed consent to the extent provided by law.
- You have the right, if suffering from any form of breast cancer, to complete information on all alternative treatments that are medically possible.
- You have the right to request and receive an itemized explanation of your medical bill.
- You (or your representatives) have the right to participate in the creation and practice of your care plan. The hospital recognizes the health benefits provided by the presence of loved ones while patients are in the hospital. We welcome one designated family member or support person to stay with the patient at any time. This designated support person's visits would only be limited by the patient's need for medical care or treatments, rest, privacy and patient preference. A support person may be a spouse, adult child, parent, close relative, friend, domestic partner or different sex or same sex significant other.
- You have the right to discharge planning evaluation and to participate in the development of your discharge plan.
- You have the right to make informed decisions regarding your care or to have those decisions carried out by your representative as permitted by state law. The right to make informed decisions includes being informed about your health status, being involved in care planning and treatment and being able to request or refuse treatment.
- You have the right to create an advance directive which may include giving someone the right to make decisions about your care to a representative, as well as choosing a support person.
- You have the right to quick notification of a family member or representative of your choice when you are admitted to the hospital.

### Your Responsibilities as a Patient

By taking an active role in your own health care, you can help your caregivers best meet your needs. That is why you and your family are asked to share in certain responsibilities with the hospital. These include the responsibility for:

- Letting us know your expectations about hospitalization and treatment.
- Asking questions and making sure you understand any instructions given to you so that you can safely care for yourself when you leave the hospital or doctor's office.
- Being open and honest with us about your health history, including all medicines you are taking and any legal or illegal addictive substances you use.
- Telling us about any situation at home or work that may affect your ability to care for yourself, so that we can direct you to resources that can help.
- Letting us know if you feel you cannot follow a plan of care that has been prescribed—or telling us when things do not seem to be going well—so that, together, we can develop the right plan of care for you.
- Appointing a health care proxy and completing an advanced care directive, so that we can know what kind of care you wish to have should you become unable to tell us.

- Expressing concerns to your caregivers in a respectful manner (if you need more help or are angry or upset about your care, a Patient Family Relations representative can help you).
- Being honest with us about your financial needs so that we may connect you to resources that can help cover your medical expenses.
- Letting us know if you have objections to students or researchers participating in your care.
- Being considerate of Brigham and Women's Faulkner Hospital staff and property and other patients and their property.

It is the policy of Brigham and Women's Faulkner Hospital to treat all patients and not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability.

We recognize that patients may face unique health care challenges, and we commit to caring for you with respect, dignity and cultural humility. Let us know how you identify yourself and how our services can best meet your needs.

## Finding Your Way at a Glance

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### Important Locations

**Atrium Cafe**

1st floor lobby

**Automated Teller Machine (ATM)**

3rd floor, across from cafeteria

**Cafeteria**

3rd floor

**Chapel**

3rd floor lobby

**Gift Shop**

3rd floor

**Information Desk**

1st and 3rd floor lobby

**Lost and Found**

Police, Security, Safety and Parking Department office/2nd floor and Volunteer office/3rd floor

**Mailbox and Postage Stamp Machine**

3rd floor lobby

**Newspapers**

Gift shop, 1st floor lobby and 3rd floor

**Parking Pay Stations**

1st and 3rd floor lobby, Belkin House lobby

**Parking Valet Service**

1st floor entrance

**Handicap Accessible Restrooms**

1st, 3rd, 4th, 5th and 6th floors

**Police, Security, Safety and Parking Department**

2nd floor

**Taxi Phone**

1st and 3rd floor information desks

### Important Phone Numbers

**Main Number**

617-983-7000

**Case Management**

617-983-7696

**Chaplaincy Services**

617-983-4856

**Environmental Services**

617-983-7283

**Gift Shop**

617-983-7333

**Health Information Services (Medical Records)**

617-983-7960

**Interpreter Services**

The Language Line:  
Access via the BWFH Operator 24/7  
Russian: 617-983-7000, extension 7222  
Spanish and all others: 617-983-7000, extension 1338

**Notary Public**

617-983-7425

**Patient Family Relations**

617-983-7425

**Patient Financial Services**

617-983-7878, option 2 for billing

**Room Service**

Extension 3663 from a hospital phone

**Police, Security, Safety and Parking Department**

617-983-7677

**Social Work**

617-983-7932

### Philanthropy

As a non-profit hospital, philanthropy is critical to our ability to provide excellent care for the patients we serve. Your gifts to Brigham and Women's Faulkner Hospital help fund advanced medical technologies, vital health care services and education for our skilled and compassionate caregivers. You may even wish to honor your doctor or nurse with a tax-deductible gift. There are many ways to support our work. For more information visit [www.bwfhgiving.org](http://www.bwfhgiving.org) or call 617-424-4321.



# We're aiming high!

Brigham and Women's Faulkner Hospital participates in the **Press Ganey Inpatient and Outpatient Surveys** to ensure our ongoing quality excellence. Your complete satisfaction is our top priority.

Thank you for choosing Brigham and Women's Faulkner Hospital for your care.



BRIGHAM AND WOMEN'S  
Faulkner Hospital

Brigham and Women's Faulkner Hospital  
1153 Centre Street  
Boston, MA 02130  
617-983-7000

[www.brighamandwomensfaulkner.org](http://www.brighamandwomensfaulkner.org)



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