



It's about People. Technology. Trust.

As a patient, what should I know?

A directory and guide of
patient information



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Welcome

Welcome to Frisbie Memorial Hospital. We want to assure you, our patient, that our entire staff will strive to make you as comfortable as possible during your stay with us.

This patient information booklet has been prepared to address questions you may have concerning your hospital stay. If you have other questions, please discuss them with our Patient Registration staff at ext. 8126 or the nurse responsible for your care.

Best wishes for a rapid recovery.

Sincerely,



Alvin D. Felgar
President & CEO
Frisbie Memorial Hospital

A Long Tradition

Frisbie Memorial Hospital has been at its present location since 1942 but its history goes back as far as 1916 when a 10-bed hospital, known as the Eagle Hospital, began on Charles Street. Over the years, the need for a larger hospital evolved and, thanks to the civic-minded Spaulding family and many dedicated citizens, Frisbie Memorial Hospital was founded. The hospital was named in memory of Frank Dunlap Frisbie whose father, Dr. Jesse Frisbie, was a Rochester native. Over the years, Frisbie Memorial Hospital has met the many changes and challenges of the health care community.



Frisbie Hospital Circa 1941

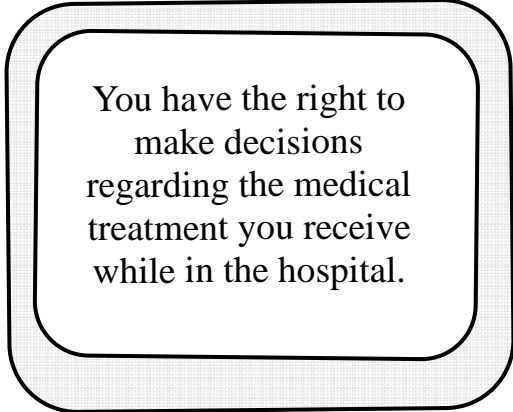
Under the direction of a community-minded board of trustees, our patients and their families can be assured that we are committed to providing quality health care. We believe the most important ingredient is individualized, personal care for each and every patient- caring with a personal touch.



When You Arrive

Except in an emergency situation, your admission to the hospital is scheduled by your personal physician. Please enter the main hospital entrance at the ground level and ask for Patient Registration, which is located at the First Floor lobby.

Our Patient Registration staff will require certain information for your patient record, but please be assured that this information will be kept in the strictest confidence and will be carefully preserved as part of your medical record. In order to avoid delays, we ask that you bring your insurance card, a photo ID, and any information relating to your health insurance.



You have the right to make decisions regarding the medical treatment you receive while in the hospital.

You have the right to make decisions regarding the medical treatment you receive while in the hospital. However, there may be circumstances that prevent you from making these decisions by yourself. For these situations, there are Advanced Directives available under federal and state law. It is important to understand and plan your Advanced Directives before the day of your surgery. Since it is normal for patients to experience stress before a procedure, it is not our practice to have patients complete Advance Directives the morning of surgery. Please ask your physician for information or call our Preoperative nursing staff at 330-8936 for a brochure and to answer any questions that you may have. Frisbie Memorial Hospital periodically provides education to the community regarding Advance Directives to assist the public's understanding of Advance Directives and the legal implications and requirements for completion. Questions regarding these sessions should be directed to the Education Department by calling extension 8140.

Communications

For local calls, dial 9 and then the phone number. For long distance calls, dial 9 then 0 + area code (if out of state), followed by the phone number. An outside operator will intercept for billing information. Calls may be made collect or charged either to your home number or credit card. Wireless Internet is now available for patients, guests and visitors to Frisbie Memorial Hospital.



Guest wireless access allows patients, family members, visitors, vendors and other guests to connect a laptop computer or other device of their choice with wireless capability to the internet for a designated period of time.

Temporary wireless access requires a user name and password. This may be obtained by request from the Unit Coordinators. Guests must agree to the terms and conditions of use for this Hospital-provided internet service. Hospital locations set up for wireless access include Emergency Department, Spaulding (second floor), Behre Coronary Care Unit (second floor), and all new areas in Bed Tower.

Frisbie Memorial Hospital recognizes the value of cellular phones and other wireless communication as important communication tools. For patients, cell phones are allowed in patient rooms in place of room phones and outside of the hospital on hospital grounds. For visitors, cell phone use is permitted in the main entrance and lobby on the ground floor, and in patient waiting rooms.

Voalte (Voice-Alarm-Text) iPhone

During your hospital stay you may see staff using iPhones. These phones facilitate efficient and direct communication to staff, providers and groups enhancing patient care, services, workflow and processes. Measureable benefits include reduction in noise, communication delays and improvement in patient satisfaction scores.

What to Bring

For your comfort, you may want to bring a few personal items such as slippers, a nightgown, pajamas, bathrobe, and toilet articles.

Frisbie cannot be responsible for any cash, jewelry, or other valuables that are not secured in the hospital's safe. Please contact Patient Registration for assistance.

Likewise, we are not responsible for any small appliances or electronic devices (iPod, cell phone, laptop, PDA, etc.) that are lost or damaged during your hospitalization. If you choose to bring any electronic devices, please ask your nurse to arrange for an electrical safety check prior to use.



Your Room

Frisbie's patient-centered design highlights privacy and comfort with 80% of patient beds being private to provide more space and confidentiality to patients and their families. Televisions are provided in every room at no charge.

Assistive Services and Devices for the Deaf and Hard of Hearing

Frisbie Memorial Hospital is committed to provide meaningful and equal access to medical services and programs by facilitating communication of essential information to all our patients and/or companions in a language and manner they understand. Every effort will be made to provide an assistive service, aide, or device in a timely manner. These services will be provided on a 24-hour basis and will be provided free of charge.

For questions or concerns related to deaf and hard of hearing, language or visual needs you may call the 24-hour information line at 603-994-7667 and leave a message. We will make every attempt to return your call the next business day. For TTY device services, please call 603-994-7666.

The following is a list of devices and services offered to assist you during your stay:

Assistive Services:

- Video Conferencing with Certified ASL Interpreters.
- Relay Services (NH Relay)
- Telephone Interpreting Services (Video Relay Service or VRS)
- American Sign Language (ASL) Interpreter

Assistive Device/Aides:

- Regular or printable TTY telecommunication devices
- Amplified listening device (i.e. Pocket Talker)
- Closed captioning for television
- Telephone amplifier
- Alerting strobe light for incoming phone call
- Door knock alarm
- Dry erase board
- Pictogram book
- Writing/drawing back and forth

Smoking Policy

Frisbie Memorial Hospital is a smoke-free facility consistent with federal and state laws. It has a



responsibility to provide leadership and guidance in health promotion and the provision of a safe and healthy environment for patients, employees, and visitors.

Smoking is not permitted anywhere in the building or on the hospital campus by patients, visitors, or employees.

Chaplaincy

Frisbie's Volunteer Services Department offers spiritual care to our patients and families. Ministers and lay clergy routinely visit throughout the week and are available upon request by notifying the nursing staff.

Meals

Meals are planned and prepared under the direction of a registered dietitian who takes into consideration patients' specific nutritional needs. Patient meals are prepared and delivered as the patient requests with our "Room Service" program. Each patient has a Room Service menu at his or her bedside, and orders can be called in by dialing extension 8599. Some items on the menu may need to be adjusted if the patient's doctor has ordered a special diet.

Room Service meals are available from 6:30 a.m. to 6:30 p.m. Patients may order Room Service at any time between these hours. Meals are delivered within 45 minutes from the time of order.

Cafeteria

Our cafeteria is open to the public. Hours of operation are Monday – Friday 6:30 a.m. to 7:00 p.m. Weekends and holidays 7:30 a.m. to 6:30 p.m.

Guest Trays

A family member wishing to eat with a patient may do so by calling Room Service at extension 8599. The meal will be delivered with the patient's meal to the patient's room. Payment can be made at the time of delivery.

Visitors

Visits from friends and relatives can make your hospital stay more enjoyable. However, it is our responsibility to ensure that our patients receive care in a quiet and restful environment. We ask that



you and your visitors respect patients need for rest and privacy. Because of this we request that you not have more than two visitors at a time.

Scheduled Visiting Hours

Visiting hours on most units are flexible. We recommend the following general guidelines:

Spaulding II: 8 a.m. – 8 p.m.

Coronary Care Unit: 8 a.m. – 8 p.m.

Gustafson Center for Women & Children's Health: 8 a.m. – 8 p.m.*

*In the Gustafson Center for Women & Children's Health, birth care family member (fathers, grandparents, siblings, and other family members) Please contact the nursing staff for specific information.

Special Circumstance Visitation

ICU- Intensive Care Unit

Visitation is available 24-hours a day for immediate family as patient condition allows (preferably two persons for five minutes each hour). Children under the age of 12 are not permitted within the unit. Exceptions are made based upon special needs of patients. It is essential that all visitors check in before going to a patient's room. Visitors are asked to go directly to the family waiting room to call in. The phone is located outside the waiting room and will automatically dial the ICU nursing station when it is picked up.

Geropsychiatry Unit

Visitors to this unit are asked to come on weekdays from 2:00 p.m. to 4:00 p.m. and on weekends from 1:00 p.m. to 8:00 p.m. Exceptions are made based upon special needs of patients or their families; please discuss your needs with the nurse. Visitors are asked to go directly to the nursing station.

Patient Clinical Support Services

As an inpatient, staff from ancillary departments may be providing services relating to your care. All treatments and procedures occur under the direction of your personal physician and may involve the departments of Cardiology Services, Vascular Lab, Sleep Disorder Services, Diabetes Services, Pharmacy, Respiratory Care, Radiology, Oncology, Rehabilitation Services, and Laboratory Services.



Gift Shop

Located adjacent to the First Floor Lobby, the Gift Shop is open Monday – Friday, 8:30 a.m. to 7:00 p.m., and Saturday and Sundays 11:00 a.m. to 3:00 p.m.. The shop has gifts for any occasion as well as items commonly requested by patients. The Gift Shop extension is 7955.

Going Home

Your physician will write the necessary discharge orders when it is appropriate for you to leave the hospital. Our physician or nurse will give you instructions for your recuperation at home and follow-up appointments, if they are necessary. If you do not fully understand these instructions, please be sure to ask for further information.

Billing

Frisbie Memorial Hospital provides care to all people regardless of ability to pay. We do request that every effort be made to arrange for payment of your stay prior to discharge. Frisbie accepts Medicare, Medicaid, Champus, Blue Cross/Blue Shield, and all other insurances. Should you have limited insurance coverage for hospital bills, or if you need assistance, please call the financial counselor at ext. 8109 if your last name begins with A-K, or extension 8885 if your last name begins with L-Z.

Resource Center

Frisbie's Resource Center is open weekdays, 9:00 a.m. to 5:00 p.m., and 9:00 a.m. to 1:00 p.m. on weekends. The Resource Center is more than a "virtual" library for patients, families, and members of the community to find respected, credible information about health and wellness, disease prevention, and disease management, or to explore the resources of the hospital and the community. There is a selection of printed materials on many health-related subjects that will expand as the Center is developed.



FILING A PATIENT CONCERN

Patient Instructions

1. If you have a concern during your hospital stay you are encouraged to speak with the department manager or designee.
2. If you prefer to write a letter please address it to the:

Risk Management Department
Frisbie Memorial Hospital
11 Whitehall Road
Rochester, NH 03867
3. You can call the Frisbie Memorial Hospital Patient Concern Line (335-7939). Your call will be answered by the end of the next business day. All inpatient messages will be referred to the department manager for follow-up and resolution.
4. If we are unable to immediately address your concern we will respond to you in writing within 7 days of receiving the complaint. When resolution cannot be achieved within the 7-day timeframe, you will receive a second letter that addresses your concern.
5. Patient/Family concerns may also be addressed to:

NH Dept. of Health and Human Services
Office of Program Support
Bureau of Health Facilities Administration
129 Pleasant Street
Concord, NH 03301
800-852-3345 x 4592 or 603-271-4592
TDD Access 800-735-2964



Accreditation & Affiliations

Member of:

American Hospital Association
 New Hampshire Hospital Association
 Voluntary Hospitals of America

Fully Accredited by:

Centers for Medicare and Medicaid Services (CMS)
 National Academy of Sleep Medicine (AASM)

Licensed by:

State of NH, Dept. of Health & Human Services

Affiliated with:

NH-VT Red Cross Blood Program
 NH Technical Institute
 University of New Hampshire
 Region III Emergency Medical Services
 Stafford Health Alliance

- Women's Life Imaging Center
- Marsh Brook Rehabilitation Services

 NH Imaging Services
 NH Community Technical College

- Stratham and Claremont

 University of New England
 Seacoast RediCare
 Dartmouth-Hitchcock Medical Center

- Norris Cotton Cancer Center

 Joslin Diabetes Center

Important Hospital Extension Numbers

Care Management	8422
Education	8140
Emergency Department	7600
Financial Counselor	8109 / 8885
Gift Shop	7955
Medical Records	8414
Patient Accounting / Business Office	8115
Patient Registration	8126
Physician Finder Service	1-888-2-FRISBIE
Room Service	8599
Deaf and Hard of Hearing 24-hour Information Line	603-994-7667

