

Welcome to York Hospital

Recognizing how important your health care decisions are, we are pleased that you included York Hospital. In providing health care services to the community, our commitment to your health and well-being runs deep. During your stay at York Hospital, we have but one objective: to provide exceptional care and service to you and your loved ones.



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 **York
Hospital**

Your Room: You have been admitted to York Hospital and have been assigned to one of our three medical surgical patient care areas. You will be cared for by our dedicated team of nurses and clinical specialists.

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 needs as soon as possible.

Your Bed: Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They may be raised at night or during the day if you're resting, recovering from surgery or taking certain medications.



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YOUR ROOM

Telephone

Telephones: Each patient is provided a telephone by the bedside. Family and friends may call you at anytime by dialing **(207) 363-4321** or toll free **1-877-363-4321**.

Cell phones: Cell phones may be used in the hospital, though we ask patients and visitors to respect the needs of other patients when in use. There may be some areas of the hospital where cell phone usage is restricted.

To Place a Call: Dial "9" to get an outside line. Once you hear the dial tone, you may dial the phone number. Remember to use the area code if you are calling outside of Maine.

There is no charge for long distance calls at York Hospital.



Hospital Telephone Extensions:

| | | | | | |
|------------------------|----------------|----------------------|--------------|---------------------|------|
| Main Hospital/Operator | 0 | Dining Service | 3663 (FOOD) | Philanthropy Office | 3522 |
| Administration | 2395 | Financial Assistance | 2398 | Physician Referral | 2385 |
| Admitting | 2154 | Fundraising/Info. | 2385 | Room Service | 2111 |
| Clergy | nurses station | Gift Shop | 2150 | Social Services | 2226 |
| Comment Line | 2386 | Home Care | 2194 | Transportation | 3413 |
| Concierge | 2094 | Notary | 0 /see nurse | Volunteer Services | 2224 |

Website: www.yorkhospital.com

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TELEPHONE

Television and Internet Access

Television: Television sets are provided for each patient. In order to respect the care of patients in semi-private rooms, headphones (provided free of charge) must be used after 9:00 pm to reduce noise, and TV's must be turned off by 11:30 pm. Your cable guide is printed in this folder on the inside right flap.

Internet Access: Want to get on the internet while recuperating here at the hospital? York Hospital offers free wireless access anywhere in the hospital building, so feel free to use your laptop or smart phone in public areas. We also have laptop computers available free of charge for those that don't have a computer but want to "surf the net" and check e-mail. Dial Housekeeping at extension 2650 for more information.



Send-A-Card: York Hospital's website provides an option to send a patient a card via our website free of charge. Cards will be delivered daily Monday-Friday between the hours of 8am-5pm. For more information, visit our website at www.yorkhospital.com.

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TELEVISION & INTERNET ACCESS

Dining and Nutrition/Meal Service

Food Service

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. York Hospital's Dining and Nutrition team provides delicious and nutritious meals that are prepared fresh and in-house by our kitchen staff. Our innovative "room service" program allows you to order your meal – be it breakfast, lunch or dinner - whenever you want it. A menu will be given to you upon your arrival. If you are on a special diet prescribed by your doctor, you will receive a menu tailored to your specific needs.

To order your meal, all you have to do is call extension 3663 (FOOD) and someone will be available to take your order. If you have difficulty making menu selections, a member of the Dietary staff will be happy to help you.



Dining Room

York Hospital's Dining Room is open 24 hours, seven days a week and serves a variety of delicious foods to tempt even the most fickle palette. Our patients, visitors and staff enjoy, among other things, lobster rolls, roast sirloin dinners, homemade breads, "the best seafood chowder in town," gourmet coffee and decadent desserts. The hospital is legend in the community for its fine cuisine. **Dial extension 3466 to hear today's daily specials.** Home meal delivery is available to the community Monday through Friday within the hospital's service area (orders should be placed by 9AM the same day).

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**For more information, call
Dining and Nutrition Services at
extension 3663.**

DINING & NUTRITION/MEAL SERVICE

Managing Your Pain

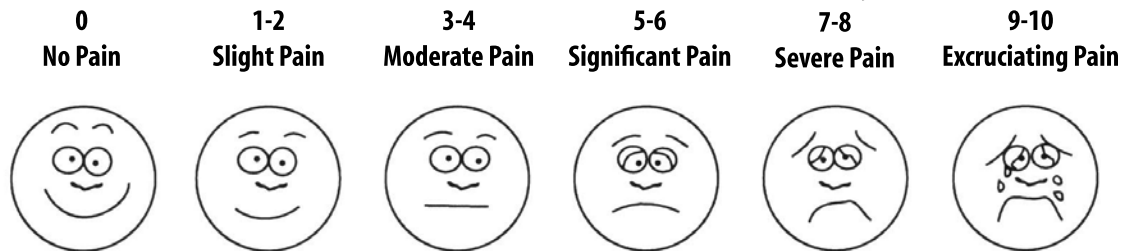
As a patient at York Hospital, you can expect:

- Your reports of pain will be believed.
- Information about pain and pain relief measures.
- A concerned staff committed to pain prevention and management.
- Health professionals who respond quickly to reports of pain, and effective pain management.

As a patient at York Hospital, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain management for your condition.
- Discuss pain relief options with your doctors and nurses.
- Work with your doctor and nurse to develop a pain management plan.
- Ask for pain relief when pain first begins.
- Help your doctor and nurse assess your pain (using a scale of 1-10 as illustrated below).
- Tell your doctor or nurse if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.

Choose the face that best describes how you feel:



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Special Services

Patient Room Service: To make your stay as comfortable as possible, we would like to offer you the services of our Room Service program. Developed by our volunteer staff, this program offers services delivered directly to your room Monday-Friday, 8:00 AM to 4:00 PM, and additional hours when available. **Just dial x2111** from any in-house phone and a volunteer will take your order and answer any questions you may have. This is a free service for our patients.

Newspaper delivery: Want to catch up on the latest local news? The following newspapers are available and will be delivered to your room: The York Weekly, Portsmouth Herald, and Foster's Daily Democrat.

Movies: Ask for a current list of the DVD movies we have available in our library.

Want company? If you would like some company, or if you would like to take a stroll around the hospital, just give us a call!

Music: A wide variety of music is available. Choose from classical, new age, country, jazz and top 40. We have a number of books in audio format as well.

Shopping at the Apothecary Gift Shop: A volunteer will be happy to take you to the gift shop, or shop for you. A variety of items are available to purchase, including gifts, cards, crafts, novelties, toiletries and medications.

Games: If you like to play games such as cards, checkers, Backgammon, Scrabble, etc., we will provide you with the materials and even a partner with whom to play!

Reading: The volunteer library has a large selection of magazines and books.

Interpreters: If you have difficulty relaying messages or understanding any staff member at York Hospital, we may have someone who can help you communicate your needs. Talk to your nurse for details.

Reiki: Reiki is a Japanese technique for stress reduction and relaxation that also promotes healing. Volunteer Reiki practitioners are available to provide this service to you free of charge!

Mail: We deliver letters and packages for patients every day. Letters and parcels that arrive after you have been discharged are forwarded to your home. Stamps are available in the Gift Shop. Outgoing mail may be left at the nurses' station or given to a volunteer.

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**Simply dial "2111" for
any of these services!**

SPECIAL SERVICES

Spirituality

For many patients, hospitalization - be it for illness, injury or the birth of a child - involves mental and emotional issues. Often, patients and their families are understandably anxious or apprehensive about what lies ahead. York Hospital is dedicated to supporting you and your family physically, emotionally and spiritually during your stay. We are here for you in times of difficulty or discouragement, and in times of joy with the celebration of having a baby or a successful surgery. We offer:

- **Visits from our team of Faith Community Volunteers** (faith volunteers and local clergy members) who serve patients, families and staff at York Hospital. These spiritual care providers include men and women of many faith traditions, all of whom share an absolute respect for personal belief and a value for honoring spirituality with a non-judgmental presence. Please tell your nurse if you would like...
 - * To speak to a caring person about spiritual matters.
 - * To have someone provide you with programs, services, reading material or items based on your faith or religious preference.
 - * Help contacting your religious community - (or, if you are visiting the area, someone from your faith tradition).
 - * To speak to someone because you feel anxious or upset about your care or that of a loved one.
 - * Support for a friend or loved one.
- **A quiet space for reflection and inspirational reading material in our Family Quiet Room** (just off the Biewend Wing).
- **Reiki for patients free of charge provided by our Reiki volunteers.** Reiki is a Japanese technique for stress reduction and relaxation that also promotes healing. In addition to deep relaxation, Reiki can promote a reduction in anxiety, muscle tension, and pain, can promote accelerated wound healing, and can promote wellness and a greater sense of well-being.

For more information, please call the Room Service Volunteer program at x2111 or ask your nurse for details.

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SPIRITUALITY

Family and Friends

At York Hospital, family members are involved in the care of our patients just as much as our patients want them to be. We do not restrict your ability to visit and we encourage you to ask questions about the care of your loved one so that you feel just as comfortable as the patient. Here are some additional services we offer.

Visiting Hours: Visitors can be good medicine for patients. Family members and friends are welcome to visit when convenient for the patient. The hospital does not have strict visiting hours, but we do ask you to respect the wishes of our patients. Visitors in semi-private rooms should be considerate of both patients. Please be mindful that we have created quiet time for patients daily from 2-4pm so that patients can have some time during the day to relax. Also, the Birthing Center asks that visitors first call the patient they intend to visit, to make sure the new family is ready to receive visitors. Thank you!

Pet Therapy: York Hospital, in its continued mission to make the patient's stay as comfortable as possible, offers patients the option to be visited by their family pet or by one of the hospital's "visiting pets." These pets come to the hospital on a weekly basis to cheer up our patients. The family cat, dog, bird, etc. can visit a family member at York Hospital at any time (some rules apply). For more information on this wonderful service, please call our Volunteer office at extension 2224.



Apothecary/Gift Shop: York Hospital's Apothecary and Gift Shop is open every day from 8am to 8pm. The shop has gift items, jewelry, magazines, greeting cards, candy, toiletries, flowers and plants as well as full pharmacy services for your prescription needs. The Apothecary phone number is extension 2150.

Parking: Parking for patients and visitors at York Hospital is free and available 24 hours a day, seven days a week. If something happens which causes you to need assistance with your vehicle, please call the switchboard at extension 0.

Local Accommodations: We recognize that often, the need for hospitalization is unexpected and may leave family members scrambling for a place to stay while you recuperate. For a list of local accommodations, please call the concierge desk at extension 2094.

Lounge Areas: There are lounge areas for visitors throughout the hospital including Emergent Care, Surgery, Laboratory services, ICU, Cardiology, Imaging and Inpatient areas on both the Biewend and Strater units. Snacks and beverages can be found in these areas free of charge. Enjoy!

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FAMILY & FRIENDS

Billing and Affordable Health Care Options at York Hospital

If you have any questions about the billing process, about your insurance coverage, or about any payment plans or discounts offered by the hospital, please call extension 2398.

A member of our Patient Financial Services team will be happy to come to your room and meet with you or a family member about any questions you may have.

Worrying about how to pay a medical bill is something you don't want to think about when coming to the hospital. That's why York Hospital is committed to providing quality health care regardless of one's ability to pay.

York Hospital offers several affordable health care options that you should know about:

- **York Hospital offers free care to patients at 200% of the federal income criteria.** We offer FREE CARE to patients who meet 200% of the Federal Poverty Income Guidelines. Each year, York Hospital provides millions of dollars worth of free care to patients who utilize our services. Our Apothecary also offers prescription drugs at cost to those who qualify for free care. For more information, call the Patient Financial Assistance office at extension 2398.
- **York Hospital offers free health care and access to free prescription medications to Community Health Connection members.** The Community Health Connection program offers FREE medical services at York Hospital and at over 100 primary care physician

and specialist offices through the Physician Access Network (Uninsured, income-qualifying residents in the YH area are eligible). CHC also offers a Prescription Assistance Program to connect members to free medications from drug companies, medication care coordination and free Medicare D counseling. For more information call 207-361-6988 or 207-438-9167.

- **York Hospital discounts services.** We provide a 15% discount on hospital services to patients who do not have insurance. We also offer a 15% discount on co-insurance payments for those with deductibles of \$5,000 or higher. For more information, call the Patient Financial Assistance office at extension 2389.
- **York Hospital discounts prescriptions.** We provide a 10% discount on prescriptions in the hospital's Apothecary to patients who do not have insurance. For more information, call the Apothecary at extension 2150.
- **York Hospital offers interest-free, long term payment arrangements.** Our Patient Financial Assistance Office will work with any patient to help set the amount they can afford to pay each month. For more information, call the Patient Financial Assistance office at extension 2389.
- **York Hospital offers many services at or below cost to patients and families.** We offer many services at or below cost to the community which include transportation to and from the hospital and many physician offices, Lifeline systems for the frail or those who live alone, and flu shots for the community.

For more information about any of these services, please call our Patient Financial Assistance office at extension 2398.

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Going Home

Discharge Instructions: Your doctor and your nurse will provide you with instructions about your care after you leave the hospital. If you have questions about your diet, activities or other matters, please feel free to ask. If you get home and realize you forgot to ask a question, don't worry. We're only a phone call away. Your discharge instructions will contain a phone number for you to call should you need anything.

Patient Transportation: When you are ready to leave, a member of the hospital staff will escort you to the front entrance and help you into the car. If you need a ride home, York Hospital has a patient transportation service that can provide a ride. The Transportation team also provides rides to and from the hospital's many facilities and physician offices within our service area. For more information, please call Patient Transportation at extension 3413.

Bridges Program: The Bridges Program is a volunteer program that offers seniors help with filling the gap in services after discharge from the hospital. The program offers services such as picking up prescriptions, fixing light meals, grocery shopping, picking up the family pet and more. Contact x2224 for details.

Medications: If your doctor gives you a prescription, you can take it to a local pharmacy, or it can be filled in one of the hospital's retail pharmacies (the York Hospital Apothecary located just outside the emergency room on the first floor; or the Berwick Pharmacy located at York Hospital in Berwick on Route 9 in Berwick). Both locations offer delivery service to your home if you are unable to pick up your prescription.



Home Health Care

There are occasions when patients need additional treatment or care after they are discharged from the hospital. To meet the special needs of these patients, York Hospital offers a home health care program. **York Hospital's Home Care** service is a full service Medicare-certified home care agency, which supplies nurses, nurse aides, medical social workers and physical, occupational and speech therapists for home health care in the hospital's service area. Referrals for private duty nurses, nurse aides and adult sitter services for discharged patients are also available through Home Care. For more information about available services, please call extension 2194.

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Patient Rights & Responsibilities

Exceptional patient experiences start with valuing our patients' rights.

York Hospital Staff is committed to: deeply caring about and understanding each patient's unique needs and concerns; meeting each patient's expectations by providing value through their eyes; responding to each patient with clear information, personal attention and respect; allowing patients to make their own decisions about their treatment and care; and nurturing an enduring relationship with each patient and their family that begins prior to their hospital experience and continues after they return home.

Our Patients' Rights:

1. Patients shall not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, or source of payment, nor shall any such care be denied on account of a patient's sexual orientation.
2. If a patient has a medical emergency or is in labor, he/she has the right to receive, within the capabilities of this facility: an appropriate medical screening examination; necessary stabilizing treatment (including treatment for an unborn child) and, if necessary an appropriate transfer to another facility even if he/she cannot pay or does not have medical insurance and is not entitled to Medicare or Medicaid.
3. Patients shall be treated with consideration, respect, and full recognition of their dignity and individuality, including privacy in treatment and personal care and being informed of the name, licensure status, and staff position of all those with whom the patient has contact.
4. Patients shall be fully informed by a health care provider of their medical condition, including health care needs, diagnostic test results, the manner by which such results will be provided and the expected time interval between testing and receiving results. If it is medically inadvisable to inform patients it is so documented in the medical record.
5. Patients have the right to participate in the planning of their total care and medical treatment. This information must be provided orally and in writing before or at admission.
6. Patients have the right to refuse consent, or withdraw consent for care or treatment.
7. Patients have the right to request advance directives and/or expect that advance directives will be honored when applicable.
8. Patients have the right to full information and counseling on the availability of financial aid for care rendered if requested.
9. Patients may voice grievances and recommend changes in policies and services to facility staff or outside representatives free from restraint, interference, coercion, discrimination, or reprisal. Although our goal is to provide quality services and to respond immediately to patients' concerns, the right to lodge a grievance or complaint about a hospital stay or the care received can be made to the State by writing: **Maine Department of Health and Human Services Licensing and Certification Regulatory Services:** 41 Anthony Avenue, #11 State House Station, Augusta, ME 04333-0011; or calling their toll free line at 1-800-383-2441.
10. Patients shall be free from emotional, psychological, sexual and physical abuse and from exploitation, neglect, corporal punishment and involuntary seclusion.
11. Patients shall be free from chemical and physical restraints except when they are authorized in writing by a physician. It must be for a specific and limited time necessary to protect patients or others from injury. In an emergency, restraints may be authorized by the designated professional staff member in order to protect patients or others from injury. The staff member must promptly report such action to the physician and document same in the medical records.
12. Patients 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 patients' written consent shall be required for the release of information to anyone not otherwise authorized by law to receive it.
13. Medical information contained in the medical records shall be deemed to be the property of the patient. Patients shall be entitled to a copy of their own records, for a reasonable cost, upon request. Patients also have the right to add an addendum to their medical record if they do not agree with the information contained in the record.
14. Patients have a right to pain relief.

We are committed to providing the best care possible.

If you have any concerns about your care, please do not hesitate to let us know. Leaders for our patient services are available as is Jud Knox, Hospital President. Please call the switchboard for further information at (207) 363-4321, toll free 1-877-363-4321, or dial "0" from any in-house phone.

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Our Mission

We are committed to providing exceptional care to our patients and their families. All our efforts must be thoughtful, kind and loving.

We are dedicated to creating and nurturing a fabric of compassionate relationships among physicians, care givers, patients and families to offer sensitive, understandable, high quality medical care experiences.

We recognize our responsibility to serve all in our community as they are the ultimate judge of how well we listen, respond and care.

Our Vision

LOVING KINDNESS

With loving-kindness, we devote ourselves to others.

We respectfully care for each individual without imposing our judgments. We offer love, empathy, understanding and nurturing. We are grateful for the privilege of helping others. In loving-kindness we are determined to:

- Embrace others with dignity, respect and compassion.
- Listen, love and laugh with our hearts.
- Honor the privilege of being present in others life journeys.
- Give unselfishly.
- Smile, touch and embrace warmly.
- Be kind, honest and genuine.
- Show thankfulness and appreciation to others.
- Make opportunities to create joy and happiness.



Cable TV Channels

- | | |
|------------------------------------|-------------------------------|
| 1 Home Shopping Network | 36 Nickelodeon |
| 2 CKSH | 37 MSNBC |
| 3 Public Access | 38 CNN |
| 4 NECN (New England Cable News) | 39 CNN Headline News |
| 5 WCVB (ABC) Boston | 40 CNBC |
| 6 WCSH (NBC) Portland | 41 Fox News |
| 7 Fox 23 (WPF0) Portland | 43 TNT |
| 8 WMTW (ABC) Portland | 44 Lifetime TV |
| 9 TWCTV | 45 Lifetime Movie Network |
| 10 WCBB (MPBN) | 46 TLC - The Learning Channel |
| 11 WENH (PBS) | 47 American Movie Classics |
| 12 WPXT (CW) Portland | 48 HGTV - Home & Garden |
| 13 WGME (CBS) Portland | 49 Travel Channel |
| 14 ION Television | 50 A&E Arts & Entertainment |
| 15 QVC | 51 Food Network |
| 16 C-SPAN | 52 Bravo |
| 17 WPME (MyTV) | 53 truTV |
| 18 EWTN (Eternal Word) | 54 National Geographic |
| 19 Maine Cable Network | 55 Hallmark Channel |
| 20 WHDH-7 (NBC) Boston | 56 Sci-Fi Channel |
| 21 Discovery Health | 57 Animal Planet |
| 22 TV Guide Network | 58 The History Channel |
| 23 Black Entertainment | 59 The Weather Channel |
| 24 Discovery Channel | 60 Spike TV |
| 25 ABC Family | 61 Comedy Central |
| 26 USA | 62 FX |
| 27 NESN | 63 SoapNet |
| 28 Comcast Sports Net | 64 E! Entertainment TV |
| 29 Golf Channel | 65 Versus |
| 30 ESPN | 66 Turner Classic Movies |
| 31 ESPN2 | 67 TV Land |
| 32 WE: Women's Entertain | 68 TBS |
| 33 Oxygen | 69 VH1 |
| 34 Disney | 70 MTV |
| 35 Cartoon Network | 71 CMT Country Music TV |
| | 96 Home Shopping |
| | 98 C-Span 2 |