



# Your Guide to Brigham and Women's Faulkner Hospital

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## Welcome to Brigham and Women's Faulkner Hospital!

Thank you for trusting us with your care. We know that most patients don't look forward to staying in a hospital. We hope to make your experience as comfortable as possible and are here to support your unique needs. We have been delivering the highest quality of care in the community setting since our founding in 1900, so rest assured that you are in excellent hands.

The goal of this guide is to provide you with helpful information and resources during your stay. You and your loved ones are an important part of your healthcare team. We encourage you and your family to take an active role in your care and urge you to ask questions so we can partner with you to support the healing process.

Thank you again for choosing us!

Sincerely,  
Your care team



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

To view the electronic version of this guide, scan the QR code.

## Language Access

We know that communicating in your preferred language is essential to providing culturally and linguistically appropriate service and care. Interpreter services are available to support patients with limited English proficiency and deaf and hard-of-hearing patients. Medical Interpreters are professionally trained, confidential and impartial. Interpreter services are accessible 24/7, though the type of service (in-person, over the phone or by video) may vary. Please share your language preference with your care team.

## Patient and Family Experience

We welcome all feedback as part of our effort to provide a quality, safe and exceptional experience. We encourage you to share your honest perspective if you receive a survey after your visit. You may also reach out to our **Patient and Family Relations team** at any time to share complaints or compliments. They can be reached by phone at 617-983-4507 or via email at [BWFHPFR@partners.org](mailto:BWFHPFR@partners.org).



We make every attempt to resolve your concerns in real-time and use feedback to improve the care and services we provide. You also have the right to file a grievance by contacting Massachusetts Department of Public Health.

### **Bureau of Health Care Safety and Quality**

67 Forest Street  
Marlborough, MA 01752  
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 healthcare organization, call 800-994-6610, email [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or write to

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

### **DAISY Award**



At Brigham and Women's Faulkner Hospital we value our team. If you would like to recognize a caring nurse, please consider nominating them for a DAISY Award. For more information, visit [brighamandwomensfaulkner.org/about-bwfh/nursing/awards](http://brighamandwomensfaulkner.org/about-bwfh/nursing/awards) or scan the QR code.

### **Get Involved!**

Brigham and Women's Faulkner Hospital has a **Patient and Family Advisory Council (PFAC)**. This is a group made up of patients or loved ones and staff that meets bi-monthly to provide feedback to the hospital on improvements and projects. Our hospital empowers this group to help us learn about and strengthen our commitment to patient- and family-centered care. If you or a loved one are interested in becoming a member of PFAC, please contact us at 617-983-4507 or [BWFHPFR@partners.org](mailto:BWFHPFR@partners.org).

# Patient Rights and Responsibilities

## Your Rights as a Patient

- 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 healthcare 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 healthcare.
- 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 free copy of your medical record 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 healthcare, 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 healthcare proxy and completing an advance 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 or expression, age or disability.

We recognize that patients may face unique healthcare 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.

# Your Care Team

## Registered Nurse

Your daily nursing care is managed by a registered nurse while you are in the hospital. Registered nurses are part of your healthcare team and 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. Our hospital medicine service is staffed by attending physicians, working closely with advanced practice providers (APPs), who may be a nurse practitioner (NP) or physician assistant (PA), or residents and interns (doctors in training). In either case, all care is ultimately supervised by the attending doctor.

If you are a surgical or orthopedic inpatient, you will be seen each day by your attending surgeon or a member of their team. Surgical team members may include surgical residents, surgical fellows and APPs. The attending surgeon, NP or PA has completed their training specializing in your post operative care. They are directly supervised by your surgeon.

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 may be visited by residents in training. They work under supervision of an attending physician.

## Advanced Practice Providers

During your stay, you may be cared for by an APP. APPs include PAs, NPs and certified registered nurse anesthetists (CRNAs).

These clinicians have undergone advanced clinical training and are fully credentialed by the hospital.

They work closely with your physicians, nurses and other members on your care team to provide quality care and comfort throughout your hospitalization.

## Rapid Response Team (RRT)

You and your loved ones know you best. If you or your loved ones are concerned about your 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 healthcare team to assess your condition.

## Rehabilitation Services

Depending on your injury, illness or surgery, you may be referred for consult to our Rehabilitation Services Team for Physical, Occupational or Speech-Language Therapy. These specially trained professionals will focus on helping you regain your pre-hospital level of function. This may include learning to transfer out of bed, ambulate with or without an assistive device such as a walker, cane or crutches, as well as exercise to regain range of motion and strength.

While preparing for discharge, your therapist will suggest a plan for your aftercare, which they will share with the interdisciplinary team. The goal is always to achieve a safe discharge home. Occupational Therapy will also assist with bathing and dressing activities, while our Speech-Language Therapy team will assess swallowing and speaking functions. The goal of all of these therapies is to help you return to your normal level of function.

If you have questions about your rehab care, please call 617-983-7271.



### **Dietitians**

Your healthcare 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 in our Nutrition Clinic 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.

### **Care Continuum Management**

Our Inpatient Clinical Social Workers are highly trained to assist you and your family members during your hospital admission with:

1. Emotional support and assistance with communication between patients, families, surrogate decision makers (healthcare proxy agents or legal guardians) and healthcare providers

2. Counseling around coping with chronic illness, a new diagnosis and/or medical decision-making needs during your hospitalization
3. Referral information regarding healthcare matters, stressors or barriers that may impact one's ability to manage their health

To talk to a member of our Social Work team, speak with your nurse or other member of your care team.

### **Case Management**

Our goal is to make sure that you feel prepared for discharge. Your healthcare 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.



- Prepare you to take over your care or care of a loved one.

Case managers are registered nurses who will work with you and your medical team to arrange appropriate services at discharge.

Case Management will assist in setting up home care services (like skilled nursing or Physical Therapy), durable medical equipment and IV/enteral services. If you require rehabilitation services, your case manager will work with you in determining the most appropriate level of care and facility of choice. 4Next is a web-based application that can generate a list of skilled nursing facilities, long-term acute care options and homecare options, and determine if there is an available bed and help transfer your clinical information to the next care provider. Your case manager can electronically submit referrals and communicate with multiple post-acute providers simultaneously and securely.

If you have any questions about your discharge plan, please call the Case Management staff at 617-983-7981.

### **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 617-983-7854 to be put in contact with a Passageway representative or speak to your nurse.

### **Spiritual Care Services**

Spiritual Care Services at Brigham and Women's Faulkner Hospital is available to you and your loved ones for emotional, spiritual and religious support. We are committed to providing compassionate services to people with various beliefs and those with no religious affiliation.

Interfaith chaplains are on site in the hospital every day of the week and a chaplain is on-call 24/7 for emergencies. To request spiritual care services,

please call 617-983-4856 or speak with your nurse or other member of your care team.

Our interfaith chapel (located near the third floor lobby) is stocked with sacred texts and resource materials and is always open to patients, families and staff for meditation and prayer.

Reasons to call a chaplain:

- If you are struggling with the meaning of your illness
- If you'd like to talk to someone about your faith
- If you are faced with difficult treatment choices
- If you would like to request a religious ritual specific to your tradition or situation
- If you'd like someone to pray with or bless you
- If you are grieving a loss

### **Ethical Issues in Healthcare**

The Brigham and Women's Faulkner Hospital Ethics Committee is available to help patients, families and hospital caregivers resolve conflicts about the best way to care for the patient. These conflicts arise from the many different perspectives each group brings to illness and the role of medical care. Frequent differences are: moral, religious, cultural and ethnic beliefs, unresolved conflicts within families and unfamiliarity with pertinent laws regarding healthcare proxies and guardians. The Ethics Committee functions through a focused, patient-centered consultation meeting where all parties are welcomed to present their perspective. The committee works to allow each participant's perspective to be shared and then makes a recommendation reflecting accepted ethical principles of honoring patient autonomy, doing what is best for the patient, avoiding harm to the patient and acting with justice toward other hospital patients and society. The ethics recommendation is recorded in the patient chart and is available to the patient. To discuss an ethics consult, please speak with your nurse, social worker, APP or doctor. You can make an anonymous inquiry to the Mass General Brigham Compliance HelpLine at 800-856-1983 or [massgeneralbrigham/complianceline](https://www.massgeneralbrigham.com/complianceline).

# Your Role in Your Care

## Patient Safety

Brigham and Women's Faulkner Hospital cares about your safety. You and your loved ones play a key role in patient safety. The most important way you can help is to be an active member of your healthcare 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, nurse or any member of your healthcare 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.
- When you are walking, 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, please ask for help.
- 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:

- 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 that includes alternatives to opiates where appropriate.
- 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 when stroke symptoms start so that proper medication can be administered. Stroke symptoms may 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 [bwfinfo@partners.org](mailto:bwfinfo@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.



- Remind anyone entering or exiting a patient room that practicing proper hand hygiene is the best way to prevent the spread of infection.



- 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 healthcare team if you have questions about how to follow these steps.**

# Advance Care Directives

## What Is a Healthcare Proxy?

A healthcare proxy is a simple, legal document that lets you choose someone you trust to make healthcare 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 healthcare proxy. In Massachusetts, a Living Will does not replace a healthcare proxy.

## Who Can Be a Healthcare 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 healthcare 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 healthcare.

## Where Do I Begin?

The best time to choose a healthcare agent is before you become ill and when you are able to carefully consider your choices. If you would like more information about a healthcare proxy or assistance in filling one out, please speak to your nurse. We advise that you (and/or your family) discuss the healthcare proxy or any other advance care directives with your primary care provider.

## Massachusetts CARE Act

The Massachusetts CARE (Caregiver Advise, Record, Enable) Act recognizes the desire of a patient to remain at home and be independent as they age. The law requires that inpatient facilities provide patients with an opportunity to designate a

caregiver—any individual 18 years of age or older—whom a patient designates to receive access to his/her health information to be able to assist the patient with post discharge care needs.

Patients may decline to identify a caregiver if the situation does not apply.

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

MOLST is a medical order form (similar to a prescription) that relays instructions between health professionals about a patient's care. MOLST is based on individuals' right to accept or refuse medical treatment, including treatment that might extend life.

MOLST is not for everyone. In Massachusetts, patients of any age with a serious advanced illness may discuss filling out a MOLST form with their clinician. Patients' decisions to use the MOLST form must be voluntary.

The process before using MOLST requires discussions between the signing clinician (physician, NP or PA), the patient and family members/trusted advisors about:

- The patient's current medical condition
- What could happen next
- The patient's values and goals for care and
- Risks and benefits of possible treatments.

After these discussions, the MOLST form may be filled out and signed by the clinician and patient to communicate orders about the use of life-sustaining treatments for the patient, based on the patient's own decisions. The signed MOLST form stays with the patient and is to be honored by health professionals in any clinical care situation.

For more information on the MOLST form, please speak with a member of your healthcare team or visit [molst-ma.org/molst-overview-patients-families](http://molst-ma.org/molst-overview-patients-families).

# General Information

## 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.

## Visiting Hours

Brigham and Women's Faulkner Hospital recognizes the important role that loved ones play in promoting the well-being of patients. Typically, visitors are welcome at any time, but we encourage loved ones to visit two at a time until 8pm to support the healing process.

Please note that visitation may be restricted due to infection control policies as well as a patient's need for medical care, rest, privacy, safety and preference. Brigham and Women's Faulkner Hospital does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity or expression, age or disability. Please speak with your nurse about visiting hours that will allow us to continue delivering high quality, safe care while allowing patients to interact with loved ones.

## 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 617-983-7677.

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.

### **Cell Phone Policy**

Brigham and Women's Faulkner 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 of 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 Strategic Communications.

### **In-Room Telephones**

All calls in the continental United States are free. Calls can be made by dialing 9 then the area code and telephone number.

### **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.

### **Communicating with Family and Friends**

The hospital has devices available for patients to use to stay in touch with family and friends via Zoom or FaceTime. Ask your nurse how to access these devices for temporary use.

### **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 vaporizers, e-cigarettes or electronic nicotine delivery systems are prohibited on all hospital grounds.

If you do smoke or use other forms of tobacco, please speak with your nurse about tobacco cessation programs and treatment.

### **Patient Financial Counseling**

Patient Financial Services have Certified Application Counselors (CACs) available to help uninsured and underinsured individuals apply for health coverage through the Massachusetts Health Connector. Patients may be eligible for one of the state or federal programs like MassHealth, Connectorcare or Health Safety Net. Our financial counselors can also assist patients who do not qualify for a Massachusetts Health Connector program and who have received emergency or medically necessary services apply for a Mass

General Brigham Discount. Each program has different rules and income limitations. For more information about services offered by Patient Financial Services, please call 617-732-7005.

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

You can obtain your medical record electronically, by mail or by fax.

### **Request Patient Medical Records Online**

You can use Mass General Brigham Patient Gateway, our secure, online portal, for your health information. Your health information is available to view, download, transmit and print documents.

- Once logged in, click on "Messaging" at the top bar and then click "Request Records."
- If you are not enrolled in Patient Gateway, simply go to [patientgateway.org](http://patientgateway.org) and click on "Enroll Now." Respond to the questions and click "Next" to complete the enrollment process.



### By Mail or Fax

Please send a written request indicating Brigham and Women's Faulkner Hospital along with your full name, date of birth and date(s) of service requested. State the purpose of the request, what part of the medical record you need and to whom the record should be sent along with the mailing address.

Please sign and date your request and send it to:

**Mass General Brigham Information  
Management Release of Information Unit**  
121 Inner Belt Road, Room 240  
Somerville, MA 02143-4453  
Phone: 617-726-2361  
Fax: 617-726-3661

Authorization forms can be located at [massgeneralbrigham.org/medicalrecords](http://massgeneralbrigham.org/medicalrecords).

To request copies of radiology studies, use the same process as above and send your request to:

**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

### Confidentiality

Brigham and Women's Faulkner Hospital is committed to providing you with high quality healthcare 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 healthcare operations related to your healthcare. Our privacy practices follow all state and federal laws relating to patient privacy and confidentiality.

Our practices and your rights are described in the Mass General Brigham 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 and then selecting option 1 from the menu.

### Your Medical Record

As we treat your healthcare 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 healthcare, please call the Privacy Officer at 617-582-5201.

### How We Share Your Information

Brigham and Women's Faulkner Hospital (as part of the Mass General Brigham system) participates in health information exchanges (HIEs), including the Massachusetts Health Information (MassHIway).

Brigham and Women's Faulkner Hospital (as part of the Mass General Brigham system) uses HIEs as a method to share, request and receive electronic health information with other healthcare organizations. For questions, or if you want to opt out of sharing your information using the MassHIway, contact the Privacy Office at 617-582-5201 or [BWHChippaprivacy@partners.org](mailto:BWHChippaprivacy@partners.org). 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 the Privacy Office at 617-582-5201.

### Mass General Brigham Patient Gateway

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

- Review test results
- Make and manage your appointments
- Message your doctor
- Renew your prescriptions
- Pay your bill

When using Patient Gateway on a mobile device, you are also able to review content related to an inpatient stay while in the hospital, such as:

- Scheduled events, including lab and radiology tests and medications to be administered
- Notes (progress, plan of care, consult)
- Members of your care team
- Educational material in written and video format, with an option to state that you understand it or to have the nursing team review it with you and answer any questions you may have

To learn more or register, visit [patientgateway.massgeneralbrigham.org](http://patientgateway.massgeneralbrigham.org).

## Dining Options

- The Cafeteria (3rd floor) is open daily for breakfast, lunch and dinner.
- The Atrium Cafe (1st floor lobby) serves Starbucks drinks, baked goods and snacks. It is open Monday through Friday.
- Vending machines with snacks and drinks are on the third floor outside the Cafeteria.
- Guest trays are available for purchase to visitors who cannot leave a patient room by calling extension 3663 from a hospital phone.

## Helpful Locations and Telephone Numbers

### **Automated Teller Machine (ATM)**

3rd floor, across from the Cafeteria

### **Chapel**

3rd floor lobby

### **Lost and Found (Security)**

617-983-7677

### **Mailbox and Postage Stamp Machine**

3rd floor lobby

### **Main Number**

617-983-7000

### **Case Management**

617-983-7981

### **Spiritual Care Services**

617-983-4856

### **Environmental Services**

617-983-7283

### **Gift Shop (3rd Floor)**

617-983-7333

### **Health Information Services (Medical Records)**

617-726-2361

### **Patient and Family Relations (3rd Floor)**

617-983-4507

### **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

### **Parking Pay Stations**

1st floor Emergency Department lobby

3rd floor lobby

### **Parking Valet Service**

1st floor entrance

Rates for valet and self-park are the same.

# Patient Activities

## Word search

### Famous Pairs



Adam and Eve  
Batman and Robin  
Bert and Ernie  
Bill and Ted  
Bonnie and Clyde

Bow and Arrow  
Bread and Butter  
Cheech and Chong  
David and Goliath  
Death and Taxes

Fish and Chips  
Fuzzy Dice  
Gin and Tonic  
Jack and Jill  
Laurel and Hardy

Lewis and Clark  
Punch and Judy  
Snake Eyes  
Sonny and Cher  
Tom and Jerry

## Crossword Puzzle Puzzle 1

### Across

1. Dracula portrayer Lugosi
5. Actress Annabeth or Lillian
9. Exclude
14. Chopped down
15. Greek "i"
16. Napoleon's fate
17. Wynonna's mom
19. Mea \_\_\_\_\_
20. Influential Pacific current
21. Designated, perhaps incorrectly
23. NASCAR official
25. Like Jerry Lewis's professor
26. Fiery crime
28. Table clearer
31. Gambling mecca Monte \_\_\_\_\_
34. Gondola driver
36. Suffix with press
37. Plains tribesmen
38. Durango dinero
39. Author Ferber
40. Lab or peke
41. Hindu garments
42. Incas' mountains
43. "Bam!" chef
45. Put in the ship's record again
47. Magritte and Descartes
49. Unlike sand in water
53. Spanish city where the bulls run
56. Sprang (up), as tears
57. As \_\_\_\_: generally
58. "Wascally wabbit" hunter
60. Musical finales
61. Stir up
62. Needle case
63. Warhol and Griffith
64. Compaq competitor
65. Nincompoop

1	2	3	4		5	6	7	8		9	10	11	12	13
14					15					16				
17				18						19				
20							21		22					
23						24		25						
			26				27		28				29	30
31	32	33				34		35				36		
37					38						39			
40				41						42				
43			44				45		46					
		47				48		49				50	51	52
53	54						55		56					
57						58		59						
60						61					62			
63						64					65			

### Down

1. Ruinations
2. Glorify
3. Hotelier Helmsley
4. Navy bigwigs
5. Military action toys
6. Debtor's letters
7. Yardsticks: Abbr.
8. Wore
9. Central Illinois city
10. Jumps for joy
11. Melville novel
12. High mountain, to Henri
13. Interpret, as tea leaves
18. Emcee's job
22. Sugar helpings
24. Dogie catcher
27. Polite refusal
29. Writer Sarah \_\_\_\_\_ Jewett
30. Nays' opposites
31. Morse's creation
32. Symbol of the post-1945 age
33. Onetime Tom Brokaw co-anchor
35. Goes down to defeat
38. Opposite of neo-
39. Swamped
41. Without transgressions
42. "You've got mail" addressee
44. Sportscast staple
46. Massachusetts city on the Merrimack
48. Bergen's Mortimer
50. Popeye for
51. Helped cause, with "to"
52. Comical Murphy
53. White-spotted rodent
54. Elvis's middle name
55. Lotion ingredient
59. "Cool" amount, at a heist

**Sudoku  
Puzzle 1**

	3	8						
			7	1	8			
4						6	5	8
	7	5						
6	2		4		9		7	3
						2	1	
8	6	9						4
			5	2	6			
						7	3	

**Sudoku  
Puzzle 2**

9	5	6		8				1
4						7	9	
	3		4	1				
					3	6		
			5		8			
		2	9					
				7	6		2	
	8	7						3
1				9		8	7	4





**Mass General Brigham**  
Brigham and Women's Faulkner Hospital