

Welcome to Yale-New Haven Hospital





 **YALE-NEW HAVEN
HOSPITAL**

20 York Street
New Haven, CT 06510-3202
203-688-4242

www.ynhh.org



Welcome to Yale-New Haven Hospital

Dear patients and family members,

Thank you for choosing Yale-New Haven Hospital for your medical care. We recognize that there are important choices that must be made when selecting a hospital for treatment, and we appreciate the confidence you placed in us. Our entire staff will work hard to meet all of your needs and expectations.

We are proud of Yale-New Haven's standing as one of the nation's leading hospitals. The quality of care provided by Yale-New Haven is a major reason we were listed on the honor roll of America's best hospitals in *U.S. News & World Report*. We believe that our employees are the core of what makes Yale-New Haven Hospital a successful organization.

We hope you find the material included in this welcome booklet helpful, but please do not hesitate to contact any member of your care team if you have additional questions. They will be happy to assist you.

Thank you again for choosing Yale-New Haven.

Sincerely,

Marna P. Borgstrom
President and Chief Executive Officer

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Directions, map, parking

Directions to main entrance, 20 York Street

I-95 traveling north

Exit 47 to Route 34 west to Exit 3. The Air Rights Garage entrance is immediately on your left. You can enter it from North or South Frontage Roads, or York Street.

I-91 traveling south

Exit 1 to Route 34 west to Exit 3. The Air Rights Garage entrance is immediately on your left. You can enter it from North or South Frontage Roads, or York Street.

For valet parking at the main entrance

Follow I-95 or I-91 directions above to Route 34 west to Exit 3. Left at the second light onto Park Street. Left at second light onto Howard Avenue. Left at next light onto York Street. Left into the circular driveway at the hospital's main entrance (20 York St.). See valet parking attendant.

Wilbur Cross Parkway (Rte. 15) traveling south

Exit 59 immediately after tunnel. Right at end of ramp. Merge left onto Whalley Avenue at light. Stay on Whalley until you see signs for Yale-New Haven at Park Street. Follow signs. Visitor parking available in the Air Rights Garage. Enter from North or South Frontage Roads, or York Street.

Merritt Parkway (Rte. 15) traveling north

Exit 57 to Route 34 east into New Haven. Right onto Ella T. Grasso Boulevard (Route 10) and left onto South Frontage Road (Legion Avenue). Follow hospital and Route 34 signs. Visitor parking available in the Air Rights Garage. Enter from North or South Frontage Roads, or York Street.

Route 1 (Boston Post Road) traveling east

After crossing Ella T. Grasso Boulevard (Route 10), turn left onto Davenport Avenue. When Davenport crosses Howard Avenue, it becomes York Street. The hospital's main

entrance is on the left. Parking is straight ahead in the Air Rights Garage spanning York Street.

Directions telephone line

For pre-recorded directions to various buildings and parking areas at Yale-New Haven Hospital, call **203-688-1234**.

Parking

YNHH encourages patients and visitors to use valet parking or park in medical center garages staffed by the hospital's protective services staff.

Parking rates

Call the hospital parking office to inquire about current rates – the valet rate or the garage rates – at **203-688-2623**. The hospital parking office is open Monday–Friday, 7:30 a.m.–4 p.m.

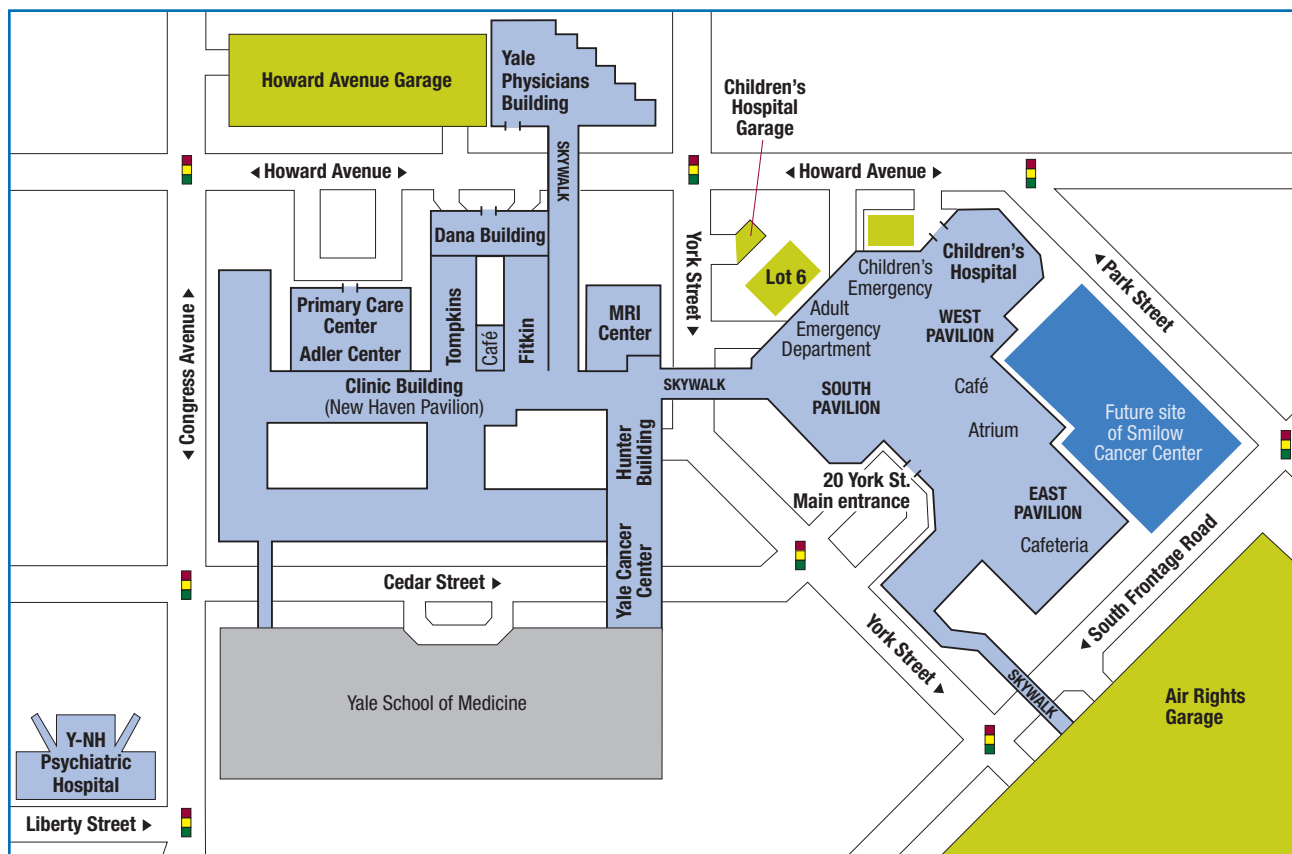
Parking garages

Air Rights Garage (over York Street) Patients and visitors may park 24 hours a day in the Air Rights Garage, which is owned and managed by the New Haven Parking Authority. Handicapped parking spaces are located next to the elevators on each parking level. A covered pedestrian bridge connects the second floor of the garage to the 20 York Street entrance of the hospital.

Howard Avenue Garage (790 Howard Avenue)

Patients and visitors may also park in the Howard Avenue Garage, which is owned by Yale University and located next to the Yale Physicians Building. Hours are 6 a.m.–9 p.m., Monday–Friday.

Children's Hospital Garage (corner of Howard Avenue and York Street) The parking garage under the Children's Hospital is primarily reserved for physicians; however, families and visitors



may park in the garage evenings (5–8 p.m.) and on weekends and holidays (9 a.m.–8 p.m.)

Emergency department parking

The adult and pediatric emergency departments have their own parking. If the lot is full, please see the parking attendant or protective services officer for valet parking.

Valet parking

Valet parking is available at the Main Hospital entrance on York Street (closes at 8 p.m.), the Children's Hospital entrance on Howard Avenue (closes at 8 p.m.) and the Dana Clinic Building (closes at 5 p.m.) on Howard Avenue. When you are ready to leave, call the valet captain at **203-688-2538** with your claim check number and your car will be returned to the entrance. After hours, call **203-688-6076** to retrieve your car.

Parking escorts

You or your family member may request an escort to any hospital parking facility at any time, day or night, by calling Yale-New Haven Hospital department of protective services. **203-688-2500**

Hotels and accommodations

New Haven offers hotels and other accommodations geared toward longer-term stays. Some options are within walking distance and many within a few minutes by car. Please contact patient relations at **203-688-3430** for hotels, phone numbers and rates. Some hotels offer discounts or transportation to the hospital.

Ronald McDonald House of Connecticut

The Ronald McDonald House of Connecticut, at 501 George Street in New Haven, is a house where families can stay while their child is being treated at the hospital. If there is room, the Ronald McDonald House can accept families of adult patients. A modest fee is charged per night. **203-777-LOVE**

Transportation from the hospital to the Ronald McDonald House may be arranged by calling YNHH protective services. Please call in advance of the time you would like to leave. **203-688-2500**

Hospital services

Atrium Gift Shop

The Atrium Gift Shop sells flowers, candy, jewelry, newspapers and magazines, as well as clothes, toiletries, snacks, cards, latex-free balloons and assorted gifts. Flowers can be delivered to patient rooms. Phone orders and all major credit cards are accepted. Proceeds from the Gift Shop, which is supported by the Yale-New Haven Hospital Auxiliary, benefit the hospital. **203-688-4265**

Hours: Monday–Friday, 7 a.m.–8:30 p.m.; Saturday, 8 a.m.–8:30 p.m.; Sunday, 8 a.m.–8 p.m.

Banking

A full-service branch of Bank of America is located in the lobby of the Clinic Building (which can be entered from 789 Howard Avenue, 330 Cedar Street or the Hunter Building entrance). There are two ATMs in the hospital – one next to the bank and the other by the cashier’s office in the East Pavilion (behind the cafeteria).

Lost and found

Items lost in public areas around the hospital are often brought to the protective services office in the East Pavilion annex behind the East Pavilion cafeteria. Call **203-688-2500** to inquire about a missing item or to get directions to the office.

For items lost in patient care areas, please speak to a staff member in the department or unit where the item was lost.

Patients and family members are reminded to not bring valuables with them to the hospital and to not leave personal items unattended.

Wheelchairs

If you need a wheelchair for yourself, a family member or visitor, please ask a staff member.



Interpreter/Translation services

YNHH offers free interpretation services for patients and family members who speak other languages or are deaf or hard of hearing.

Foreign language interpreters

Patients and family members who need an interpreter should let a staff member know about language needs.

Deaf or hard of hearing

YNHH provides assistive devices and interpretation services for patients and families who are deaf or hard of hearing. Please speak to a staff member for assistance. **203-688-8159 TTY**

Patient information

Friends or relatives may call the hospital's patient information line, **203-688-4177**, at any time to find out a patient's room number and phone number.

If you do not want this information released, please call the admitting office at **203-688-3331** or ask the patient service manager on your unit to make those arrangements.

Mail, email and Internet access

Mail

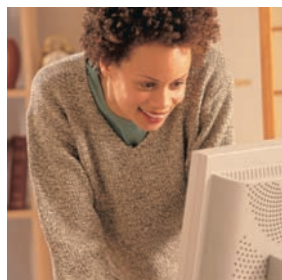
To send cards, letters or flowers, use:

Patient's name
Floor and/or room number
Yale-New Haven Hospital
20 York Street
New Haven, CT 06510-3202

Stamps can be purchased at the Atrium Gift Shop, vending machines in the Clinic Building basement, or the YNHH mail room in the Children's Hospital (West Pavilion) basement.

Email

To send an email greeting to a patient, go to



www.ynhh.org and click on the "eGreetings" image on the home page. Email greetings are printed out and delivered to the patient's room by a volunteer once a day.

Internet

You may bring your own laptop computer to YNHH. Wireless access to the Internet is available on all patient units, in the cafeterias and the Atrium.

Patient relations

Patients and family members who have questions, concerns, unmet needs, or who require additional assistance beyond what is available on the unit may contact YNHH patient relations during normal business hours at **203-688-3430**. After hours and on weekends and holidays, please call the patient assistance line at **203-688-2333**.

After you go home, if you wish to discuss an issue related to your hospital experience, call or email patient relations by going to the YNHH Web site under "Patient & visitor information" and click on the "Need assistance?" link.

Protective services

YNHH protective services staff are available 24 hours a day. This department is a group of highly trained officers who meet the same training requirements as New Haven police officers and officers throughout Connecticut. They maintain a safe, secure environment for patients, visitors and staff and help keep buildings, garages, parking lots and hospital property secure. Feel free to ask for assistance from any YNHH protective services officer. **203-688-2500**

Many YNHH patient care units have limited access, which means that people cannot enter the unit until they are buzzed in. Elevators are closed to the public after 9 p.m., so visitors who stay after 9 p.m. must ask staff for an elevator access code. Visitors and staff must display appropriate identification for entrance to the unit.

In case of a medical emergency within the hospital, the emergency telephone number is **119** (not 911).

Food services

At Your Request Room Service Dining

As a YNH patient, you may select your meals from a restaurant-style menu and place your order over the phone. A cooked-to-order meal should arrive within 45 minutes. If your physician restricts your diet, you will be advised when you call to place an order. **203-688-MEAL** (6325)

Meals can be ordered anytime between 7 a.m.–7 p.m., but recommended times are:

- Breakfast: 7:30–9:30 a.m.
- Lunch: 11:30 a.m.–1:30 p.m.
- Dinner: 4–6 p.m.

A family member may help you place an order. Family members may even call in a meal order for a patient from home.

Special requests

Please talk with the dietetic technician about food allergies/intolerances, kosher and vegetarian meals and snacks. Please call **203-688-MEAL** (6325). For special infant formulas, please ask your nurse to contact the dietitian.



Snacks

Limited snacks are available on the units for patients. Most units have a microwave and coffee maker available for use by patients and families. Please ask a staff member for assistance.

Vending machines

Vending machines are available 24 hours a day with hot and cold beverages, snacks and light food offerings. They are located at the exit of the East Pavilion Cafeteria.

Guest dining options

Visitors and family members may get a meal at any of the hospital's three cafeterias.

East Pavilion Cafeteria

First floor, Atrium lobby
Weekdays and weekends: 7 a.m.–8 p.m.

Atrium Café – Brioche Dorée

First floor, Atrium Lobby
Monday–Friday, 6:30 a.m.–4 p.m.

New Haven Pavilion Cafeteria and Jazzman's Café

Second floor, New Haven Pavilion; open Monday–Friday,
NHP Cafeteria: 7:30 a.m.–2 p.m.
Jazzman's Café: 7:30 a.m.–3 p.m.

Pre-recorded menu information for all three cafeterias and hours of operation is available by calling **203-688-MENU** (6368)

Visitors can purchase an Ideal Dining Cashless Meal Card at the Ideal Dining Kiosk in the East Pavilion Cafeteria or at the New Haven Pavilion Cafeteria. This card gives a 15% discount in all three cafeterias, and can also be used at designated vending machines. The Cashless Meal Card can also be used by family members or visitors who would like to order Guest Room Service Dining in the patient's room.

Your environment

Buildings at Yale-New Haven Hospital

Although YNHH includes many buildings, the main inpatient buildings are attached to the main 20 York Street entrance and the central Atrium. They are:

East Pavilion (EP) [to the right front of the Atrium as you enter from 20 York Street]

South Pavilion (SP) [to the left front of the Atrium as you enter from 20 York Street]

West Pavilion (WP) or Children's Hospital (CH) [at the left rear of the Atrium as you enter from 20 York Street]

North Pavilion (NP) – Currently under construction, the new cancer hospital will open in 2009 near the right rear of the Atrium.

Each of the patient care units are referred to with a building name, a floor number and often a wing number. (For example: WP-10 or EP 6-5)

Other main buildings include:

- New Haven Pavilion
- Yale-New Haven Psychiatric Hospital
- Yale Physicians Building

Quiet please, hospital zone

YNHH is working to make the hospital a quieter place so patients can experience a more comforting, healing environment. If staff members, visitors or other patients are being too noisy, please ask a member of your patient care team to speak to them.

- Please speak in low conversational levels; set beepers and cell phones on vibrate; and refrain from loud cell phone conversations.
- Please keep television volume low and consider using headphones.

- We offer free eye coverings, ear plugs and headphones.
- We limit use of the intercom – most nurses carry hospital-issued internal cell phones.
- We are improving the noise of utility carts.

Fire information

The hospital has emergency contingency plans to deal with the possibility of a fire, conducts regular fire drills and has mandatory annual training for every staff member on actions to take in case of a fire. The overhead page system will alert staff, patients and families by saying “Order Number 1” and state the location of the fire (building and floor). Fire exits are clearly marked. Elevators should not be used.

Valuables and personal belongings

Yale-New Haven Hospital is not responsible for patients' belongings. Please send your jewelry, excessive amounts of money, credit cards, radios, CD players, iPods® and other valuables home with a family member. Please bring only the items you will need during your stay and label them with your name. Many inpatient units have a safe that can be used to secure your valuables (jewelry, wallets, etc.) when you are away from your room.

Latex balloons

Latex balloons are not permitted in the hospital because of patient and staff allergies. Mylar balloons are allowed.





Smoking

Yale-New Haven Hospital is a smoke-free hospital. Smoking is not allowed in any hospital building. If you are a smoker and would like medical assistance to stop, please speak with your physician or nurse.

Housekeeping (service response center)

The hospital's service response center (SRC) operates 24 hours a day, seven days a week, to respond to issues related to housekeeping, cleanliness, patient equipment, general maintenance, patient transport and more. If you have needs that relate to these areas, ask a staff member to call the service response center for you. The service response center will dispatch the appropriate person.

Patient rooms are scheduled to be cleaned once a day between 7:30 a.m.–4 p.m. However, cleaning staff is available around the clock, so please ask a staff member to contact someone for you, if a need arises. Bed linens are not changed every day, so if you need fresh linens, ask a staff member.

Telephones

- To dial a local number from within the hospital, please dial 9 first.
- To dial a toll-free number, please dial 9+1+phone number.
- To dial a 688 (internal) phone number, just dial 8 plus the last 4 digits of the phone number.
- To make a long-distance call from a hospital phone, you must dial your telephone calling card number (preceded by 9 and then 1).

Cell phones

Cell phones should not be used in certain areas of the hospital. Please observe posted signs in areas where they are not allowed.

Public phones

There are numerous public phones around the hospital, as well as TTY/TTD phones for the hearing impaired or deaf. Ask a member of the staff for the location of the closest one.

Phone policy and courtesy

So that you can sleep through the night, incoming calls to your room will not go through between 10 p.m.–7 a.m. If it is important that someone reach you between those hours, please have that person call the main number at the nurse's station in your unit. You can make outgoing phone calls at any time. When using a phone, please keep your voice low and ask your visitors to do the same. If other patients, visitors or staff are talking too loudly on the phone, speak with a staff person.

Visiting hours and policies

Visitors need to obtain a visitor's pass from either the 20 York Street entrance information desk or the Children's Hospital entrance.

General visiting hours:

11 a.m.–8 p.m. (children must be accompanied by an adult at all times)

Intensive care units:

Two to four members of your immediate family may visit anytime 24 hours a day.

However, visiting hours may vary from unit to unit, so check the sheet on the left-hand side of this folder entitled "Your Patient Care Unit."

Important notice about visiting:

Any visitor who has been exposed to chicken pox, tuberculosis, measles, mumps or any other infectious disease within the past three weeks should speak to your nurse before visiting.

Television and radio

TV is free in each room and controlled on your call button panel. On some floors, TVs are also available in the lounge. If you share a semi-private room, we kindly ask you to turn off your TV at 11 p.m. Headsets are available for patient use; please ask a staff person. If you experience difficulty with your TV, you can ask a staff member for help or call the YNHH service response center directly at **203-688-9000**.

Television stations

3 = DISNEY	28 = FOX NEWS
4 = NBC (30 LOCAL)	29 = ESPN-2
5 = UPN (59 LOCAL)	30 = ESPN-NEWS
6 = ABC (8 LOCAL)	31 = ESPN CLASSICS
7 = Swank	32 = LIFETIME
9 = FOX (61 LOCAL)	34 = NICKELODEON
10 = UNIVISION (SPANISH/18 LOCAL)	36 = FOOD NETWORK
11 = A&E	38 = NEWBORN (SPANISH)
12 = CBS (3 LOCAL)	39 = PATIENT EDUCATION
13 = HOME & GARDEN	40 = TIP TV
14 = CNN	41 = TLC
15 = TBS	42 = ANIMAL PLANET
16 = DISCOVERY	43 = AMC
17 = ESPN	44 = HISTORY
21 = NEWBORN (ENGLISH)	45 = GALAVISION
22 = ABC-FAMILY	46 = CARTOON
23 = WB (20)	47 = COMEDY
24 = USA	48 = TRAVEL
25 = TNT	49 to 54 = PATIENT EDUCATION (future)
26 = WEATHER	50 = CARE
27 = PBS (24)	55 = BET

XM radio stations

56 = XM: Alegria (Latin)	60 = XM: Spirit (Gospel)
57 = XM: Caricia (Latin)	61 = XM: The Blend (Easy Listening)
58 = XM: Highway 16 (Country)	62 = XM: The Village (Folk)
59 = XM: Flight 26 (Hits)	63 = XM: Watercolors (Jazz)

Your care

We want your hospital experience to be as safe, comfortable and pleasant as possible. If there is anything you need or if you have any questions or concerns, please speak with any member of your patient care team.

Advance directives

As a patient, you have the right to make your own healthcare decisions, guide your medical treatment and plan what should be done if you are unable to speak for yourself. In addition, hospitals are required by federal law to give you information about advance directives, which are forms you can sign to make your healthcare preferences known ahead of time and to name someone else to make healthcare decisions for you in case you become unable to make decisions. If you have questions about advance directives or would like a copy of the advance directives form, please call religious ministries at **203-688-2151**.

Ethics committee

There may come a time when you or a member of your family is so sick that it is not clear what is the best care. These are difficult decisions because there is often no clear right or wrong answer. Your doctors, nurses, social worker and chaplain can help, or you may ask to speak with the hospital's ethics committee. The ethics committee provides consultation on individual cases where ethical issues have been raised concerning treatment, the right to refuse treatment, patients' rights and patients' and families' wishes. Please call religious ministries at **203-688-2151** to request an ethics consultation.



Religious ministries

If you would like a visit with a chaplain for spiritual support and prayer or would like sacramental support (communion, anointing or sacrament of reconciliation), you or your nurse can contact religious ministries during regular business hours, **203-688-2151**, or the on-call chaplain via the page operator at **203-688-3111** at any time. A Catholic priest is usually available Sunday through Thursday during the day for Catholic sacraments, and Eucharistic ministers visit daily if you wish to receive communion.

A multi-faith chapel on the first floor of the South Pavilion is open at all times for meditation and prayer. On Sundays, a Catholic Mass is celebrated at 9:30 a.m. and an ecumenical Christian Service at 10:15 a.m.

Complementary healing

YNHH offers various healing arts and complementary medicine approaches, although not all are available on all units. Speak to your nurse about the availability of relaxation TV and CDs, Reiki, dog visitation and other complementary therapy items.

Privacy and confidentiality

YNHH works hard to ensure the privacy of all patients and the confidentiality of all patient information. YNHH and all hospitals follow a federal law called the Health Insurance Portability and Accountability Act (HIPAA), which was designed to protect patient privacy and confidentiality and the security of patient information.

If you have any concerns regarding privacy and confidentiality, please contact the HIPAA privacy office at **203-688-8416**.

Concerns or complaints

If you have a concern or complaint about your hospital care or safety that you have not been able to resolve by speaking with your nurse, patient service manager or physician, YNHH has a formal process by which such issues may be addressed. For more information, call patient relations at **203-688-3430**.

Research studies

You must give your written permission before you participate in a research study or a clinical trial. If you want more information about research studies, call the Yale Center for Clinical Investigation (YCCI) at **203-785-3482** for more information. If you have questions or concerns about what it means to take part in a research study or questions about your rights as a

research study participant, call the Human Investigation Committee, which reviews and approves all research studies at Yale School of Medicine and Yale-New Haven Hospital, at **203-785-4688**.

Pain management

YNHH is committed to effective pain management. Pain is a common medical problem that requires urgent attention, so do not be embarrassed or afraid to talk with your caregivers about pain control. Extreme pain is not normal and may be largely or completely relieved with medication.

Social work

Social workers help you and your family cope with your illness, discuss your worries and concerns and link you to community resources, including support groups.

Rounding

Patient rounding

About once an hour, your nurse or patient care associate (PCA) generally rounds or checks in on you to see how you are doing, how your pain level is, if you need help changing position or using the bathroom and if you have any concerns about your care.

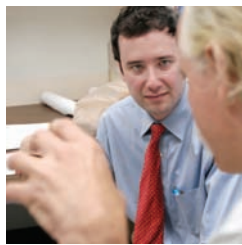
Rounding by physicians

Usually once a day in the morning, a group of physicians, including residents and other team members, may round on you, or visit your room to ask how you are feeling and discuss your plan of care, your progress and medical steps toward discharge.

Patient safety

Yale-New Haven Hospital's goal is to provide excellent, safe patient care. We believe it is important for you and your family to be involved in your own care and safety. Below are some tips to help you participate in your care and safety in the hospital.

Communication



One of the most important things you can do is to speak up and ask questions, especially if you are unclear, unsure or confused. Feel free to ask who people are, what they are doing and where you are going.

You might want to ask a family member or friend to help you ask questions and understand what doctors, nurses and others say to you.

Pay attention to your tests, treatments and medications. Speak up if something does not seem right to you.

If you have questions or concerns about your care or safety, talk to your nurse, the patient service manager or your doctor. If you still have concerns, call the hospital's patient relations department, **203-688-3430**.

When you go home, make sure you are clear about your written discharge instructions, including medicines and need for a follow-up visit. Don't worry if you need to ask someone to repeat the instructions. Be sure you are given a phone number to call if you have questions after you go home.

Interpreting services are available any time of day or night, at no cost to you. (See page 4.)

Minimizing infections



Your nurses, doctors and other healthcare providers – as well as family members and visitors – should wash their hands before they touch you. Feel free to remind them.

Ask family members and friends who have a cold, the flu or symptoms of an infection (such as fever, rash, cough, sore throat, nausea, vomiting, diarrhea) not to visit. Limit visits from children under 12.

“Isolation precautions” are to protect you, other patients, staff and visitors. Gloves, gowns and masks are sometimes worn, depending on the illness. If you don't understand why you are on precautions, please ask. Remind your visitors that they too must follow the precautions listed on the sign outside your room to protect you and themselves during their visit.

Please get flu and pneumonia vaccines when they are offered.

Reducing medication errors

Ask your nurse about your medicines – what they are, what they do, when they are given and their possible side effects. Get to know their color, size and dose. Let your nurse know if your medicines are late, look different or if you have any reactions to them.

Make sure your doctor or nurse knows if you have any allergies or have had reactions to drugs before. If you have an allergy, please be sure the staff has given you a red allergy bracelet.



Make sure to tell your doctor and nurse about other drugs you are taking (including vitamins, herbal remedies or over-the-counter medicine). Bring in a list (including dosage) of all medications you were taking at home. Do not take any medicines you brought from home, unless your doctor or hospital staff has asked you to. If possible, ask a friend or family member to take your medicines back home.

Patient identification

When you are admitted, you will have a patient identification bracelet placed on your wrist. This bracelet includes your name and medical record number. Remind all caregivers to look at your identification bracelet before giving medication, drawing blood or performing a procedure. Please do not remove this bracelet.

Staff identification

All hospital employees are required to wear photo identification badges. Be sure all your caregivers have a hospital or medical school I.D. with their picture on it.

Avoiding treatment errors

Find out what is planned for you each day so you can ask questions about tests or treatments that seem unusual.

It may be helpful to ask a family member or friend to listen with you when staff explains a diagnosis, treatment, test result or discharge plan.

Write down questions you have for physicians about your procedure, treatment and medications (space is provided on pages 19-20).

If you are visiting a family member and notice any unusual level of confusion, talk with the nursing staff about safety options.

Falls

- Always ask for help from the nursing staff if you need to get out of bed or use the bathroom, especially at night.
- Don't be embarrassed to ask for help. Try to call for help before your need becomes urgent.
- Keep your call-button near you.
- Make sure there is enough light to see, and keep your eyeglasses near you.
- Never climb over bed rails.
- Wear slippers with rubber soles to prevent slipping.
- Let a staff person know about any fluids or objects on the floor that could cause a fall.



“Ruby Slipper” program

YNHH has a program in which patients who are at risk for falling wear red slipper socks. Ask your nurse for more information.

Other safety tips

Dentures, hearing aids and glasses are the most commonly lost items in hospitals. Please make sure they are not left on food trays or in bed linens. Remember where you put them. When not in use, they should be stored in a “belongings box” or container with your name on it.

Make sure you know how to use the nurse call-button on your bed. There are emergency cords in all showers and bathrooms.

Your doctor or nurse should approve all food from home and restaurants.

No one but staff should touch medical equipment. Ask staff to explain what the equipment does, and what the alarms mean. Call your nurse if an alarm sounds.

Discharge and going home

Our goal is to discharge patients before 11 a.m., although sometimes there are unavoidable delays. Your physician or nurse will inform you of your discharge time.

Going home

Discharge instructions

Your doctor and nurse will give you instructions about post-hospital care. You will receive written discharge instructions (which are also available in languages other than English). If you have questions about your diet, medication, activities or other matters, please be sure to ask. If you have questions after you get home, you can call the nursing station on your unit and speak with a staff member.

Home care and follow-up care

The time to think about planning for your discharge needs is when you are admitted. Speak with your nurse or care coordinator if you have concerns about returning to your living situation without additional help.

Your nurse/care coordinator can:

- Arrange placement at a skilled nursing facility or rehabilitation facility to continue your care
- Set up home nursing visits if you need them
- Arrange delivery of medical equipment — such as a wheelchair, walker or oxygen
- Help you understand your insurance benefit for these post-discharge services.

The hospital does not provide discharge transportation, so speak with your family and nurse before discharge to coordinate your ride. Your transition home will be easier if you have your clothes, keys to your home and someone to help you.

Follow-up phone calls after discharge

You may receive a follow-up phone call a few days after discharge to see how you are doing, if you are clear about your discharge instructions and if you have any comments or suggestions about the service you received while you were in the hospital. If you do not receive a call and have questions or suggestions, you may contact patient relations directly during business hours at **203-688-3430**.

Patient satisfaction surveys

After you are discharged, you may receive a patient satisfaction survey in the mail. Please take the time to complete and return the survey. Your answers and comments are very important to us and will help us make improvements or recognize staff who provided exceptional care and service. If you have questions about the survey, please call patient relations at **203-688-3430**.

Prescriptions

Pharmacy

Medical Center Pharmacy, at 50 York Street, New Haven (under the Air Rights Garage):

- Accepts most types of pharmacy insurance coverage
- Offers free next day delivery in New Haven, and free shipping outside New Haven
- Has drive-through services
- Open Monday–Friday, 8 a.m.–9 p.m., and Saturday–Sunday, 9 a.m.–5 p.m.

Phone: **203-688-7064**

Fax: **203-688-9606**

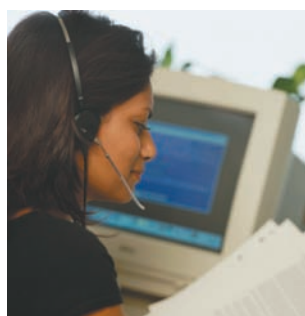
YNHH Prescription Assistance Program

If you need a prescription filled after discharge, you may qualify for a discount through the

YNHH Prescription Assistance Program. This program is available to qualified YNHH patients – regardless of whether or not you have health insurance or pharmacy benefits. The prescription must be written by a YNHH provider and filled at the Medical Center Pharmacy at 50 York Street. For more information, call **203-688-7064**.

Insurance and billing questions

YNHH offers financial counseling to patients and families about hospital bills at **203-688-2030**



Spanish-speaking counselors are also available. You can ask questions and get information when you are admitted, at any time during your hospitalization and after discharge.

You can even arrange a one-on-one evening appointment to discuss billing issues after you get home. You may also email your billing questions to patientinquiries@ynhh.org.

To obtain a copy of your YNHH bill, please call **203-688-2030**. Make sure you have the patient's name, date of service, account number and/or medical record number available.

Bills from other care providers

Some services are performed by healthcare providers who work in the hospital, but bill separately. After your visit, you can expect to receive bills from several different healthcare providers, including:

- Yale-New Haven Hospital (call **203-688-2030** with questions)

- Yale Medical Group (call **203-785-4216** or toll-free **800-826-9922** with questions)
- Yale Diagnostic Radiology (call **800-996-3395** with questions)
- Your physician

Medical records

If you need a copy of your medical record, you need to complete an “Authorization for Access/Release of Information” form. To obtain the form, call the medical information unit at **203.688.2231** during business hours, or go to www.ynhh.org, and click on “Patient & visitor information,” then “Medical records.” Return the completed form to Yale-New Haven Hospital, Clinical Information Services, Medical Information Unit, 20 York Street, New Haven, CT 06510-3202; or by fax: 203-688-4645 If copies are sent directly to you, there is a per-page copying fee. If copies are sent directly to a physician or hospital, there is no charge.

Ways to give

Grateful patients and family members are often interested in finding out how they can assist the Hospital in recognition of the excellent care they or a loved one received. Some are interested in giving their time and others are interested in making a financial contribution. Call Volunteer Services at **203-688-2297** to find out about the many different volunteer roles available. To find out more about making a financial donation, call the Development Office at **203-688-YNHH** (9644), visit www.ynhh.org/develop or email giving@ynhh.org.

Patient rights & responsibilities

Patient Rights

As a patient at Yale-New Haven Hospital, you have the right to expect:

CARE that is safe, high quality, respectful and considerate of your personal beliefs and values.

INFORMATION that is understandable and complete, including health status, treatment and care options.

PARTICIPATION in the development and implementation of your plan of care.

RESPECT for your wishes as outlined in an advance directive.

CONFIDENTIALITY and privacy in all matters.

COMMITMENT to your safety and security.

ASSESSMENT and management of pain.

PROMPT RESPONSE to requests for assistance, concerns and complaints.

If you have a complaint that has not been addressed to your satisfaction by patient relations **(688-2333)** through the hospital patient complaint process, you may contact the Connecticut State Department of Health **(860-509-8000)**, or the accrediting agency for the hospital, the Joint Commission **(630-792-5000)**.

Patient Responsibilities

As a patient, you have a responsibility to:

INFORM caregiver staff of your past and current medical history, including changes in your condition.

ASK questions about your care and treatment, particularly if instructions are not clear.

PARTICIPATE in your plan of care by cooperating with care and participation in discharge planning.

RESPECT others by adhering to hospital policies.

NOTIFY hospital staff if you are unable to keep a scheduled appointment.

PROVIDE INFORMATION regarding insurance coverage and payment plans.

TELL US how we can provide better care or service to you and your family.

For a brochure or a detailed explanation about patient rights and responsibilities, please call Patient Relations at **203-688-3430**.

Yale-New Haven Hospital history

Yale-New Haven Hospital (YNHH) was established in 1826 as the first hospital in Connecticut and the fourth in the United States. Originally called the General Hospital Society of Connecticut, it was founded as a hospital to care for the poor, as well as sailors, soldiers and merchants far from their homes. Since it was the only hospital in Connecticut



for many years, it was often referred to as the State Hospital. In 1884, the hospital's name was changed to New Haven Hospital.

Since it was founded, the hospital has been affiliated with Yale University's School of Medicine. In 1945, a merger with Grace Hospital led to a name change: Grace-New Haven Hospital. In 1965, a more formal agreement with Yale University officially created Yale-New Haven Hospital.

The physical facilities, too, grew – from a single 15-bed building to a huge medical center complex. Today, YNHH is a 944-bed private, nonprofit facility that ranks among the premier medical centers in the nation. From the highly complicated to the relatively routine, Yale-New Haven is ideally qualified in diagnosis and treatment for Connecticut's three million residents.



YNHH serves as a referral center for patients from other states and countries. YNHH is a primary care provider for the city of New Haven and the greater New Haven region. In addition, YNHH reaches into the community with programs and services to improve the health and well-being of the community and its residents.



YNHH is the flagship hospital of the Yale New Haven Health System (YNHHS), founded in 1995. Bridgeport and Greenwich hospitals are affiliate members.

Yale-New Haven's history is filled with medical achievements of national, state and local significance, including:

- 1896 – First X-ray in the U.S. produced at Yale
- 1942 – First successful clinical use of penicillin in U.S.; first use of chemotherapy for cancer
- 1946 – First U.S. hospital to allow newborns to stay in rooms with mothers
- 1949 – First artificial heart pump developed
- 1952 – First cornea transplant in Connecticut
- 1956 – First in state to perform open heart surgery
- 1957 – Developed first fetal heart monitor
- 1959 – Discovered and named melatonin
- 1960 – Opened first intensive care unit for newborns
- 1966 – Developed phrenic nerve pacemaker
- 1972 – Started first U.S. hospital sickle cell anemia screening program for newborns
- 1975 – Identified and named Lyme disease
- 1979 – First insulin infusion pump for diabetics
- 1987 – First hospital in Connecticut with photopheresis
- 1998 – Discharged the first patient in New England with a left ventricular assist device
- 2007 – Named to *U.S. News & World Report's* honor roll of best U.S. hospitals

Your caregivers/questions

Please use this section to write down the names of your patient care team and to jot down any questions you might want to ask your caregivers.

Doctors

Attending physician _____
(Admits you to YNH, coordinates your overall care and communicates with your own family physician)

Hospitalist _____
(A physician, physician assistant or nurse practitioner who provides on-site, 24-hour inpatient care for you in the hospital)

Fellow _____
(An MD who has completed residency training and is receiving advanced specialty training in a particular area)

Resident _____
(An MD who is receiving additional training at a teaching hospital, under the supervision of the attending physician)

Intern _____
(An MD who has recently graduated from medical school and is in the first year of his/her residency)

Nurses

Registered nurse _____
(A registered nurse (RN) has overall responsibility for overseeing your care when he/she is scheduled to work. Associate nurses will care for you when your nurse is not at work.)

Patient service manager (PSM) _____
(Nurse responsible for the overall management of the patient care unit)

Clinical manager _____
(Responsible for the management of the patient care unit when PSM is away from the unit)

Charge nurse _____
(Nurse in charge of each shift [whether the patient service manager or clinical manager is on the unit or not])

Other caregivers

Care coordinator _____
(A nurse who works with both patient and staff to oversee your care and discharge)

Patient care associate (PCA) _____
(Works under the direction of a nurse and assists with some of your care)

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Important telephone numbers

Patient information (room location and phone number)	203-688-4177
General hospital information	203-688-4242
Hospital telephone operator	203-688-3111
Accommodations (Patient Relations)	203-688-3430
Admitting, Yale-New Haven Hospital	203-688-2221
Admitting, Children's Hospital (West Pavilion)	203-688-3331
Admitting, Psychiatric Hospital	203-688-9907
Atrium Gift Shop (flowers and gifts)	203-688-4265
Billing questions (YNHH bills)	203-688-2030
Cafeteria and hours and daily menu	203-688-MENU (6368)
Directions to YNHH	203-688-1234
Emergency (within the hospital)	119
Interpreter services	203-688-7523
Marketing and communications (public relations)	203-688-2488
New Haven area (New Haven Chamber of Commerce)	203-787-6735
Nutrition information line	203-688-2422
Parking office	203-688-2623
Patient assistance line	203-688-2333
Patient relations	203-688-3430
Physician referral service	203-688-2000
Privacy and confidentiality (HIPAA compliance office)	203-688-8416
Protective services and security	203-688-2500
Religious ministries / chaplain services	203-688-2151
Room Service Dining (to order your meals)	203-688-MEAL (6325)
Social work	203-688-2195
Television or telephone repair	203-688-9000
Volunteer service	203-688-2297



YALE-NEW HAVEN
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