Welcome to Yale-New Haven Hospital
Saint Raphael Campus
Dear patients and family members,

Thank you for choosing Yale-New Haven Hospital Saint Raphael Campus for your medical care. We appreciate the confidence you place in us. Our entire staff will work hard to meet all of your needs and expectations.

We believe the best health care is based on partnerships among patients, families and providers. These partnerships work best with mutual dignity and respect, information sharing, participation and collaboration. At Yale-New Haven, patients are an important part of the healthcare team.

We are proud of Yale-New Haven’s standing as one of the nation’s leading hospitals. The quality of care and healing environment provided by Yale-New Haven is a major reason we are listed among America’s best hospitals in *U.S. News & World Report*.

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.

Sincerely,

Marna P. Borgstrom
Chief Executive Officer

Richard D’Aquila
President and
Chief Operating Officer

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Yale-New Haven Hospital does not discriminate against any person seeking medical care (or their visitors or care partners) on the basis of race, color, religion, ancestry or national origin, age, sex, sexual orientation, gender identity and expression, physical or mental disability, citizenship status or any other basis protected by law. The hospital provides emergency medical care to all patients regardless of insurance status or ability to pay.

If you need this information in another format, please call patient relations at 203-789-3508.
Directions to garages

The George Street Garage (629 George Street) and Orchard Street Garage (323 Orchard Street) are both connected to the YNHH Saint Raphael Campus at 1450 Chapel Street.

I-95 traveling north
Exit 47 to 34 West toward New Haven/Downtown. Merge onto Oak Street Connector. Take the ramp onto North Frontage Road/Martin Luther King Jr. Boulevard. Turn right onto Orchard Street. George Street Parking Garage will be on your left. Orchard Street Garage will be on your right.

I-91 or I-95 traveling south
Exit 1 to Route 34 West/Oak Street Connector toward Downtown New Haven. Take the ramp onto North Frontage Road/Martin Luther King Jr. Boulevard. Turn right onto Orchard Street. George Street Parking Garage will be on your left. Orchard Street Garage will be on your right.

Wilbur Cross Parkway (Rte. 15) traveling south
Exit 59 toward New Haven/Woodbridge. Turn right onto CT-69 South/Whalley Avenue. Turn right onto Orchard Street. George Street Parking Garage will be on your right. Orchard Street Garage will be on your left.

Merritt Parkway (Rte. 15) traveling north
Exit 57 to Route 34 east toward New Haven. Merge onto Derby Avenue/Derby Turnpike. Derby Avenue turns slightly right and becomes George Street. The George Street entrance of the George Street Parking Garage will be on your left (629 George Street).

To access the Orchard Street Garage, continue straight past the George Street Garage entrance and take the next left onto Orchard Street. The entrance is on your right (323 Orchard Street).

Route 8 South
Take Route 34 east to Ella Grasso Boulevard (Route 10). Continue straight to Derby Avenue. Derby Avenue becomes George Street. The George Street Garage will be on your left.

To access the Orchard Street Garage, continue straight past the George Street Garage entrance (629 George Street) and take the next left onto Orchard Street. The entrance is on your right (323 Orchard Street).

Parking

YNHH Saint Raphael Campus encourages patients and visitors to park in either the George Street or Orchard Street garage, which are staffed by Saint Raphael Campus security 24/7.

Note: The Orchard Street Garage is closed to visitors on weekends.

The hospital parking office is open Monday–Friday, 8 a.m.–4 p.m. 203-789-5958.

Please Note: For scheduled admissions, the cardiac catheterization laboratory or short-term surgery, park in any of the orange-striped spaces on Level 3A of the George Street Garage.

Validated parking is available for:
- One driver on the day of a patient’s surgery. See the short-term surgery or scheduled admissions unit receptionist for parking validation.
- One driver on the day of a patient’s discharge.
- One driver on the day of childbirth/delivery.

A validation stamp for the Orchard Street and George Street garages is available from the visitor receptionist (first floor as you enter the hospital) and the hospital’s main lobby reception desk (as you enter from the entrance on Chapel Street).

Note: There are three designated “discharge” parking spaces on Level 3A of the George Street Garage for patient pick-up on discharge day.
You can get a discounted rate of $4 for the George Street and Orchard Street parking garages – regardless of how many hours you stay – under the following conditions:

- After 4 p.m. Monday–Friday
- All day on weekends and holidays
- If you’re visiting a patient who has been in the hospital for five or more days

Just bring your parking ticket to the reception/information desk to have it stamped.

**Emergency department parking** The emergency department at the YNHH Saint Raphael Campus, located on Orchard Street, between Chapel and George streets, is open 24 hours a day, seven days a week. Parking is for emergency department patients only. There is a parking and security attendant around the clock.

**Parking escorts** If you would like a security escort to your car, go to one of the information desks (main lobby or George Street Garage entrance) and request one or call 203-789-3800 (dial ext. 3800 on an in-house hospital phone).

**Long-term parking** If a patient is hospitalized for an extended period of time (over 14 days), the family may speak with the social worker on the unit about parking pass options.

**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 call patient relations at 203-789-3508 for hotels, phone numbers and rates.

**The Suites at Yale-New Haven** The Suites at Yale-New Haven is a hotel offered by Yale-New Haven Hospital at the corner of Dwight Street and North Frontage Road. It includes 24 suites with full kitchens and offers daily, weekly and monthly rates. For more information, visit [www.suitesatyale-newhaven.com](http://www.suitesatyale-newhaven.com). For reservations, please call 203-654-7500.
**Apothecary Pharmacy** (see pages 15-16)

ATM: There is an Automatic Teller Machine (ATM) in the cafeteria and next to Zuzu’s Coffee Bar on Verdi 1.

**Cafeterias** (see page 6)

**The Glass Door Gift Shop**
Located in the central lobby, the Glass Door offers gifts, toys, jewelry, sundry items, flowers, magazines and more. Some items can be ordered online and delivered to the patient’s room.

**Hours:** Monday–Friday, 9:30 a.m.–7:30 p.m.; Saturday, 11 a.m.–4 p.m.; Sunday, 12 p.m.–3 p.m.

**Looking Forward Specialty Shop**
The Looking Forward Specialty Shop, in the lobby of the McGivney Cancer Center, provides specialty products to support cancer patients during treatment and recuperation. Specialty items include skin care, protein and weight-gain products, head coverings, inspirational jewelry and gift certificates.

**Lost and found**
Items lost in public areas around the hospital are often brought to the protective services office in the basement of the Ambulatory Building. Call 203-789-3794 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 leave valuables at home and to not leave personal items unattended.

**Lounges and waiting areas**
Family lounges are available on several floors of the hospital, offering families a place to relax and be close to patient rooms.

Family members or friends who accompany you will find lounges in many of our care areas including the surgical intensive care unit (SICU), cardiothoracic intensive care unit (CTICU) and the post-anesthesia care unit (PACU - recovery room). All of the lounges have a TV, reading material and a phone. Some also offer coffee, water and private rest rooms.

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

**Interpreter/translation services**

**Interpreters**
YNHH offers free medical interpretation services for patients and family members who speak other languages. Please talk to a staff member if you would like an interpreter.

**Deaf or hard of hearing**
YNHH provides special equipment and services for patients and families, including American sign language interpretation and lip reading, as well as videophones, TTYs and assistive listening devices. Please ask a staff member for assistance or call 203-909-6772 (videophone) or email deaf/hh@ynhh.org.
Written translations
YNHH offers translations of vital documents, patient information materials and discharge instructions in our most frequently encountered languages. If you need translation of documents, please ask a staff member to contact interpreter services.

Patient relations
Patients and family members who have questions, concerns or unmet needs, who require additional assistance beyond what is available on the unit or who need disability-related accommodations may call YNHH Saint Raphael Campus patient relations during normal business hours at 203-789-3508.

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 patient relations at 203-789-3508 or email patient relations by going to the YNHH Web site (www.ynhh.org), clicking on the PATIENTS tab and selecting “Patient Relations and Services.”

Protective services/security
YNHH Saint Raphael Campus security staff are available 24 hours a day. They maintain a safe, secure environment for patients, visitors and employees and help keep buildings, garages, parking lots and hospital property secure.

Feel free to ask for assistance from any YNHH Saint Raphael Campus security personnel at 203-789-3800.

To enter the hospital after 8 p.m., those visiting a patient must first be cleared by the emergency department (ED) receptionist. Security personnel will direct them to the ED. Once cleared, security will provide access to the appropriate elevator.

In case of a medical emergency within the hospital, use a hospital phone to call the emergency telephone number, 155.

Patient information
Friends or relatives may call the hospital’s patient information line, 203-789-3475, to find a patient’s room number and phone number.

If you do not want this information released, please call the admitting office at 203-789-3218 or ask the patient service manager on your unit to make those arrangements.

Mail, email and online services
Mail
To send cards, letters or flowers, use:

Patient’s name
Floor and/or room number
Yale-New Haven Hospital, Saint Raphael Campus
1450 Chapel Street
New Haven, CT 06511

Email
To send an email greeting to a patient, go to the YNHH Web site (ynhh.org), click on the VISITORS tab and select “Send Cards, Flowers or eGreetings.”

Email greetings are printed out and delivered to patients by a volunteer Monday–Friday.

Internet
You may bring your own laptop computer to YNHH Saint Raphael Campus. Wireless access to the Internet is available in most areas.

Daily newspaper delivery
An outside vendor delivers a variety of local and national newspapers daily to YNHH for purchase by patients and staff. If you would like to receive a paper, please alert your nurse. You can pay for your newspaper at the time it is delivered.

Em ail
To send an em ail greeting to a patient, go to the YNHH Web site (www.ynhh.org), clicking on the PATIENTS tab and selecting “Patient Relations and Services.”
Patient food services

As a patient at YNHH you will be asked questions about your diet including food allergies, as well as cultural, ethnic or religious dietary preferences. While your physician will specify your diet order, you will have menu choices within the parameters set by your doctor.

A member of our food services staff will:
• Introduce him/herself to you and your family once you are admitted
• Explain our Catering to You service
• Provide a menu of options including chef’s specials, which change daily

Our food services staff is here to help with recommendations and requests for special orders.

Ask about special dietary alternatives
In general, we can accommodate special and altered diets such as:
• Low salt/low sodium
• Diabetic
• Vegetarian
• Kosher
• Low lactose
• Gluten-free
• Low cholesterol (heart healthy)
• Low protein or low potassium (renal/kidney)
• Pureed or liquid diets
• Food allergies

The regular meal/serving schedule is:
  Breakfast: 7 a.m.–9:30 a.m.
  Lunch: 11 a.m.–2 p.m.
  Dinner: 4 p.m.–6 p.m.

The serving hours are a general guideline. Food delivery times vary from floor to floor in different patient units.

Note: If you are admitted late, scheduled for a test or procedure during serving hours or otherwise unable to eat during the scheduled meal delivery times, accommodations will be made for you.

Obstetrics/Maternity
Special arrangements can be made for meal service for new mothers who have just delivered in the obstetrics/maternity unit.

With the “Anytime Menu,” new mothers can order from 7 a.m.–6 p.m. and food services will deliver the food to the mother’s room. From a hospital phone, dial 187, wait for the beep, then dial 0312 and enter your room phone number. Your nurse can also assist you.

Guest dining options

Visitors and family members may get food items at the following YNHH Saint Raphael Campus facilities:

Allspice Café, Monday–Friday, 6:15 a.m.–9 p.m.; Saturday, Sunday, 6:15 a.m.–7:30 p.m.

From full meals, salad bar, deli bar and a grill to snacks, coffee, desserts and more, the cafeteria offers a complete range of menu choices in a fast, serve-yourself format. It is located on the first floor just off the main hospital lobby.

ZuZu’s Coffee Bar, Monday–Friday, 6:45 a.m.–6 p.m.

Whether you are looking for a cup of coffee or tea, a pastry, snack or something to drink, you will find it at our coffee bar.
Your environment

**Hospital buildings**

YNHH promotes a safe, green environment and is committed to sustainable practices which protect the health of patients, staff and the community. Patients and families are encouraged to support the hospital’s recycling efforts.

Although the YNHH Saint Raphael Campus includes many buildings, the following main inpatient buildings are attached to the main 1450 Chapel Street entrance (see map, page 3):

**Ambulatory/Surgical Building** is to the far left of the main entrance.

**Celentano Building/Private Building** are to the far right of the main entrance, at the corner of Chapel Street and Sherman Avenue.

**Sister Louise Anthony Building** is to the immediate right of the main entrance, before the Celentano Building.

**Main Building** is at the right of the campus, easily accessible from the 1450 Chapel Street entrance.

**McGivney Cancer Center** is to the right of the main entrance and most easily accessed from its own dedicated parking lot off of George Street.

**Orchard Medical Center** is to the immediate left of the main entrance, at the corner of Chapel Street and Orchard Street.

**Verdi Memorial Building** is to the left of the main entrance, occupying much of the center of the campus.

Other main buildings include:

- **Grimes Health Center** skilled rehabilitation center – 1354 Chapel Street. This 120-bed nursing facility offers a short-term rehabilitation program and specialty units, such as our inpatient intensive rehabilitation unit.

**During your stay**

**Quiet helps healing**

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 too noisy, speak to a member of your care team. To create a quieter place:

- Free eye coverings, earplugs and headphones are available to help reduce noise levels.
- After 9 p.m., please keep TV volume low; request headphones.
- Your room door may be closed (when appropriate) if there is unavoidable noise in the hallway (such as hallway cleaning).
- Staff, patients and visitors are encouraged to set beepers and cell phones on vibrate. Please refrain from loud cell phone conversations; and use “library voices” when speaking.
- Staff, patients and visitors are asked to observe posted quiet hours in the unit.

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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 “Code Red,” stating the location of the fire (building and floor). Fire exits are clearly marked. Elevators should not be used. If you see smoke or fire, alert a staff member or dial 155 from a hospital phone.

Valuables and personal belongings
YNHH 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.

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

Smoking
YNHH is a tobacco-free hospital. Smoking, tobacco use and electronic cigarettes are not allowed in hospital buildings, property, sidewalks or garages. If you use tobacco products and would like medical assistance to stop, please speak with your physician or nurse.

Housekeeping and support services
The hospital’s service response center operates 24 hours a day, seven days a week, to respond to issues related to housekeeping, 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 cleaned once a day between 7:30 a.m.–4 p.m. using green, bio-based products made from renewable, natural materials. Eco-friendly microfiber mops are used to clean floors. Bed linens are not routinely changed every day, so if you need fresh linens, ask a staff member.

Telephones
Yale-New Haven is located in the 203 area code.
- To dial a local number from within the hospital, dial 9 first, then the area code and phone number.
- To dial a toll-free number, dial 9 + 1 + area code + phone number.
- To dial an internal YNHH Saint Raphael Campus phone number (789), dial the four-digit extension number. You do not need to dial 9 or the area code and phone number.
- To make a long-distance in or out of state call from a hospital phone, you must dial 9 + 0 + area code + phone number. You will be asked for billing information. All calls must be charged to a credit card, made collect or billed to a third party.
- To make a long-distance overseas call from a hospital phone, you must dial 9 + 01 + country code + city code + phone number. You will be asked for billing information. All calls must be charged to a credit card, made collect or billed to a third party.

Cell phones
Cell phones may be used in many areas of the hospital, but please look for posted signs in areas where they are not allowed (they can interfere with medical equipment). To help maintain a quiet, healing environment, please keep all cell phones on quiet and vibrate.

Phone policy and courtesy
So that you can sleep through the night, incoming calls to your room will not go through between 9 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 nurses’ station in your unit. You can make outgoing phone calls at any time. When using a phone, please help us keep the noise level at the hospital under control by keeping your voice low and asking your visitors to do the same. If other patients, visitors or staff are talking too loudly on the phone, speak to a staff person.
Visiting hours and policies

YNHH recognizes the importance of the involvement of families and friends in the healing process, and respects the rights of patients to have visitors of their choice present during hospitalization – as long as visitors comply with YNHH’s visitation policy. Visitors shall have equal visitation privileges, regardless of disability, race, color, national origin, religion, sexual orientation, gender identity or expression.

Visitor passes are issued to all visitors to inpatient units at hospital entrances.

**General visiting hours: 10 a.m.–8 p.m.**
Children are welcome to visit, but must remain with a non-patient, supervising adult during the visit.

If you have been designated as a care partner by a patient, you may remain with the patient beyond visiting hours or stay overnight (limited to one care partner at a time.) Please speak to the patient’s nurse to obtain a care partner I.D. badge and guidelines.

**Specialty units** (labor and birth, maternity, neonatal intensive care and psychiatric) Visitors are welcome but guidelines may vary; please ask a staff member for details.

Important notice about visiting

**PLEASE DO NOT VISIT IF YOU HAVE ANY SYMPTOMS OF AN INFECTION:**
Fever, rash, sneezing, sore throat, new or worsening cough, nausea, vomiting or diarrhea.

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 the nurse before visiting.
Television

TV is free in each room and is 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 have a TV problem, ask a staff member for help or call the YNHH service response center directly at **203-688-9000**.

### Television stations

| 2  | CBS          | 33 | AMC          |
| 3  | Better Health Information | 34 | Cartoon Network |
| 4  | NBC          | 35 | ABC Family   |
| 5  | Hospital Chapel | 36 | HGT V        |
| 6  | Fox 61       | 37 | Sci-Fi       |
| 7  | ABC 8        | 38 | Galavision   |
| 8  | TV Line Guide | 39 | Animal Planet|
| 10 | UPN 59       | 44 | National Geographic |
| 11 | IND 18       | 45 | NFL Network  |
| 12 | Wcc-TV       | 46 | Golf Network |
| 13 | PBS 65       | 47 | Christian Channel |
| 14 | EWTN         | 48 | BET          |
| 18 | C.A.R.E. Channel | 49 | Food Network |
| 24 | CNN          | 50 | Patient Info Video |
| 25 | Headline News| 55 | YES          |
| 26 | Fox News     | 56 | NESN         |
| 27 | Weather Channel | 57 | ESPN 1      |
| 28 | Discovery    | 58 | ESPN 2      |
| 29 | Learning Channel | 59 | ESPN News   |
| 30 | USA          | 60 | ESPN Classic|
| 31 | TBS          | 61 | ESPN U      |
| 32 | TNT          |     |              |
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, we encourage you to speak with any member of your patient care team.

Patient and family centered care
YNHH supports patient and family centered care, based on partnerships among patients, families and providers. Patient and family centered care is based on dignity and respect, information sharing, participation and collaboration. We welcome families as equal members of the care team.

Care partners
When you are admitted to YNHH, you may designate a care partner. Care partners are individuals you choose to provide physical, psychological, emotional and or spiritual support while you’re in the hospital. Care partners are active members of your healthcare team. You may choose more than one care partner but only one may stay beyond visiting hours. Care partners receive an identification (I.D.) badge to be worn at all times in the hospital. For more information about care partners ask a staff member for the care partner brochure or contact patient relations at 203-789-3508.

Patient and family advisor program
The YNHH patient and family advisor program engages patients and family members who have had experience at the hospital and are willing to help us improve the patient experience and promote the practice of patient and family centered care. For a brochure or more information, call 203-688-3299.

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. 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. If you have questions about advance directives or would like a copy of the advance directives form, please call spiritual care at 203-789-3245.

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. Some decisions are difficult because there is 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 ask your nurse to call the ethics committee for a consultation by paging 1018.

Spiritual care
If you would like a visit with a chaplain for spiritual support and prayer or would like to receive sacramental support (confession, communion or anointing of the sick), you or your nurse can call spiritual care during regular business hours, at 203-789-3245, or the on-call chaplain via the page operator at 203-789-3660 at any time.

A Catholic priest is usually available seven days a week during the day for Catholic sacraments and Eucharistic ministers visit daily for patients who wish to receive communion. Representatives from other faiths are also available.

A chapel on the first floor of the YNHH Saint Raphael Campus, near the main entrance, is open

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at all times for meditation and prayer. Catholic Masses are held Monday–Friday, 7:30 a.m. and noon, Saturday, 4 p.m. [Vigil] and Sundays, at 7:30 a.m. Masses may also be viewed in patient rooms and waiting areas on the chapel channel (Channel 5) of the hospital’s internal TV system.

**Complementary services**
YNHH offers various healing arts and complementary services, although not all are available on all units. Speak to your nurse about the availability of relaxation TV and CDs, Reiki, pet therapy and other complementary services.

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

Please talk with members of your healthcare team if there is anyone with whom you would like your confidential health information shared. If you have any concerns regarding privacy and confidentiality, please call the office of privacy and corporate compliance 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 203-789-3508 or 203-688-3430.

**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. Call 203-789-3401.

**Rounding**

**Patient rounding**
About once an hour, your nurse or clinical technician generally rounds or checks in to see how you are doing, what your pain level is, if you need help changing position or using the bathroom and if you have any concerns about your care.

**Physician rounding**
Once a day, usually in the morning, a group of physicians, including residents and other team members, may round on your unit or visit your room to ask how you are feeling and discuss your plan of care, your progress and medical steps toward discharge.
YNHH’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.

**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 being taken.

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, **203-789-3508**.

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.

Interpreter services are available any time of day or night, at no cost to you (see pages 4-5).

**Family-activated rapid response team**

Any family member who believes that there is something dramatically wrong with their hospitalized loved one can call for emergency help by dialing **155** from a hospital phone and asking for the rapid response team. A critical care team will respond immediately.

**Preventing infections in the hospital**

Your nurses, doctors and other healthcare providers – as well as family members and visitors – should always wash their hands before they touch you. Feel free to remind them each time. You should wash your hands with soap and water if soiled. If hands are not visibly soiled, waterless hand disinfectants can be substituted. Ask your healthcare provider for assistance if necessary.

Many diseases are spread by coughing or sneezing, so please cover your mouth and nose when doing so. Use a tissue if available and if not available, cover your mouth and nose with the bend of your elbow or hands. Ask family members and friends who have a cold, 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 there 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 them 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 a staff member 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 medications).

Bring in a list of all medications, including doses, you were taking at home. Do not take any medications you brought from home, unless your doctor or a hospital staff member has asked you to.

If you did bring medications to the hospital with you, please ask a friend or family member to take your medications back home, if possible.

**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 always confirm that the correct information is on 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 explain 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 page 21).

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

**Preventing 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.

**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.
Our goal is to discharge patients before 11 a.m., although delays are sometimes unavoidable. 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 nurses’ 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 call patient relations directly during business hours at 203-789-3508.

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, call patient relations at 203-789-3508.

Medications
In most cases, your physician will prescribe one or more medications for you to take or use at home. You should fill these prescriptions promptly and follow your physician’s instructions closely.

Apothecary and Wellness Center Pharmacy
Monday–Thursday 8:30 a.m.–8 p.m.
Friday 8:30 a.m.–5:30 p.m.
Saturday 9 a.m.–1 p.m.; Sunday closed

A retail pharmacy on the first floor, next to the cafeteria, makes it easy to pick up any prescriptions on the way home or to purchase over-the-counter medications.

Concierge pharmacy service
For patients choosing this option, our concierge pharmacy program fills patients’ prescriptions and delivers them right to the bedside before discharge, giving you one less stop to make on your road to recovery.

If you are interested in the concierge pharmacy service, speak to a nurse who will begin the process. A member of the pharmacy staff will come to your room during your hospital stay to:

Continued
• Coordinate your medication needs
• Expedite your immediate prescription needs after discharge
• Coordinate your payment, if applicable (cash, checks or all major credit cards accepted)

For information on the concierge pharmacy service, call the Apothecary and Wellness Center at 203-789-4076.

**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 Apothecary and Wellness Center Pharmacy. For more information, call 203-789-4076.

**Insurance and billing questions**

YNHH offers financial counseling to patients and families about hospital bills. Call 203-688-8860. 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.

YNHH financial counselors can discuss payment arrangements, self-pay balances and co-pays, eligibility for free care or a sliding scale discount, or other private, state or federal programs to help patients and families in need of financial assistance.

To obtain a copy of your YNHH bill, please call 203-688-8860. 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 203-688-8860 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)
- Yale-New Haven emergency physicians 800-373-3055
- Your physician(s)

**Medical records**
If you need a copy of your medical record, complete an “Authorization to Disclose/Release Your Protected Health 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” then “Medical Records.”

Return the completed form to Yale-New Haven Hospital, Health Information Management, Medical Information Unit, PO Box 9565, New Haven, CT 06535; or by fax: 203-688-4645. If copies are sent directly to you, there is a per-page copying fee. There is no charge for copies sent directly to a physician or hospital.

**Ways to give**
Grateful patients and family members are often interested in finding out how they can help YNHH recognize the excellent care they or a loved one received. Some are interested in:

- Giving their time – Call volunteer services at 203-789-3480 to find out about the many different volunteer roles available.
- Making a financial contribution – To find out more about making a financial donation, call the development office at 203-688-YNHH (9644), visit www.ynhh.org/donate or email giving@ynhh.org.
Patient Rights

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

CARE that is patient and family centered, safe, high quality, respectful and considerate of your personal spiritual, cultural and religious beliefs and values. This includes the presence of a care partner of your choice unless there is a clinical reason that would not be appropriate.

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

PARTICIPATION in decisions about your care, treatment and services, including discharge, as well as during research investigations and clinical trials. This includes the right to request or refuse treatment.

RESPECT for your wishes as outlined in an advance directive (and help making an advance directive).

CONFIDENTIALITY and privacy in all matters, including visitation restrictions upon request.

COMMITMENT to your safety and security in an environment that preserves dignity, including freedom from abuse and neglect. You have the right to be free of restraint or seclusion unless it is necessary to care for you safely.

ASSESSMENT and management of pain.

PROMPT RESPONSE to requests for assistance, expressed concerns or complaints, without being subject to reprisal.

If you have a complaint that has not been addressed to your satisfaction by patient relations (203-789-3508) 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 203-789-3508.
Your caregivers

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.

**Medical staff**

**Attending physician**
(A licensed MD who admits you to YNHH, coordinates your overall care and communicates with your own family physician)

**Hospitalist**
(An attending physician who provides onsite, 24-hour care for you in the hospital)

**Fellow**
(A licensed MD who has completed residency training and is receiving advanced specialty training in a particular area)

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

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

**Physician assistant (PA)**
(A healthcare professional who is licensed to practice medicine with supervision of a licensed physician)

**Nurses**

**Registered nurse (RN)**
(A nurse who 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)

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

**Advanced practice registered nurse (APRN)**
(A registered nurse with an advanced degree who can assess, diagnose and prescribe tests and treatment for certain patients [includes nurse practitioners, clinical nurse specialists and nurse midwives])
Other caregivers

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

Chaplain
(Clergy of various denominations who are available to provide spiritual support and prayer at any time and can also connect you with a clergy person of your faith at your request)

Clinical tech
(Works under the direction of a nurse and assists with some of your care)

Dietitian
(Provides nutrition assessment, counseling and answers questions about your nutritional needs, if needed)

Environmental service associate
(Responsible for cleaning your room, bathroom, floors and other areas)

Patient representative
(Helps you resolve an issue that you have not been able to resolve with your nurse or the patient service manager. To contact one, call the patient relations office at 203-789-3508.)

Patient transporter
(Transports you to and from the units for various services)

Rehabilitation therapist
(Physical and occupational therapists help patients recovering from illness or injury regain as much function and independence as possible)

Respiratory therapist
(Works with the patient care team to evaluate, treat and care for patients with breathing disorders)

Social worker
(Provides emotional support and helps you obtain resources and referrals to community services and support groups)

Unit clerk
(Responsible for coordinating unit activities, answering phones/intercoms and communicating between patients and staff)

Volunteer
(Provides additional help or support in a variety of hospital locations. Hospital volunteers wear red jackets.)
Yale-New Haven Hospital history

Together, Yale-New Haven Hospital (YNHH) and the Hospital of Saint Raphael (HSR) have nearly 300 years of history in caring for the greater New Haven community. In September 2012, YNHH acquired HSR, creating a single 1,541-bed hospital with two main campuses, on Chapel Street and York Street.

Yale-New Haven Hospital
YNHH was established in 1826 as the first hospital in Connecticut and the fourth in the United States. It was founded as a hospital to care for the poor. As the only hospital in Connecticut for many years, it was referred to as the State Hospital but in 1884, the name was changed to New Haven Hospital.

Since it was founded, the hospital has been affiliated with Yale 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 grew, too – from a single 15-bed building to a huge medical center complex. Today, YNHH is a private, nonprofit facility that ranks among the top medical centers in the nation.

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 Saint Raphael Campus
The Saint Raphael Campus is the site of the former Hospital of Saint Raphael, founded by the Sisters of Charity of Saint Elizabeth in 1907.

The hospital was the combined vision of the Sisters of Charity and a group of local doctors, led by Dr. William Verdi, an internationally renowned surgeon. The faith-based hospital served the needs of individuals of different faiths and cultures. The hospital was named after the archangel Raphael, the Catholic patron saint of healing. The name in Hebrew also means “God heals.”

During its century-plus of service to the New Haven community, the hospital grew from its original 12 beds to become a 511-bed community teaching hospital.

In the 1950s, Saint Raphael’s established its leadership role in cancer and cardiac care by opening southern New England’s first radiation therapy center and becoming one of the first New England community hospitals to perform open heart surgery.

It also established a reputation from its founding for delivering compassionate care that respects each person’s dignity, consistent with the values and beliefs of the Sisters of Charity.
# Important telephone numbers

Patient information (room location and phone number) ................................................................. 203-789-3475

General hospital information .............................................................................................................. 203-789-3000

Accommodations (patient relations) ................................................................................................. 203-789-3508

Admitting, YNHH Saint Raphael Campus ......................................................................................... 203-789-3218/203-789-3219

Billing questions .................................................................................................................................. 203-789-3227 or 203-688-8860

Cafeteria (Allspice) hours and daily menu ......................................................................................... 203-789-3624

Deaf or hard of hearing assistance .................................................................................................... 203-789-6222 TTY

Emergency (within the hospital) ......................................................................................................... 155

Glass Door Gift Shop ......................................................................................................................... 203-789-3607

Looking Forward Gift Shop ................................................................................................................. 203-867-5617

Parking office ....................................................................................................................................... 203-789-5958

Patient information line ....................................................................................................................... 203-789-3475

Patient relations .................................................................................................................................... 203-789-3508

Physician referral service ..................................................................................................................... 1-888-700-6543 / 203-789-4304

Privacy and confidentiality (HIPAA compliance office) ..................................................................... 203-688-8416

Room service dining (to order patient meals) ..................................................................................... 203-789-3649

Security/Protective services ................................................................................................................ 203-789-3800

Spiritual care ....................................................................................................................................... 203-789-3245

Service response center (housekeeping) ............................................................................................ 203-688-9000

Social work ......................................................................................................................................... 203-789-3401

Television or telephone repair ............................................................................................................ 203-688-9000

Volunteer services .............................................................................................................................. 203-789-3480
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