Patient Healthcare

Guide

Journal

for patients, family and healthcare providers
Welcome to the Institute of Living

The Institute of Living’s model of care is derived from a long-standing humanistic tradition and a rigorous commitment to scientific advances.

Treatment at the Institute of Living is based on respect for the dignity and individuality of each patient. This principle is embodied in the therapeutic connections between patients and staff working together to achieve the healthiest results. Such collaboration is guided and sustained by the “best practices” of the Institute. These practices have been developed from many sources including clinical research, evidenced-based outcome studies, advances in psychopharmacology, and patient input. They are shaped by Hartford Hospital’s core values of integrity, caring, excellence and safety.

The expertise and compassion of the staff translates best practices into healing encounters. Our “Best Practices Model” is used as a guide to establish the best quality of care possible for our patients and families.

These practices embody the essence of our treatment approach. They assist the staff to carry forth the mission of the Institute of Living.

Michael Dewberry, MD
Interim Medical Director and
Senior Associate Medical Director, IOL
Tobacco-Free Environment

Because smoking is a major preventable cause of disease and death, smoking, including e-cigarettes and vapor products, ARE NOT ALLOWED on any Hartford Hospital campus.

Your healthcare team will work with you to help you cope with a tobacco-free environment and/or quit if you use tobacco products:

- Speak with your physician about medications that might be available to help you quit.
- Call the QUITLINE at 1-800-QUIT-NOW

Visiting Hours

Donnelly 1 South
Nursing Station: 860.545.7107
Visiting Hours (visitors age 13 and above are allowed)
Weekdays: 3 p.m. to 5 p.m., 6 p.m. to 8 p.m.
Weekends & Holidays: 1 p.m. to 8 p.m.

Donnelly 1 South – C.A.R.E.S
Nursing Station: 860.545.7600
Visiting Hours (Immediate family only, siblings over the age 18)
DAILY: 9 a.m. to 8 p.m.

Donnelly 1 North
Nursing Station: 860.545.7060
Visiting Hours (visitors age 12 and above are allowed)
Weekdays: 3:30 p.m. to 5 p.m., 6 p.m. to 8 p.m.
Weekends & Holidays: 1 p.m. to 4 p.m. & 6 p.m. to 8 p.m.

Donnelly 2 South
Nursing Station: 860.545.7063
Visiting Hours (visitors age 12 and above are allowed)
Weekdays: 6 p.m. to 8 p.m.
Weekends & Holidays: 1 p.m. to 4 p.m. & 6 p.m. to 8 p.m.

Donnelly 2 North
Nursing Station: 860.545.7062
Visiting Hours (visitors age 12 and above are allowed)
Weekdays: 6 p.m. to 8 p.m.
Weekends & Holidays: 1 p.m. to 4 p.m. & 6 p.m. to 8 p.m.

Donnelly 3 South
Nursing Station: 860.545.7069
Visiting Hours (visitors age 12 and above are allowed)
Weekdays: 6 p.m. to 8 p.m.
Weekends & Holidays: 1 p.m. to 4 p.m. & 6 p.m. to 8 p.m.

Donnelly 3 North
Nursing Station: 860.545.7064
Visiting Hours (visitors age 12 and above are allowed)
Weekdays: 6 p.m. to 8 p.m.
Weekends & Holidays: 1 p.m. to 4 p.m. & 6 p.m. to 8 p.m.
Mobile Phones in the Hospital Environment

Wireless communication devices may be used in non-patient areas such as stairways, lobbies, the cafeteria, conference rooms, offices or outside on campus grounds.

Wireless communication devices are not permitted on the units. If you need your phone or device to obtain contact(s) information, please ask staff and they will assist. Your personal phone/device will be kept securely in the belongings area during your stay.

You Are Our Partner in Safety and Quality

We want you and your family members to feel like true partners in your plan of care. Your care team wants you to feel confident to share any concerns or fears you experience. Patients that participate in their care as active partners often experience a more satisfying and successful hospital stay. Here are some ways that you can become actively involved in your care.

Patient Safety: Keeping You Safe

Check Your Name Bracelets
Check your name bracelet to make sure all your name and date of birth is correct. If something is incorrect or cannot be read, please tell your nurse. Your caregivers will frequently be asking you for your first and last name, as well as your date of birth. We ask you to tell us your name and date of birth and check your name bracelet to make sure that you are the correct patient prior to giving you medications, drawing blood, giving you any treatment, and before taking you for a test.

Colored wrist bands identify alerts
Colored wrist bands are used to identify alerts on patients and reflect the standardized American Hospital Association colors:

- **Yellow** for fall risk
- **Red** for allergies
- **Pink** for limb restrictions (wristband goes on affected limb, all other bands are placed on arm opposite of affected limb)
- **Blue** for difficult airway
- **Gray** for Aspiration Precautions
- **No Blood** CBMS Patients (bloodless medicine)

Medication Safety

In addition to your prescription medications, tell caregivers about all of the medications you are taking, including vitamins, over-the-counter drugs (aspirin, antacids, pain relievers, etc.) and herbal supplements or “natural” products. These can all have unwanted effects when combined with medications or anesthesia.

Familiarize yourself with the name, color, size and dosages of the medications you are taking in the hospital. Ask questions about why you are on them, if there are any side-effects, and if there are any foods or activities you should avoid while on the medication.

If you do not recognize a medication, question the nurse. Make sure staff checks your identification bracelet prior to giving you medications.

Report Any Changes to Your Doctor or Nurse

Your doctor and nurse need to know about any changes in your condition or new symptoms to help make an accurate diagnosis and assist in managing any problems. If you feel that something has changed in your condition, alert your caregivers. Alerting family and friends about your condition can help them advocate for you. They may also be able to alert medical staff to changes in your condition.

If you feel that a caregiver has not addressed your safety concerns, please contact the nursing unit manager or the Patient Safety Office at 860.972.2625 or 2.2625 from any hospital phone.
Delirium Awareness

Delirium is an abrupt change in thinking and is common during hospitalization especially for individuals with the following risk factors:

- age 65 or older
- dementia, stroke or head injury
- experience of delirium during previous hospitalizations
- a severe illness requiring ICU care

Please speak up if you or your hospitalized family member is experiencing a change in thinking or behavior. The symptoms that may occur are:

- thinking different from normal for that person
- fluctuating states of awareness (excessive sleepiness, restlessness/agitation; periods of normalcy)
- difficulty paying attention or focusing
- confusion and/or memory loss
- paranoia, suspiciousness or hallucinations

You know yourself best, as do the people who are closest to you. Delirium can be related to a medication reaction or new medical condition that needs attention. Once identified, your healthcare team will begin the process to determine the possible causes for the change and start appropriate treatment. Our goal is to keep you safe, comfortable and functional until the delirium resolves.

Providing patients with basic care needs can prevent some episodes of delirium. If you are visiting a patient who is at high risk for delirium there are things you can do to partner with the healthcare team. You can help by routinely offering food and drink if allowed, walking frequently with your loved one and keeping them involved in current events. Feel free to share with our team individual things that will help us to understand the person your loved one was prior to becoming ill. If your loved one is not able to speak for themselves be sure to fill out a “Hartford HealthCare Cares About Me” poster to help us personalize your loved one's care plan.

Infection Prevention and Control

Hand Hygiene

Hand hygiene is the cornerstone of every infection prevention and control program. It is the first and foremost way to prevent infections, and is taken very seriously at Hartford Hospital. Every caregiver has taken a pledge to perform hand hygiene.

Hand hygiene may be accomplished by using good old fashioned soap and water, or Purell® waterless hand sanitizer. All caregivers at Hartford Hospital are expected to perform hand hygiene before and after every patient encounter. Patients and visitors should also perform hand hygiene before eating, after using the bathroom or when entering or exiting the patient’s room. Hand hygiene removes bacteria and viruses and prevents them from being transferred to you, your loved ones, other patients or caregivers.

Transmission-based Precautions

Certain bacteria or viruses are spread easily from person to person and are easily transferred to the environment or equipment by an infected person. Depending on the type of bacteria or virus, they can be spread through the air by coughing or sneezing, by equipment or hands.

When a patient is identified with one of these types of bacteria or viruses, certain precautions may be instituted to be sure they are not transferred to others.

A sign will be posted by the entrance to the room to identify the type of protective equipment to be worn in the patient’s room. It might instruct the caregiver to wear a mask, gown or gloves depending on the best way to stop the bacteria or virus from traveling. Hands must be washed before and after the equipment is worn.

Help us stay true to our word – please remind us if we should ever forget to perform hand hygiene.

If you or your family has questions or concerns, please do not hesitate to call Infection Control at 860.972.0321 or 2.0321 from any hospital phone.
Fall Prevention: Staying Safe

To Prevent a Fall:

- Wear the double-sided grip slippers or non-skid shoes when out of bed.
- Notify staff immediately if any fluid is spilled on the floor.
- Change position slowly when getting out of bed and wait a few moments before walking away from the bed or chair.
- Be aware of any tubes, drains, or equipment attached to your body that might cause you to trip.
- Do not use mobile objects such as IV poles, over-bed tables or unlocked wheelchairs to steady yourself.
- Request assistance with walking or getting up if you feel weak, dizzy, tired, or uncertain of your ability.
- Notify the staff immediately if you almost fall, but catch yourself.

Your nurse assesses your risk of falling when you are admitted to the hospital and then at least daily.

Fall Precautions:
If it is felt that you are at high risk of falling, you will be placed on the hospital’s fall-prevention protocol. A triangle will be placed outside of your room and on your stretcher when in transit. A bracelet will be placed on your wrist. A fall prevention reminder alarm may be set.

- Never get up from the bed or chair without staff assistance. Call before you fall.
- Allow a staff member to remain with you while you are in the bathroom as this is where many serious falls occur.
- Never turn off your bed or chair alarm.
- Do not sit on the side of the bed as you may slip off; request that staff assist you to a chair instead.

Intentional Rounding

Intentional rounding helps us anticipate your needs and monitor your well-being so that you, your family and your visitors can focus on your recovery.

During Rounding You Should Expect the Nursing Team to:

- Address your comfort and pain level
- Help you move and change position as needed
- Assist you to the bathroom or to walk in the hallway
- Make sure you have everything you need in a place where you can reach it
- Ask if there is anything else we can do for you

If at any time during your stay you have any concerns, please call the nurse manager so we can address them in a timely manner.
Your Care Team

Upon admission each patient is assigned a Nurse, Clinician and Psychiatrist who will coordinate his/her care during the hospitalization. Several team conferences are held, Monday through Friday, and are attended by the Clinician and representatives from other treatment disciplines and are supervised by a managing Psychiatrist who oversees the medical and psychiatric administration of care.

The following descriptions will help you understand what the different staff members’ roles are. Each unit has a photo of all the members of the Treatment Team.

**Psychiatrist:** Your Psychiatrist is your doctor and the leader for the treatment team, ordering medications and any diagnostic tests needed. He/She will meet with you daily while you are here in the hospital, and will also make the decision as to when your discharge will occur.

**Clinicians:** They guide their patients and their families in helping to identify problems and to develop coping strategies to assist in dealing with a wide variety of issues affecting mental health. Individual, group and family therapy are provided by the Clinician. They act as a liaison between the treatment team, family, patient, and community providers. The Clinician, in conjunction with the treatment team’s recommendations, assists in the development and implementation of a safe and realistic discharge plan.

**Unit Nurse Manager:** The Nurse Manager supervises all of the Nursing Staff and is responsible for all of the nursing care planning for our patients. The Unit Nurse Manager is administratively responsible for the overall unit functioning. The Unit Nurse Manager leads a “Community Meeting” weekly to be available to all patients for any concerns or questions about their treatment.

**Nursing Staff:** Nurses on our unit are all Registered Nurses (RN’s) who have been specially trained in Psychiatric Nursing. RNs administer medications and treatments, monitor medical conditions, communicate patient conditions to the treatment team, and educate patients and their families to promote wellness and prevent illness.

**Psychiatric Technicians:** Are members of the nursing staff. Psychiatric Technicians assist patients with personal care needs, and report any concerns to the Nurses.

**Patient Administrative Assistants/Unit Secretary:** Greet guests arriving on the nursing unit. Provides administrative support for staff, communicates with other units.

**Pharmacist:** Provides pharmaceutical (medication) services in collaboration with your doctor and medical team.

**Chaplain:** Provides emotional and spiritual support.

**Registered Dietitian:** Assists with your nutritional care; may include special or restricted diet, tube feeding or parenteral nutrition.

**Patient Relations Representative:** Helps patients and family members with any questions, concerns, compliments or problems during a hospital stay.

**Professional Students/Residents:** The Institute of Living is a teaching facility that sponsors many professional student programs. During the course of your stay you may encounter students in various supervised roles. These students are partnered with a professional in their field of study at all times while they are here.

**Occupational Therapist:** Customizes strategies for each individual to resolve problems, improve function, and support everyday living activities. Occupational Therapists utilize a variety of strategies, such as sensory modulation and focused, meaningful activities to promote progress toward patient goals.

**Recreational Therapists:** Promote recovery and well-being by teaching the skills needed to function in an independent and healthy manner during leisure.

**Recovery Support Specialist:** Provides supportive services to individuals and families who are in treatment for a psychiatric disorder, using his/her own lived experience to counsel and help others with challenges experienced in their everyday lives. Recovery Support Specialists will help individuals create a support network; do outreach; promote recovery and resilience by knowing how to share their own story and by being a role model helping to promote hope, skill development, strength, stability and safety; help set vocational and social goals; share coping skills and “tips” for families on how to manage difficult behaviors; teach self-advocacy skills; organize natural supports for families and adult peers in crisis. Recovery Support Specialists have graduated from a certified course and are an integral member of the team.

**Physical Therapist:** Available as appropriate to your treatment.

**ESA (Environmental Service Associate/Housekeeper):** Performs routine housekeeping, supply services and equipment care. Ensures cleanliness of environment.
Rules & Guidelines

We all have to work together in order to create a safe, supportive, therapeutic environment.

Aggressive, assaultive, destructive behaviors to self, others or property will not be tolerated. Individuals participating in these behaviors are subject to being asked to leave the hospital and/or having charges filed against them with the local authorities.

1) Staff are trained in crisis intervention techniques and are skilled in managing out-of-control behaviors that place patients, staff and other members of the community at risk for safety.

2) Staff members will use a variety of verbal de-escalation techniques to assist in regaining control of unsafe behaviors.

3) Dangerous behaviors toward self or others may result in utilizing a time-out, seclusion or restraint (in accordance with the hospital’s policies).

4) Please note, there are video surveillance cameras in public areas of unit.

The above-mentioned rules and guidelines are designed to help in this process. The staff has the responsibility to enforce restrictions and withhold privileges at any time depending on a patient’s behavior and risk to safety.

If there are any questions or concerns, patients, guardians and family are encouraged to discuss these with their clinician, doctor, the Nursing Director and/or Nurse Manager. It is stressful being in a hospital, but it is more stressful being in a hospital and not resolving one’s difficulties. It is our hope and our goal that every individual who enters this service will benefit from it so that their lives can be fuller and richer in the future.

Safety Status and Privileges

Observation checks are done on all patients with frequency determined by your individual treatment plan. These are done to maintain patient safety on the unit. In addition, random checks are done periodically throughout the three shifts to further ensure patient safety. For your safety we may need to observe you while in the bathroom and/or shower; we will provide as much dignity and respect as possible. At times a staff member may be assigned to stay with you to ensure your safety.

Elopement Precaution

Elopement precaution is a level of care at the Institute of Living. During this period the patient will be required to wear hospital pajama and no shoes.

Language

Some language is offensive to others. Changing language is a part of a lifestyle change. Vulgar language is frowned upon and may become part of an individualized behavioral treatment plan that may result in a time-out away from the community.

Abusive and Threatening Behavior

This type of behavior is prohibited and will result in removal (time-out) from the community.

Sexual behavior between patients is also prohibited. There is to be no physical contact between patients either on or off the unit. Psychiatric hospitalization represents a period of particular vulnerability for many. Furthermore, intimacy with other patients while hospitalized is distracting to treatment goals and may present further problems for patients who have relationship issues. For this reason, patients with a known relationship outside the hospital, or where staff has reason to suspect such a relationship exists, will not be allowed on the same unit.

Substance Use/Abuse

Alcohol and drugs may not be brought to the unit. Failure to comply with this regulation may result in discharge from the unit. Patient’s belongings will be searched at the time of admission by a staff member in the patient’s presence. After admission, the unit director, unit manager or unit psychiatrist may request that a random drug screen, room or clothing search be done whenever a concern arises about the use of alcohol or other drugs. A clothing search is done upon return to the unit from school or any pass or appointment off the unit.

Food & Beverage Policy

During your in-patient stay at the Institute of Living you will be served healthy and nutritious meals and snacks. Please do not ask family or friends to bring food or beverages onto the unit.
Hospital Accommodations

Your Room
Your room assignment at the Institute of Living is based on your admitting diagnosis and the bed availability at time of admission. You may be placed in a room with up to three other patients. Private rooms at the Institute of Living are based on the clinical needs of the patient.

Stealing
Stealing is considered a serious issue and continued treatment in the program will be evaluated by the treatment team if such incidents occur. Patients are not allowed in any room other than their own even with permission from other patients. When there is a concern that stealing has occurred, staff will do a Search of Patient belongings in the patient’s presence (see personal property).

Laundry
There is a washer/dryer on each unit. You are encouraged to do your own laundry, but if you need assistance, just ask – the staff will help you.

Sharps
All sharps are to be left with the staff, signed out at the nurses’ station, and returned promptly after use (in accordance with the patient’s status). Sharps must not be left on the desk at the nurses’ station. They must be handed in to a nursing staff member to ensure everyone’s safety. Sharps restrictions are enacted for failure to comply with the policy.

Groups
Each patient will receive group schedule upon admission. Patients are asked to be on time and attend all scheduled activities per individual treatment plan. Everyone is encouraged to attend scheduled groups, unless excused by the treatment team.

Personal Property
We urge all patients to send personal belongings and all valuables (such as pocketbooks, watches, jewelry and cash) home with a family member or friend. If you are unable to send these belongings home, the hospital will secure them in its vault and issue you a receipt for the items; you may sign for the release of your belongings when you are discharged.

Lost & Found
Lost & Found is located in JB-162 (Jefferson Building, Rm. 162). If you find that you have left something behind following discharge, or discover something missing after an in-hospital transfer, please contact Patient Relations/Lost & Found at 860.972.5678 as soon as you discover the loss.

If your belongings (clothing, dentures, hearing aids, cell phones, etc.) have been lost, please speak to your nurse or contact Patient Relations/Lost & Found at 972-LOST (972.5678) or extension 2-LOST (from any hospital phone).

If a valuable (wallet, purse, jewelry, keys, etc.) has been lost, please contact the Cashier’s Department at 972.2909 or extension 2.2909 (from any hospital phone). If the valuable does not have any identification, you may contact the Public Safety Department at 972.2147 or extension 2.2147 (from any hospital phone).

If your belongings or something of value has been stolen please contact Hartford Hospital’s Public Safety Department at 972.2147 or extension 2.2147 (from any hospital phone).

If your belongings are brought to the Patient Relations/Lost & Found Department we will send you a letter asking that you contact us. We can either mail your items to you or secure them until you are able to pick them up. Unidentified patient belongings will be stored with Patient Relations/Lost & Found for a period of 15 days and then either destroyed or donated.

Patient Relations is located on the main floor of the hospital in the Bliss Wing, B104. You may also contact us at 860.972.1400 or extension 2.1400 (from any hospital phone).

Hartford Hospital is not responsible for replacing electronic devices such as cell phones, iPads or laptops.
**Non-discrimination**

In accordance with federal regulations, Hartford Hospital does not exclude, deny benefits or otherwise discriminate against any person on the grounds of age, gender, race, ethnicity, religion, culture, language, socioeconomic status, sexual orientation, gender identity or expression, physical or mental disability, in the admission to, participation in, or receipt of the services and benefits of its programs and activities. You may contact Hartford HealthCare Office of Compliance, Audit & Privacy at 1.855.HHC.OCAP for further information about these regulations and our procedure for the resolution of discrimination complaints.

**Handicap Accessibility**

Upon admission, patients are notified of availability of rooms designated to accommodate the special needs of physically handicapped person(s). If such a need becomes evident later in your stay, you will be transferred to a unit/room with an accessible bathroom as soon as one is available and the transfer is approved by your physician. For further information, contact Patient Relations at 860.972.1400.

**Ethics Committee and Ethics Consultation Service**

The ethics consultation service is a resource for families, patients, hospital staff and physicians in addressing the often difficult medical-ethical issues in healthcare.

The ethics consultation service attempts to clarify and resolve ethical dilemmas arising in the course of patient care. The values and preferences of patients and their surrogate decision makers are respected and balanced with the best medical judgments determined by physicians to resolve ethical dilemmas. Any employee, patient, family member or representative of Hartford Hospital may contact the ethics consultation service at 860.825.9685.

**Pastoral Services**

The Spiritual Care Department at Hartford Hospital is known for honoring and providing spiritual care as an essential dimension of healing. Our Chaplains offer spiritual care to patients, families, and staff, responding to each person’s unique values and beliefs.

A chaplain offers a spirituality group each week on the Donnelly inpatient units. The purpose of this group is to aid in your discovery and awareness about your spiritual beliefs and resources. You do not have to identify as religious to attend these groups; spirituality is a human endeavor.

On Sundays, a faith leader will offer a multifaith religious service on the unit. You are welcome to attend. At various times during the year, additional services or events may be offered.

If you wish to speak with a chaplain individually, please talk with the staff or call 860.972.2251 to request an appointment. We hope to support you during your time here.

**Bereavement program**

Counseling and support groups are available to support those who have experienced the death of a loved one.

*If you wish to contact a chaplain for any reason, please call 860.972.2251 or extension 2.2251, or ask any nurse to do so.*
Preparing to leave the Hospital

Your treatment team will already be planning for the day you are ready to go home, or to another facility, within the first 1-2 days of admission, and continue to discuss this plan during your stay to give you the opportunity to ask questions. You’re an important member of this care team. Your treatment team will assist you in the development and implementation of a safe and realistic discharge plan. Your continued therapeutic work after discharge is important for your continued progress. You and your treatment team will discuss discharge plans and arrange transportation before 11am on the day of discharge.

Your clinicians will assist you with choosing an outpatient program, a home health agency, a skilled nursing facility, or rehabilitation hospital as determined to be necessary for your successful transition from Hartford Hospital.

Understand your discharge instructions. It is important that you fully understand your discharge plan to ensure your continued healing, safety, and comfort. You will receive these instructions in writing. Before you leave the hospital ask questions about all of your medications, and be sure you know what medications are being prescribed, the proper dosage, how and when to take the medication, and possible side effects. Be informed about your health condition (ask the care team if you do not understand any information shared with you) and what you can do to help yourself get better.

Your instructions should also include when you should schedule follow-up appointments with your primary care physician and/or other specialists.

Retrieve All of Your Personal Belongings

Please collect all personal belongings. If you have a pink voucher that shows you have valuables stored in our hospital safe, please let your nurse or Psychiatric Technician know so that they may be retrieved. You may call the Cashier’s Office at 860.972.2119 or 2.2119 from any hospital phone to check if you have anything of value in the safe.

Hartford HealthCare Commitment

Hartford HealthCare is committed to meeting your healthcare needs and treating you with compassion from the bedside to the billing office. We realize that most medical expenses are the result of unexpected illness or accidents and are difficult to budget for. As a courtesy and convenience to you, Hartford Healthcare has many ways that we can assist you:

Financial Counseling

Hartford HealthCare provides on-site financial counseling to our uninsured and underinsured patients. This includes an explanation of the payment plan options available, the billing process and an assessment of your financial needs.

Medicaid Eligibility Assessment

Hartford HealthCare can provide you with an evaluation of your financial needs to determine if you qualify for government assistance programs such as Medicaid and assist you in the application process.

Financial Assistance

Hartford HealthCare provides financial assistance to:

- **Uninsured patients**: means a patient who has no level of insurance or third party assistance to assist in meeting his or her payment obligations for healthcare services
- **Under-insured patients**: means the patient has some level of insurance or third-party assistance but still has out-of-pocket expenses such as high deductible plans that exceed his or her level of financial resources.
How to Apply for Financial Assistance

Patients receiving medically necessary healthcare services may inquire about Financial Assistance from Registration, Social Services, Care provider or Patient Accounting.

A Financial Coordinator will meet with you to assess your financial needs and determine if you meet the eligibility requirements for any of the assistance programs. Factors affecting eligibility include: Income, Family Household size, Evaluation of medical expenses and special circumstances.

Patients are required to complete the necessary applications and provide requested documentation, such as financials to verify financial needs.

The Financial Coordinator will complete the Financial Assistance review and notify the patient of approvals and/or denials and any additional assistance that may be needed within 10 business days.

Hospital Donated Funds

Patients who are demonstrate financial need and are approved for Hartford Hospital Financial Assistance may be eligible for funds to cover their medically necessary healthcare services provided at Hartford Hospital. These funds may have particular criteria for selecting eligible participants. In some, the patient must come from a certain town; in others, the patient must be a particular gender, age, or associated with a certain company.

Financial Assistance is not available for non-medically necessary services such as Cosmetic procedures or residential services. Other services may be deemed non-medically necessary on an individual basis.
Dining Services for Visitors

Institute of Living dining hours

Monday - Friday: 11 A.M. to 2 P.M., Commons Building

Daily entrees and specials, deli, salad bar, grill, desserts and drinks

While the dining facilities at the Institute of Living are limited, families are welcome to visit the Hartford Hospital cafeteria. Public Safety provides a shuttle service.

Hartford Hospital’s cafeteria is on the ground floor of the hospital

Weekday hours:

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
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<tbody>
<tr>
<td>Breakfast</td>
<td>6:25 A.M. to 9:30 A.M.</td>
</tr>
<tr>
<td>Morning Snack</td>
<td>9:30 A.M. to 10:30 A.M.</td>
</tr>
<tr>
<td>Lunch</td>
<td>11:00 A.M. to 2:00 P.M.</td>
</tr>
<tr>
<td>Afternoon Snack</td>
<td>2:30 P.M. to 4:00 P.M.</td>
</tr>
<tr>
<td>Dinner</td>
<td>4:30 P.M. to 9:30 P.M.</td>
</tr>
<tr>
<td>Night Dinner</td>
<td>10:00 P.M. to 1:00 A.M.</td>
</tr>
</tbody>
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Weekend and holiday hours:

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>6:25 A.M. to 9:30 A.M.</td>
</tr>
<tr>
<td>Morning Snack</td>
<td>9:30 A.M. to 10:15 A.M.</td>
</tr>
<tr>
<td>Lunch</td>
<td>11:00 A.M. to 2:00 P.M.</td>
</tr>
<tr>
<td>Afternoon Snack</td>
<td>2:30 P.M. to 4:00 P.M.</td>
</tr>
<tr>
<td>Dinner</td>
<td>4:30 P.M. to 9:30 P.M.</td>
</tr>
<tr>
<td>Night Dinner</td>
<td>10:00 P.M. to 12:30 A.M.</td>
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</tbody>
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Main Lobby at Hartford Hospital (Au Bon Pain)

Weekdays: 5:00 A.M. to 12:30 A.M.

Weekends: 6:00 A.M. to 10:00 P.M.

ERC (Education Resource Center) is located on Hudson Street

Vending/Snack Area open 24 hours

Family Resource Center

The Family Resource Center (FRC) at the Institute of Living wants to welcome you. While you may be at our facility during a difficult time, we want you to know that we are here as a service and resource center to assist you, your family members, and friends regarding mental health issues. The FRC also provides education, support, and referral services. The FRC offers an accessible and user friendly, comprehensive source of information on a variety of disorders, their treatment and what community agencies or resources are available to help families better cope with the impact of the illness on their lives.

This information is housed at the Institute of Living and enables family members, consumers and professionals to drop in and utilize written, internet and staff members’ expertise.

We would be happy to talk with you over the phone, via email or by an appointment to meet with you in person. Please visit us on line for more information and for a look at all current groups and lectures at: https://instituteofliving.org/programs-services/family-resource-center or call us at 860.545.7665 for more information.

The Institute of Living Patient Family Advisory Council (IOL PFAC)

The Institute of Living’s Patient and Family Advisory Council serves as a forum to promote excellent patient and family-centered care. Through the council, collaborative partnerships among providers, patients and their families are built upon a foundation of dignity, empathy and respect. Through this council, the perspectives of healthcare providers, patients and their families at the IOL is communicated with the goal of enhancing the patient and family care experience. Meetings are held at the IOL on a bimonthly basis. If you are interested in becoming a member of this council, please call us at 860-545-7665 or email us a IOLFRC@hhchealth.org for more information.

The Gift Shop

Hartford Hospital’s Auxiliary Store, located on the first floor at Hartford Hospital, adjacent to the main lobby, offers a wide variety of items for patients, families and staff. All proceeds benefit the programs and services of Hartford Hospital. Call 860.972.2155 or extension 2.2155 from any hospital phone for additional information.

Items available include:

- Magazines, newspapers, paperback books, crossword puzzle books and calling cards
- Greeting cards, postcards, boxed stationery, address books, pads, pens and envelopes
- Flowers, balloons, gifts and jewelry
- Beverages and snacks

Institute of Living Gift Shop

860.545.7297 or ext. 5.7297 (from any IOL phone)

Open Monday - Friday: 9 A.M. to 3 P.M.

- Gifts, jewelry, cards, stamps, reading glasses, and toiletries.
- Coffee, assorted beverages, snacks and candy are available daily in addition to soups, salads and sandwiches, brownies and cookies made by our IOL Dining and Catering division.
ATM Machine
There is an ATM located in the Donnelly Building on the ground floor.

Patient Caregrams!
A Patient Caregram is a free service that allows you to send a greeting to a friend or loved one who is currently a patient at Hartford Hospital. You can customize your Caregram and it will be printed and delivered the next business day. If the patient has been discharged it will be mailed. (Please note that patients who have opted out of the hospital directory will not receive Caregrams during their stay, but messages will be mailed to their home address.)

You can also send an electronic message to a patient using your own e-mail program that will be printed and delivered. Please include the patient’s full name, and if possible, the patient’s location. We reserve the right to refuse delivery of any messages and/or images deemed inappropriate. Contact Patient Relations at 860.972.1400 or extension 2.1400 from any hospital phone for more information.

Lodging (Hudson Suites)
On-campus accommodations
Hudson Suites at Hartford Hospital, 560 Hudson Street (3rd floor), Hartford, CT 06102. Call 860.545.1111 or 1.877.979.9997 for reservations.

Hudson Suites are perfect for patients undergoing an early morning procedure or for family members wanting to be nearby a patient. Twelve suites are available to the hospital’s patients and their families for overnight and short-term stays at a modest cost. All suites have a sleeping area with a double bed, a sitting area and a pull-out sofa.

• There is a $55 charge per room, per night.
• We do not require a deposit, but we do require that a credit card be on file. There is no cancellation fee.
• All major credit cards, cash and personal checks are accepted.
• Secured parking is available at a small additional cost. The Public Safety guard at the desk will direct you to the hospital garage.

• Check-in time is 2 p.m. to 11 p.m.; other times by special arrangement.
• Check-out time is 11 a.m., or later by special arrangement.

We are not able to make baby-sitting arrangements and children may not be left alone in the rooms. We regret we cannot accommodate pets; service dogs (for a person’s handicap) are allowed in the Suites.

For more information or directions to the Hudson Suites, call 860.545.1111 or toll free 1.877.979.9997.

On the Horizon
Monday – Friday: 9a.m. to 3p.m.

Clothing store located in the rear of the IOL Gift Shop provides free clothing to individuals attending IOL programming who are in need of clothing for employment-related purposes or have other general clothing needs. Clothing is donated by Institute of Living/Hartford Hospital employees.

Hotel Accommodations
Marriott Downtown
200 Columbus Boulevard, Hartford, CT
860.249.8000
Located .9 miles from Hartford Hospital

Homewood Suites by Hilton Hartford Downtown
338 Asylum Street, Hartford, CT
860.524.0223
Located .9 miles from Hartford Hospital

Holiday Inn Express HARTFORD - DOWNTOWN
440 Asylum Street, Hartford, CT
860.246.9900
Located .9 miles from Hartford Hospital

Residence Inn Hartford Downtown
942 Main Street, Hartford, CT
860.524.5550
Located 1 miles from Hartford Hospital

Hilton Hartford
315 Trumbull Street, Hartford, CT
860.728.5151
Located 1.1 miles from Hartford Hospital

Crowne Plaza Hartford Hotel
50 Morgan Street, Hartford, CT
860.549.2400
Located 1.2 miles from Hartford Hospital
Connecticut Statutes

The Connecticut General Statutes contain provisions regarding the rights of psychiatric patients. The Institute of Living supports and protects the fundamental human, civil, and constitutional rights of each patient. Patients may express concerns or seek assistance either individually or collectively to exercise their rights through communication with the Patient Representative or any member of the hospital’s Clinical Administration (Unit Manager, Medical Director).

In providing care the hospital reserves the right to expect that patients, their relatives, and friends will meet their responsibilities in maintaining a safe and therapeutic environment for all patients, their family, friends, and all staff.

Voluntary Admissions
Section 17A-506 of the Connecticut General Statutes provides that “Any hospital for psychiatric disability may receive for observation and treatment any person who in writing requests to be received; but no such person shall be confined in any such hospital for psychiatric disability for more than three days, excluding Saturdays, Sundays and holidays, after he or she has given notice in writing of his or her desire to leave, unless an application for commitment has been filed in a court of competent jurisdiction. Such person shall be informed at the time of such admission concerning such patient’s ability to leave after three days’ notice pursuant to this subsection and shall also be informed that an application may be filed (for his in-voluntary hospitalization) in which case such patient’s ability to leave may be delayed.

Whenever a person is confined to a hospital for psychiatric disability under the provision of this section and gives notice of the desire to leave, any person, including the person in charge of such hospital, may institute proceedings for his or her commitment in the court of probate having jurisdiction in the town where such hospital is located. In such event, such confinement shall be continued for an additional period of time in order for the respondent to prepare for the hearing to be held upon such application, provided no such confinement shall be continued for more than fifteen days from the date of the filing of the notice in writing of the desire to leave.”

Signing Out
If a voluntary patient 16 years old or older wishes to leave the hospital prior to a physician recommended discharge, the patient may, either, fill a form (available on each unit) designed to convey the patient’s desire to leave the hospital or write a letter to the Psychiatrist-in-Chief stating patient’s wish to “sign out of the hospital.” The letter must be dated and signed. For letters submitted on weekdays outside of business hours (9:00 a.m. – 4:00 p.m.), weekends or Holidays the three days begin to be counted the next business day. Patients interested in signing out should also read the section of this booklet entitled “Voluntary Admissions”.

15 Day Physician Emergency Certificate
Section 17a-502 of the Connecticut General Statutes provides that “Any person who a physician concludes is psychiatrically disabled or dangerous to himself or others or gravely disabled and is in need of immediate care and treatment in a hospital for psychiatric disabilities, may be confined in such a hospital, either public or private, under an emergency certificate as hereinafter provided for not more than fifteen days without order of any Court, unless a written application for commitment of such person has been filed in a Probate Court prior to the expiration of the fifteen days, in which event such commitment is continued under the emergency certificate for an additional fifteen days or until the completion of Probate proceedings, whichever occurs first”. Any person detained under these provisions may request a hearing in writing. Such hearing is to be held within seventy-two hours of receipt of the request, excluding Saturdays, Sundays and Holidays.

Section 17A - 502 (c) provides, “Any person admitted and detained under this section shall be promptly informed by the admitting facility that such person has the right to consult an attorney, the right to a hearing under subsection (d) of this section, and that if such a hearing is requested or a Probate application is filed, such person has the right to be represented by counsel and that counsel will be provided at the state’s expense if the person is unable to pay for such counsel”.

Rights of Minors
Age of majority in Connecticut changed to 18 by legislation effective October 1, 1972 Section 17A-540: A voluntary patient is a patient 16 years or older who applies for and is admitted to a hospital or a patient under 16 years of age whose parent or legal guardian applies in writing. Section 19A-382: A minor may seek treatment or rehabilitation for drug dependence without disclosure to parent or guardian without his consent, and may give legal consent to treatment or rehabilitation. Section 19A-216: Minor may seek treatment for venereal disease and any facility qualified to provide such treatment may do so without requiring consent of parent or guardian. Section 19A-385: Minor may be held personally liable for all costs and expenses for services given to him at his request.
Federal law and regulations do not protect any information about a crime committed by a patient either at The Institute of Living or against any person who works for The Institute of Living or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.


Parent or guardian of a minor student is entitled to knowledge of and access to all educational, medical or similar records that are part of the student’s cumulative record upon written request to the school board and within a reasonable length of time.

**Review of Parental Application**

Section 17A-80 of the Connecticut General Statutes provides "If any child fourteen years of age or over hospitalized upon the written request of his or her parent under Section 17A-79f, or his or her representative, requests a hearing in writing, to review his or her status as a voluntary patient, such hearing shall be held within three business days. Any child fourteen years of age or over shall be informed of his or her right to have a hearing under this section upon admission to the hospital and any child reaching fourteen years of age who is already hospitalized as a voluntary patient shall be informed within five days of his or her reaching such age. In no event shall a request for a hearing under this section be granted more than once in each ninety day period."

Section 17A-80 of the Connecticut General Statutes provides that the hospital shall furnish the Court of Probate the names of all children hospitalized voluntarily for a period of one year. The court shall appoint a physician to examine the child. If in the opinion of the appointed physician, the child does not need continued hospitalization, the child shall be discharged unless an application for his commitment is filed.

**Commitment of psychiatric disabled children**

Section 17A-76 of the Connecticut General Statutes provides "application for commitment of a psychiatric disabled child to a hospital for psychiatric disabilities be made to the Court of Probate in the district in which... the hospital where such child is a patient is located." The application shall be transferred to the superior court upon motion of any legal party except the petitioner. The Court of Probate shall appoint an attorney for the child and the child shall be examined by two court-appointed physicians. The child shall be present at the hearing. The court may exclude him from portions of the hearing at which testimony is given which the court determines would be seriously detrimental. If after such hearing, the court finds by clear and convincing evidence that the child suffers from a psychiatric disorder, is in need of hospitalization, and such treatment is available, and such hospitalization is the least restrictive available alternative, it shall make an order for his or her commitment for a definite period not to exceed six months. No later than ten days prior to the expiration of the period of commitment, or prior to the expiration of any period of recommitment under the provisions of sections 17a-75 to 17a-83, inclusive, an application for recommitment may be brought by any person to the court which heard the original application.
Patient Rights

(See full details in our Notice of Privacy Practices.)

At the Institute of Living, you have the right to:

- Make informed decisions.
- Considerate and respectful care in a safe, comfortable environment.
- Personal privacy and confidentiality.
- Be treated with dignity.
- Have your physician and a family member or other person of your choice notified of your admission to the hospital.
- Create an advance directive.
- Know the names of healthcare providers and their role in your care.
- Treatment by compassionate, skilled, qualified health professionals.
- Be informed about and participate in your care and treatment plans.
- Be free from seclusion and chemical or physical restraints of any kind that are not medically necessary, using the least-restrictive effective approach.
- Be free from all forms of abuse or harassment.
- Request medically appropriate and necessary treatment.
- Refuse treatment as allowed by laws.
- Know what safety measures may be used during your care.
- Ask for a second opinion about your care.
- Proper assessment and management of your pain or discomfort.
- Request an interpreter.
- Review and obtain copies of your medical records.
- Receive treatment in an environment that is sensitive to your beliefs, values and culture.
- Be informed about the care you will need after discharge.
- Receive information about, and an explanation of, your hospital bill.
- Request that an autopsy be performed here or arrange for another institution of your choice to perform it.
- Express a complaint or grievance by contacting the Patient Relations Department at 860.972.1400 or extension 2.1400.

If you are not satisfied with the outcome of your grievance, contact the following agencies:

**Connecticut Department of Public Health**
410 Capital Avenue
Hartford, CT 06134-0308
Phone: 860.509.7400
TTY: 1.800.842.0038
TTY: 860.509.7191

**Joint Commission on Accreditation of Healthcare Organizations**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 1.800.994.6610
www.jcaho.org

Patient Responsibilities

At the Institute of Living, these are your responsibilities:

- Give us complete information about your medical history, including any medications you may be taking.
- Tell us what you need. If you do not understand your care plan, ask questions.
- Be part of your care. It is important for you to tell us how you want to partner in your care.
- If you are not satisfied with your care, please tell us how we can improve.
- Follow our guidance in helping you get well.
- Be considerate of the rights of other patients, families and hospital personnel.

For questions or more information about your Rights and Responsibilities, contact Patient Relations at 860.972.1400 or at extension 2.1400 (from any hospital phone).
Interpreter Services
Hartford Hospital provides interpretation services for deaf, hearing-impaired and non-English speaking patients and their families to help them understand and be understood during hospitalization.

We use outside agencies, trained employee interpreters and the Language Line, which provides access to phone translation 24 hours a day, seven days a week. Contact your nurse to arrange for an interpreter.

If you have any questions or concerns, please contact Patient Relations at 860.972.1400 or extension 2.1400 from any hospital phone.

Deaf and Hard of Hearing Services
Effective communication is a partnership and recognize that patients & families often have preferred methods of communication. To ensure effective communication with patients and their companions who are deaf or hard of hearing, we provide appropriate auxiliary aids and services free of charge, including:

- Sign language
- Oral interpreters
- Video interpreting
- Over the Phone interpreting (for those with hearing capacity)
- Note takers
- Written materials
- Closed captioning of most hospital programs

Please ask your nurse or other hospital personnel for assistance, or contact the Patient Relations Department at 860.972.1400.

Patient Privacy
Privacy is an integral part of Hartford Hospital’s mission to promote, restore, and maintain the health of the people we serve.

We believe you have a right to expect that we keep information about you confidential. Furthermore, we are committed to complying with State and Federal law (HIPAA) concerning the privacy of your information.

Hartford Hospital’s Responsibilities
The Hospital receives and generates information about you. This is called “Protected Health Information (PHI)”. We must inform you on the ways in which your PHI will be used and/or disclosed in the Notice of Privacy Practices.

The following summarizes your rights contained in the notice. You have the right to:

- Receive the notice of Hartford Hospital’s Privacy Practices.
- Request a restriction of the use and/or disclosure of your PHI.
- Opt out of our facility directory, thereby requiring us to not acknowledge that you are here at Hartford Hospital to anyone in the public who may ask for you.
- Access your PHI.
- Request an amendment to your PHI.
- To request an amendment to your PHI.
- Complain if you feel your privacy rights have been violated.

The hospital is required to notify you if we cannot abide by a requested restriction on how your information is used or disclosed.

If you have further questions or concerns about your PHI contact a patient advocate through the Patient Relations Department at 860.972.1400 or 2.1400 from any hospital phone.
Frequently Ask Questions (FAQs) About Patient Privacy

Q: What is the “facility directory”?
A: The facility directory is the hospital’s mechanism for keeping track of your locations while you are in the hospital.

Q: Who uses the facility directory and why?
A: The facility directory is used by staff throughout the hospital when: a caller or visitor to the hospital wants to know your location (unit, room number, telephone number), if a member of the clergy is trying to locate you, or by healthcare professionals who may be assigned to your care.

Q: What happens if I choose not to be included in the facility directory?
A: Your location (unit, room number, telephone number) even your presence within the hospital would not be given out to anyone that called or inquired about you including any member of the clergy. Also, no mail or flowers would be delivered to you.

Q: How do I choose to restrict release/disclosure of my PHI?
A: Upon admission, you determine what information if any is communicated and to whom it is given. For example, you may decide that no information is communicated to anyone, or perhaps you want to designate one person only to know about your care. You may also dictate how and where the hospital sends you written information including follow-up appointments.

Q: Who do I contact if I have further questions or concerns about my PHI?
A: You should contact a Patient Advocate through the Patient Relations office at 860.972.1400 or extension 2.1400 (from any hospital phone).

Your Rights as A Hospital Patient

An Important Message from Medicare
You have the right to receive necessary hospital services covered by Medicare, or covered by your Medicare Health Plan (“your Plan”) if you are a Plan enrollee.

You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it.

Your doctor, your Plan, or the hospital should arrange for services you will need after you leave the hospital. Medicare or your Plan may cover some care in your home (home healthcare) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, who will pay for them, and where you can get them. If you have any questions, talk to your doctor or Plan, or talk to other hospital personnel.

Your Hospital Discharge & Medicare Appeal Rights

Date of Discharge: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal without Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as a QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave.

You may call Medicare toll-free, 24 hours a day, at 1.800.MEDICARE (1.800.633.4227), or TTY/TTD: 1.877.486.2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a noncoverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the
QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

**Other Appeal Rights**

If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your Plan). OMB Approval No. 0938-0692. Form No. CMS-R-193 (January 2003)

**Advance Directives**

You have the right to make Healthcare decisions about the medical care you receive. If you do not want certain treatments, you have the right to tell your physician you do not want them and to have your wishes followed.

You also have the right to receive information from your physician to help you reach a decision about what medical care is to be provided to you.

There may come a time when you are unable to actively participate in determining your treatment due to serious illness, injury or other disability. An advance directive is a legal document through which you provide your directions or express your preferences concerning your medical care and/or appoint someone to act on your behalf. Physicians and others will use these directives when you are unable to make or communicate your decisions about your medical treatment.

*A summary of Connecticut law has been prepared by the Office of the Attorney General for the Department of Social Services and Department of Public Health, ©2009. For printed copies, please visit the Patient Relations Department or call 860.972.1400.*

**Medical Records**

*(Health Information Management)*

As a patient, you have the right to a copy of your medical record. In order to receive a copy of your record or to have a copy of your record sent to a third party, you are required to put your request in writing on a valid authorization form (you can not simply tell someone). In some instances, there is a per-page fee for copies of medical records.

*The Medical Records Department is located on the first floor of Hartford Hospital in room 139. You may also contact them by phone at 860.545.4764 to complete an authorization to disclose form. Receiving a copy of your medical record may take up to 30 days.*
Our Commitment …

The Institute of Living is committed to providing the best and safest patient experience. We believe that actively involving patients and families in their own care improves the patient’s experience of the hospital and overall patient safety.

When patients are engaged as active participants in their own care, they are more informed of treatment choices and possible complications. Patients and their families can be an important source of feedback because, with their unique perspective, they often observe things that are important to support care and patient safety.

This “Patient Healthcare Journal” is a tool we developed to improve communication among staff, patients and families. It provides a place to write down questions, and important information. This journal will encourage you to become more involved in your care and partner with the hospital staff to identify priorities in daily care.

On behalf of the entire team, we thank you for choosing the Institute of Living.

Ellen Blair, DNP, APRN, PMHCNS-PC, NEA-BC
Director of Nursing

Annetta Caplinger, MSN
Vice President, Clinical Operations

Michael Dewberry, MD
Interim Medical Director and
Senior Associate Medical Director, IOL
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Living Our Values

Integrity
We Do the Right Thing

Caring
We Do the Kind Thing

Excellence
We Do the Best Thing

Safety
We Do the Safe Thing