Support Services Available to Patients

Social Work Services

Social work services at Lifespan are **free** of charge.

- Rhode Island Hospital/
  Hasbro Children's Hospital
  401-444-5711

- Miriam Hospital
  401-793-2085

- Bradley Hospital
  401-432-1326

Rhode Island Hospital

The Rhode Island Hospital department of clinical social work is available to all patients and families and provides counseling with regards to:

Emotional and psychological distress
Grief, loss and bereavement
End of life issues
Abuse and domestic violence
Medical crisis and adjustment to illness
Difficult family or social situations
Complex psychosocial problems
Explanation of advance care planning, including living will or durable power of attorney for health care

If patient or a family member would like to speak to a social worker please call **401-444-5711**.

Pastoral Care Services
Each person reacts differently during a time of hospitalization. Rhode Island Hospital has an interfaith department of pastoral care to minister to patients' spiritual needs while they are hospitalized. The services are designed to accommodate the diversity of faiths and spiritual outlooks that patients and staff members bring to the hospital. More than 95% of patients at Rhode Island Hospital are visited by a chaplain at least once during their hospital stay Chaplains are available 24 hours a day, 7 days a week and work with volunteer leaders from other faiths, including a Rabbi, an Imam and a Spanish Protestant Chaplain. There are two chapels within the hospital: one near the first-floor lobby of the main building and another near the upper lobby of Hasbro Children's Hospital. The chapels are available at all times to give patients and families a place for quiet and reflection. Our Catholic chaplains offer communion each day to all Catholic patients and celebrate Mass on Sunday at 10:30 a.m. and on holy days at noon in the Hasbro Children's Hospital chapel. Chaplains are on call for confessions and sacramental anointing of the sick.

Phone numbers:
Catholic chaplain: **401-444-4627** (leave a message)
Other faiths: **444-4746** (leave a message)

Urgent needs for any faith: **444-5108** (Call center will page a chaplain. Catholic, Protestant, Jewish, Islamic and Spanish Protestant Chaplains are available.)

Interpreter Services
Because many of our patients do not speak English or are hearing impaired, interpreter services are available. All patients have the right to use an interpreter at **no cost**. Trained interpreters ensure that critical medical information is translated accurately and clearly. Our interpreters work closely with physicians, nurses and staff to interpret medical terminology and explain concepts, as well as help manage and understand cultural differences.

At Rhode Island Hospital, interpreters of the following languages are available:

- Armenian
- Arabic
- Cambodian
- Cape Verdean Creole
- Portuguese
- Russian
- Spanish

Deaf-Talk video conferencing equipment and telecommunication devices (TDD) for the deaf are located in the emergency department. To request an interpreter, please call **444-8708**. The interpreter services office is open Monday through Friday from 8 a.m. to 4:30 p.m. After hours, please call the operator at **444-5611** for assistance.

The Miriam Hospital

Interpreter Services
Interpreters are available to assist non-English speaking patients or to provide sign language to patients who are hearing impaired. Call **401-793-7811** (internally dial ext. 3-7811) between 7:30 a.m. and 4 p.m., Monday through Friday. There is no charge for interpreter services. Telecommunications devices (TDD) are also available by calling 401-793-7811 (internally dial ext. 3-7811) or the hospital operator.

Clinical Social Work Services
A clinical social worker with a master's degree is available for crisis intervention and to help patients and families cope with illness. Call **401-793-2085** (internally dial ext. 3-2085). There is no charge for clinical social work services.

Chapel and Clergy Visits
There is a non-denominational chapel that is always open for meditation and prayer. It is located on the first floor, near the emergency unit.
There is an interfaith chaplain on staff at The Miriam Hospital. For a pastoral care visit, please call **401-793-5654** (internally dial ext. 3-5654.)