

Important Telephone Numbers

All numbers are in the 401 area code. To call within the hospital, dial only the last five digits of the number.

444-5566	Admitting center	444-5221	Lost and found
444-6966	Billing	444-4000	Main switchboard
444-4701	Business office/cashier	444-4013	Parking office
444-5145	Case management	444-5421	Patient information desk
444-5711	Clinical social work	444-6966	Patient financial services
444-4000	General information/ main number	444-5817	Patient representatives
444-4777	Gift shop - Zecchino Pavilion	444-4800	Physician referral
444-8316	Gift shop - Hasbro Children's Hospital	444-5221	Security
444-8708	Interpreter services	444-7000	Television and telephone service

Rhode Island Hospital, 593 Eddy Street, Providence, RI 02903

RhodeIslandHospital.org

Welcome



Rhode Island Hospital
A Lifespan Partner

Advancing Medicine. Touching Lives.

Welcome to Rhode Island Hospital

On behalf of our dedicated staff, I welcome you to Rhode Island Hospital. We offer a full range of medical services, conveniently close to home, to the residents of our community. Rhode Island Hospital boasts the only Level I trauma center and the only certified burn program in southeastern New England, and our adult and pediatric emergency departments are among the busiest in the country. In addition to emergency care, each year we provide complex care for tens of thousands of patients in the specialty areas of orthopedics, kidney disease, cardiovascular medicine, diagnostic imaging, neurosciences, and oncology for both adults and children.

Our hospital is a leader in education and research. Through its twenty-year partnership with The Warren Alpert Medical School of Brown University, Rhode Island Hospital continues to attract some of the nation's best and brightest medical staff. These physicians not only provide superb patient care, but also help create an environment that fosters, encourages and promotes intellectual curiosity, as well as the creation of new medical knowledge. Our mission as an academic medical center requires us to stay on the cutting edge of the latest technologies and treatments, and our patients come here expecting just that.

At Rhode Island Hospital, we are also proud of our commitment to excellent customer service and teamwork. Each staff member works hard to ensure an

exceptional and compassionate patient experience, and to create a comfortable environment in which all patients are treated with respect.

This booklet will help acquaint you with Rhode Island Hospital. Here, you will find information about our facilities and the services available to you, your family and visitors during your stay. Be assured that your health, safety, and comfort are always our highest priority. If there is anything we can do to better serve you, please let us know.



In the steadfast pursuit of excellence,
I remain, sincerely yours,

A handwritten signature in blue ink that reads "Timothy J. Babineau, MD". The signature is fluid and cursive, with the initials "TJ" being particularly prominent.

Timothy J. Babineau, MD
President and Chief Executive Officer
Rhode Island Hospital and
The Miriam Hospital

Contents

About Rhode Island Hospital1

- Our Proud History
- Our Commitment to Health
 - Care Excellence
- Our Hospital Today

Your Health Care Team3

- Physicians and House Staff
- Nursing Staff
- Other Essential Staff
- Participating in Your Care
- Private Duty Nurses

Settling In4

- Your Room
- Private Rooms
- Patient ID Bands
- Valuables
- Medications
- Meal Service and Schedules
- Telephones
- Televisions
- Mail, Flowers and Newspapers
- For Your Safety
- Smoking Policy
- Your Rights and Responsibilities

Patient Liaison Services/ Administration10

- Patient Liaison/Administration
- Interpreter Services
- Spiritual Care
- Social Work Services
- Notary Services
- Advance Directives
- Ethics Consultation
- Physician Referral

For Your Family and Friends12

- Visiting Hours and Policies
- Gift Shops
- Food and Nutrition Services
- Banking Services
- Pharmacy
- Patient Condition Reports
- Places to Stay

Finding Your Way Around14

- Parking
- Security Services
- Directions
- Transportation

Leaving the Hospital15

- Getting Ready
- Discharge Instructions
- Follow-Up Care/Case Management

Insurance and Billing ...17

- Information
- Financial Assistance
- Insurance Information
- Frequently Asked Questions About Your Bill

Getting Involved18

- Donations
- Volunteers
- Rhode Island Hospital Guild
- Blood, Organ and Tissue Donation

How Was Your Stay? ...19

Important Telephone NumbersBack Cover

About Rhode Island Hospital



Our Proud History

On October 6, 1868, a 59-year-old shoemaker entered a hospital in Providence. His diagnosis was not unusual and his treatment was uneventful. Yet he represented a milestone in the history of medicine in New England because he—John Sutherland—was the first patient admitted to Rhode Island Hospital.

Several years earlier, a small group of visionary Rhode Islanders had begun planning the community hospital. In 1857, a bequest by Moses Brown Ives established a fund for a hospital in Rhode Island. Since then, Rhode Island Hospital has expanded beyond Ives' early vision to become the principal provider of specialty care in the state and a major teaching and research center.

Our Commitment to Health Care Excellence

Our affiliation with Brown University began in 1969 and, in the years since, we have grown to be the major teaching and research hospital in the region. Our board-certified physicians hold faculty

appointments at The Warren Alpert Medical School of Brown University, allowing us to attract leading physicians from around the country.

Rhode Island Hospital has earned a national reputation for excellence in the training of physicians. More than 42 residencies are available and encompass almost every medical specialty.

Our medical, professional and support staffs use research, technology and exceptional skills to set new standards of care for our patients and their families.

Rhode Island Hospital is one of only 122 hospitals across the country—and the only one in Rhode Island—to receive the Consumer Choice Award from the National Research Corporation. This is the fifteenth consecutive year Rhode Island Hospital has received this award. The hospital is accredited by The Joint Commission and is a member of numerous professional associations.



Our Hospital Today

Rhode Island Hospital is a private, 719-bed, not-for-profit acute care hospital. We are the largest hospital in the state and provide comprehensive services to patients. We have particular expertise in cardiology, oncology, neurosciences, orthopedics, organ transplantation, pediatrics, psychiatry and diabetes.

Rhode Island Hospital is the only Level I trauma center for southeastern New England, providing expert staff and equipment in emergency situations 24 hours a day. We are the principal teaching and research hospital for The Warren Alpert Medical School of Brown University and the largest and most comprehensive of the Brown affiliated hospitals.

Our pediatric division, Hasbro Children's Hospital, is the state's premier pediatric facility. We have the area's only pediatric intensive care unit, pediatric oncology and cardiac programs, pediatric imaging center, and separate emergency and operating suites designated for pediatric patients. We have earned worldwide recognition for our family-centered environment and expert staff.

Rhode Island Hospital is a founding partner of Lifespan, a comprehensive health system providing accessible, high-value services to the people of Rhode Island and southeastern New England. The other Lifespan partners are The Miriam Hospital, Bradley Hospital and Newport Hospital.

Your Health Care Team

A team of health care professionals will care for you throughout your stay, including doctors, nurses, technicians and aides. You will see some of them daily; others work behind the scenes to contribute to your care.

Physicians and House Staff

Our medical staff includes more than 1,500 physicians. Board certification (or eligibility) is required for all appointed members of the medical staff. Most of our physicians have academic and/or clinical faculty appointments at Brown University.

Your doctor—the attending physician—will manage your medical care while you are in the hospital. This physician will prescribe your medications and coordinate your treatment plan with other hospital staff.

Because Rhode Island Hospital is a teaching hospital, your attending physician is assisted by members of the house staff—residents and fellows—who are physicians receiving specialty training beyond medical school. In addition, you might meet medical students who are in clinical training, and physician assistants and nurse practitioners may also participate in your care. Your attending physician always directs your medical care and is responsible for supervising the house staff.

Nursing Staff

More than 1,600 registered nurses, 54 licensed practical nurses, 455 nursing assistants and 130 nursing student associates

care for patients at Rhode Island Hospital. Affiliations with several colleges and schools of nursing enable us to recruit high-quality staff and promote education and research.



Registered nurses assess, monitor and evaluate your physical and emotional needs. A registered nurse will be in charge of your daily care, monitoring your condition, administering medications and ensuring your comfort and well-being during your stay. Your registered nurse will communicate your plan of care to other members of your health care team and may be assisted by licensed practical nurses, certified nursing assistants, nursing student associates and unit assistants.

A nurse practitioner may assist your attending physician in conducting physical exams and ordering medications and treatments. Nurse practitioners have advanced training and are supervised by physicians.

Other Essential Staff

You will see many other hospital staff members during your stay, including central transport aides, who bring you to scheduled tests and treatments; clinical

dietitians and dietetic technicians, who provide nutrition assessments and instructions; technicians, who conduct scheduled tests such as x-rays or blood work; and therapists, who provide treatments. Clinical social workers are available to help you and your family cope with the stress that can accompany hospitalization. Case managers assist you with discharge instructions and planning. Hospital volunteers help with general information needs.

All employees wear Rhode Island Hospital identification badges. If you don't know who someone is, please ask. Everyone at the hospital has an important role in your care and comfort.

Participating in Your Care

You are the most important member of your health care team. We want you to feel comfortable asking questions and sharing your concerns with us. We offer the following information as a guide.

- Write down any questions you have for physicians or other care providers and record the answers. Remember that no question is unimportant or silly. If something is on your mind or you don't understand something, we want you to ask.
- If you are having surgery, be sure you and your doctor discuss the details of the procedure and that you understand what to expect.
- Be sure all medications you take are intended for you. Before your nurse administers medicine, ask what it is.
- If possible, designate one family member to interact with our medical staff.

This person can then pass along information to other family and friends.

- Be sure to share all your important health information with your health care team. Please bring a copy of your advance directive or living will with you to the hospital.
- If you wish to stop smoking, please ask your nurse about the smoking cessation counseling offered at the hospital.

Private Duty Nurses

If you wish to hire a private duty nurse, the nursing office will provide information for you. Private duty nurses are not hospital employees; their scope of responsibility is limited to providing for the patient's comfort and safety. The department of nursing retains responsibility for your care; therefore, the nursing unit office supervises your private duty nurse. Private duty nurses are not permitted to work in our intensive care units. Because private duty nurses are not employed by the hospital, they are paid directly by the patient. If you would like a list of nursing agencies, please call 401-444-5353.

Settling In

Your Room

Following your admission you will be brought to your room, where a nurse will help make you comfortable, explain our daily routine to you and answer any questions you have.

Private Rooms

Rhode Island Hospital has a limited number of private patient rooms. If you would

like a private room, please ask your physician or someone in the admitting office. We cannot guarantee that a private room will be available but will make every attempt to find one. Most health insurance plans do not cover the cost of a private room; if you elect to stay in a private room, payment will be required prior to your admission to the hospital.

Patient ID Bands

We will place a plastic bracelet on your wrist. The bracelet contains important information and, for your safety, we require that you wear it until you leave the hospital. When you receive your bracelet, please make sure your name and date of birth are correct. If the information is incorrect, tell the person placing the band so the information can be corrected immediately. If you lose your band, notify your nurse immediately.

Valuables

Please do not bring valuables or large sums of money to the hospital. You may wish to keep a few dollars with you for newspapers or personal items from the gift shop. If for some reason you feel you must bring valuables to the hospital, please have them deposited in the hospital safe at the cashier's office. The office is open from 8 a.m. to 7:30 p.m. Monday through Friday, and from 8 a.m. to 4 p.m. on Saturdays and Sundays.

Medications

During your stay, all your medications will be ordered by your physician, reviewed by a pharmacist, filled by the hospital pharmacy and given to you at the prescribed time and



dose by your nurse. Please do not bring medications from home—neither prescription nor over-the-counter drugs. Your physician must approve vitamins and herbal remedies. It is helpful to us if you bring a list of the medications and dosages you currently take.

Meal Service and Schedules

Well-balanced, healthy meals and snacks are planned and prepared by our qualified team of nutrition professionals. The patient menu provides a wide range of foods, as we take into account the needs and preferences of the patients and families we serve. Please let us know if you have any specific food needs or preferences by calling us at 401-444-8880 or by notifying your nurse, who will contact us. Excellence in nutritional care and service is our goal. We want to hear from you if we can be of assistance in any way.

Your doctor will order the diet that is best for you while you are in the hospital. Your diet may change a number of times and your room may change, but the nutrition department will have the most current information about you and will send you a meal based on your doctor's order.

Each day you will receive a menu with the next day's food selections based on the diet your doctor has ordered. Please select from the menu as early in the morning as possible to ensure you receive your personal food choices. If you are unable to select your menu you will receive the "Chef's Choice" until you are able to make your selections. Your meals will be brought to you in your room. Scheduled meal times are as follows:

Breakfast: 7:45 a.m. to 8:45 a.m.

Lunch: 11:45 a.m. to 12:45 p.m.

Dinner: 4:45 p.m. to 5:45 p.m.

Snacks and beverages are available throughout the day. If you miss a scheduled meal because of surgery or another hospital procedure, please ask your nurse to assist you in getting a late meal. If you would like to have food brought from outside the hospital, please check with your nurse first.

Registered clinical dietitians and dietetic technicians are available to explain a special diet, should you be on one, and to help you with any dietary questions. Again, please call 401-444-8880 or notify your nurse if we can be of assistance.

Telephones

There is a daily rental fee for telephone and television services, which you can pay by cash, personal check or credit card. This allows you to make unlimited local calls. There is no additional charge for incoming calls or for calls made within the hospital. A TDD telephone is available for hearing impaired patients. Please notify your nurse if you require this service.

To make a:

Local call, dial 9 + the number

Long distance call*, dial 0 for the operator or 9 + the 800 number of your long distance carrier

Collect call, dial 0 + the number (including area code when necessary)

**Long distance calls may be charged to your home phone, made collect or charged to a telephone credit card.*

To call within the hospital, simply dial the five-digit extension number. Family and friends who wish to call you should dial 44 + the five-digit extension on your telephone. (For example, extension 4-7000 called from inside the hospital is 401-444-7000 called from outside the hospital.) If you need assistance with your telephone, please call 401-444-7000 or ask your nurse.

Televisions

Television services are provided by Telehealth Services. There is a daily rental fee for television and telephone service, which you can pay by cash, personal check or credit card. A representative will visit your room daily to arrange for service and provide a channel guide. Envelopes and a payment box are located at most nursing stations for those who wish to prepay for these services.

The television service at Rhode Island Hospital offers more than 30 channels, including sports, music, RTPI and the Portuguese Channel, AMC, CNN, A&E, the Discovery Channel and History. Channel numbers do not always match locally listed channels, so please check the channel guide provided to you.

If you have questions about television service, please call 4-7000 from within the hospital or 401-444-7000 from outside the hospital.

Mail, Flowers and Newspapers

Mail and flowers are delivered daily to patient rooms. Family and friends should address your mail as follows:

Your Name
Your Building and Room Number
Rhode Island Hospital
593 Eddy Street
Providence, RI 02903

We will forward to you any items that arrive after you have left the hospital. There is a U.S. mail chute for outgoing mail near the elevators on your floor or you may give your mail to your nurse. Stamps are available at the Zecchino Pavilion (main building) gift shop.

Daily newspaper delivery is available on each floor. If you would like a newspaper, please ask your nurse. There are newspaper vending machines located in the Zecchino Pavilion snack shop and the Jane Brown Building lobby.

For Your Safety

During your hospital stay, you will notice that we take a number of precautions to ensure the safety of each patient.

- We utilize at least two ways to identify patients, such as name and date of birth. This is done to make sure that

each patient receives the proper medicine, treatment and/or blood type.

- We strive for the highest levels of staff communication and make sure that important test results are quickly sent to the right staff person.
- We label all medicines that are not already labeled. We also find out what medicines each patient is taking and make sure that it is OK for the patient to take any new medicines with their current medicines. Finally, we provide a list of the patient's medicines to their caregiver/doctor, family and the patient himself/herself before discharge, and explain all medicines on the list.
- We take extra care with patients who take medicines to thin their blood.
- We use the hand cleaning guidelines from the Centers for Disease Control and Prevention in order to prevent infection.
- We use proven guidelines to prevent infections that are difficult to treat, and infection of the blood from central lines.
- We use safe practices to treat the part(s) of the body where surgery was performed.
- We make sure that it is safe for patients to continue taking their current medicine if they must take small amounts of a new medicine, or a certain additional medicine for a short time.
- We identify any potential patient safety risks.

As the patient, you also play a key role in ensuring your safety during your hospital stay. We encourage you to:

- Ask questions
- Communicate with your entire care team
- Understand your condition and your medications
- Ask family members to advocate for you
- Participate in decisions about your treatment

Rhode Island Hospital conducts fire drills on a regular basis. During a drill, a nurse will close the door to your room. Please follow all instructions given to you by hospital staff.

In accordance with state regulations, please be sure that any personal appliances you bring, such as radios or hair dryers, are battery operated, not electric. Your nurse may be able to arrange for a battery-operated shaver or hair dryer if you need one.

When you are informed and involved in your care, you will receive the best care possible.

Smoking Policy

As a leading health care provider, our mission is to improve the health of the people we serve. We are strongly committed to the treatment and prevention of disease and the promotion of health and safety, so we do not permit smoking in Rhode Island Hospital.

Smoking is strictly prohibited throughout the campus.

Your Rights and Responsibilities

Rhode Island Hospital recognizes the rights of each of our patients. State laws have been established to ensure that your rights are respected. Below is an easy-to-understand interpretation of the law. It is also our promise to you.

Your Rights

1. As a patient at Rhode Island Hospital, you have the right to be cared for with kindness and respect.
2. You have the right to know the name of the physician responsible for coordinating your care and the name of any other person who provides treatment while you are at the hospital.
3. You have the right to accept or refuse any treatment to the extent permitted by law. You also have the right to have the consequences of accepting or refusing care explained to you.
4. You have the right to choose someone to make health care decisions for you. You also have the right to develop advance directives.
5. You have the right to privacy. Your medical information will be disclosed only to the medical personnel responsible for your care.
6. Our hospital staff will respond to your physician's request for medical services as quickly as possible. Hospital staff will also respond to your request for services, unless the services require the approval of your physician or are inconsistent with your treatment.

7. You have the right to be transferred to another facility once you are told why a transfer is necessary and are given alternatives to the transfer.
 8. You have the right to know the names of all other health care and educational institutions that Rhode Island Hospital has authorized to participate in your treatment, as well as to an explanation of their participation.
 9. Your physician may ask you to participate in an authorized research program if he or she believes you will benefit from it. You have the right to refuse participation in such a program.
 10. Regardless of your method of payment, you have the right to review your hospital bill and to receive an explanation of the charges.
 11. You have the right to receive an itemized copy of your hospital bill.
 12. You have the right to review hospital rules and regulations that relate to your care.
 13. The patient shall be offered treatment without discrimination as to race, color, religion, national origin, or source of payment.
 14. You have the right to receive a copy of your health record for the purpose of supporting an appeal under any provision of the Social Security Act, if you have documentation of the appeal or claim under the provisions of the Workers Compensation Act, chapters 29-38 of title 28. You will receive your health record, at no charge, within 30 days of your request.
 15. You have the right to use a personal television during your stay if the television complies with Underwriters Laboratory standards and OSHA standards and is classified as a portable television.
 16. You have the right to be involved in your care, including pain management.
 17. You have the right to be free from restraints and seclusion of any form that is not medically necessary or that is used as a means of coercion, discipline, convenience or retaliation by staff.
 18. You have the right to an interpreter at no cost to you.
 19. You have the right to receive information concerning hospice care, including the benefits of hospice care, the cost, and how to enroll in hospice care.
- If you have questions, suggestions or concerns, please call patient representative services at 401-444-5817, Monday through Friday from 8:30 a.m. to 5 p.m. After hours, please call the operator at 401-444-4000 and ask for the on-site administrator.

Your Responsibilities

Rhode Island Hospital has the right to expect responsible behavior from our patients and their families. We expect that you will:

1. Provide us with information about your past illnesses, hospitalizations, medications, allergies and any other issues related to your health.
2. Let us know if you do not understand instructions given to you by our staff or if you think you will be unable to carry out a particular instruction.
3. Not take any drugs unless they have been prescribed by your physician and administered by hospital staff.

4. Be considerate of other patients, particularly with regard to adherence to the hospital's smoking, noise and visitation policies.
5. Provide complete insurance information.
6. Take financial responsibility for paying for all services, either through your insurance or by personally paying for services that are not covered by insurance.
7. Keep all appointments and provide advance notice if you are unable to keep an appointment.
8. Let hospital staff know if you have prepared advance directives for health care (durable power of attorney for health care and/or living will) and provide a copy of advance directives to Rhode Island Hospital.

If you have concerns, please contact the State Department of Health, 3 Capitol Hill, Providence, RI 02908, or call 401-222-2566.

Patient Liaison Services/ Administration

Patient Liaison/ Administration

Our patient liaisons are here to help you and your family during your stay at Rhode Island Hospital. As your advocates, patient liaisons can:

- Listen to and follow up on your concerns or complaints
- Answer your questions
- Direct your requests to the appropriate hospital departments

Please call 401-444-5817 if you would like to speak with your patient liaison.

Interpreter Services

Rhode Island Hospital provides a staff of professional interpreters to assist non-English-speaking patients, as well as sign language interpreters for the hearing impaired. During regular working hours please call 401-444-8708 for assistance. During weekends and after hours, please ask your nurse or call the operator at 401-444-7000.

Telecommunication devices are available for hearing impaired patients.

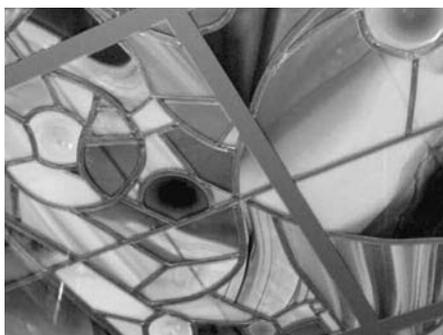
Spiritual Care

Rhode Island Hospital's department of spiritual care ministers to the spiritual needs of patients and their families. Clinically trained hospital chaplains offer patients and families spiritual and emotional support that is centered in their beliefs and values.

Chaplains can also offer prayer, make arrangements for sacraments, or contact local clergy. The spiritual care department includes multi-faith and Catholic chaplains who work with local clergy, including a rabbi and an imam. Catholic priests are on call 24/7 for confessions and sacramental Anointing of the Sick.

Eucharistic Ministers offer Communion each day to Catholic patients.

Two chapels are available at all times to provide a place for quiet and reflection. The Chapel of Hope is near the lobby of the Zecchino Pavilion (main building) and the Hasbro Children's Hospital's chapel is near the upper lobby of Hasbro Children's Hospital.



Services:

- Hasbro Chapel: Mass is celebrated Sundays and holy days at noon.
- Chapel of Hope: A Christian Prayer Service is held Wednesdays at 12:05; Guided Breathing Meditation is held Thursdays at 12:05; Muslim Prayer Service is held at 1:15 on Fridays.

To reach a multi-faith or Catholic chaplain, please call 401-444-5108.

Social Work Services

Everyday problems often become more difficult to manage when they are complicated by an illness or injury. In addition to doctors and nurses, clinical social workers are available to help you and your family during this stressful time.

Social workers are licensed professionals trained to help you and your family with the emotional and social problems related to your illness. Our social workers are informed about community services and may refer you to one of the agencies or resources available.

If you or a member of your family would like to speak with one of our social workers, please call 401-444-5711. Office hours are Monday through Friday, 8:30 a.m. to 5 p.m.

Notary Services

Notary public services are available to patients and their families, free of charge. Please ask your nurse to make arrangements for you.

Hospital notaries are not able to notarize advance directives or durable power of attorney.

Advance Directives

All patients are asked if they have advance directives. An advance directive is a legally recognized, written document that states your wishes concerning medical treatment. If you have advance directives, it is your responsibility to provide us with a current copy, which we will file in your medical record. Please be aware that an advance directive is effective only if your health care team knows about it.

Our clinical social work department is available to assist you should you wish to prepare advance directives. Please call 401-444-5711 for more information.

Ethics Consultation

Our ethics committee can provide guidance when you or your family are faced with complex choices, such as pursuing certain recommended treatments, continuing life-sustaining treatment or interpreting a living will. If you are unable to take part in the decision-making process, your family or caregiver may find it difficult to make these decisions on your behalf.

The committee is here to help you, your family, your authorized representative or your doctor sort out the ethical questions

in these situations. We are here to listen to you and to provide additional support and direction. It is important to understand that the committee will not make decisions for you or tell your doctor what to do. There is no charge for an ethics consultation and all consultations are confidential. Please call 401-444-6175 to request a consultation.

Physician Referral

For information about our physicians or help in choosing a Rhode Island Hospital affiliated physician, call our free physician referral service at 401-444-4800 or toll-free 800-927-1230. The office is open Monday through Friday from 8:30 a.m. to 4:30 p.m.

For Your Family and Friends

Visiting Hours and Policies

We understand that visitors have therapeutic value in the healing process; however, we also recognize the need for patients to have time to rest and recover. We ask that visitors keep their visits short and limit the number of visitors to two at a time. We also ask that visitors not use cell phones while inside the hospital. Please turn off your cell phone when you arrive.

Visiting hours for all general care units are from 1 p.m. to 8 p.m. Although we hope visitors will adhere to our visiting hours, these hours can be flexible. You can make special arrangements by speaking to the unit's nurse manager if you are unable to visit during the specified times.

Visiting hours for specialty care units are tailored to meet the needs of those patients and are usually limited to family members only. Please check with the unit's nurse manager.

Children under 12 years of age are discouraged from visiting inpatient units. Please check with the unit's nurse manager. Please do not leave children unattended in the hallway.

Gift Shops

The gift shop is located on the first floor of the Zecchino Pavilion and offers a wide selection of gifts as well as fresh flowers, books, games, stationery, toiletries, newspapers and magazines. Gift shop hours are as follows:

Monday through Friday:	8 a.m. to 8 p.m.
Saturday:	10 a.m. to 6 p.m.
Sunday:	10 a.m. to 7 p.m.

Trinkets and Treasures is located in the upper lobby of our Hasbro Children's Hospital. It is open:

Monday through Friday:	9 a.m. to 8 p.m.
Saturday:	11 a.m. to 6 p.m.
Sunday:	10 a.m. to 6 p.m.

The shop is stocked with a variety of toys, games, educational materials and gifts that are appropriate for children. Tobacco products are not sold at either gift shop.

Food and Nutrition Services

Our team of qualified professionals is committed to providing a full range of services for patients, their families and friends.

Registered clinical dietitians and dietetic technicians are available in each patient care area to evaluate a patient's nutrition needs, to answer questions about the in-hospital diet, and provide discharge diet education, as appropriate. If you wish to contact us for any reason, notify the patient's nurse and he or she will contact our department, or call us at 401-444-8880.

Our cafeteria is located in the Zecchino Pavilion and is open daily for employees and visitors from 6:30 a.m. to 2 a.m. (closed from 10 p.m. to 11 p.m.) A variety of hot and cold meals, beverages, daily specials, salads and desserts is available. After 2 a.m., beverages and snacks are available from vending areas.

Dudley Street Café is located on the first floor of the Cooperative Care Center and is open from 6:30 a.m. to 6:30 p.m., Monday through Friday. Sandwiches, salads, daily specials, snacks, beverages and desserts are available.

Over 60 vending machines are located throughout the hospital campus. Popular locations include:

- Snack shop, across from the Zecchino Pavilion gift shop
- Emergency Department
- Hasbro Children's Hospital Emergency Department
- Hasbro Children's Hospital 5th floor

Banking Services

A full-service Sovereign Bank branch, with a 24-hour ATM, is located on the first floor of the Zecchino Pavilion. There is also a 24-hour ATM in the Medical Office Build-

ing (take the sky bridge from Hasbro Children's Hospital and the ATM is on the left).

Pharmacy

A full-service CVS/pharmacy is located on the first floor of the Medical Office Building (take the sky bridge from Hasbro Children's Hospital and the pharmacy is on the left). The pharmacy is open Monday through Friday, 8 a.m. to 6 p.m.; the phone number is 401-421-1555.

Patient Condition Reports

You can reach our patient information desk at 401-444-5421. If a patient is listed in the patient directory, you will be connected to his or her floor or unit.

Places to Stay

Our clinical social work department can help family and friends find accommodations while you are in the hospital. The number is 401-444-5711.

The following is a partial listing of inns and hotels in and near Providence.

Providence, RI:

Courtyard by Marriott	401-272-1191
Extended Stay America (East Providence)	401-272-1661
Hilton Providence*	401-831-3900
Hotel Providence*	401-861-8000
Marriott Providence*	401-272-2400
Radisson Providence Harbor*	401-272-5577
Renaissance Providence	401-919-5000

The Providence Biltmore 401-421-0700

Westin Hotel 401-598-8000

Warwick, RI:

Courtyard by Marriot 401-467-6900
Warwick*

Crowne Plaza Warwick* 401-732-6000

Extended Stay America 401-732-2547
Warwick

Holiday Inn Express 401-736-5000
Hotel and Suites*

Homestead Studio Suites 401-732-6667

LaQuinta Inns & 401-941-6600
Suites Warwick

Radisson Airport Hotel 401-739-3000

Warwick Residence Inn 401-737-7100

Sheraton Warwick 401-738-4000

Seekonk, MA:

Comfort Inn* 508-336-7900

Hampton Inn 508-336-9000

Ramada Inn 508-336-7300

**This inn/hotel may offer a reduced rate for families of Rhode Island Hospital patients. Please call the hospital's clinical social work department at 401-444-5711 for more information.*

Finding Your Way Around

If you are scheduled for surgery in the Davol building, please check in at the adult surgical admitting area on the second floor. Please enter the Davol building through the Hasbro Children's Hospital entrance (located next to the Hasbro Children's Hospital Emergency

Department entrance). Once inside, take a right and then a left to the elevators. Take the elevators to the second floor; once on the second floor, take a sharp left and proceed down the corridor to the adult surgical admitting area.

Parking

Rhode Island Hospital's 69-acre campus accommodates more than 15,000 vehicles.

If your physician says you will be able to drive home when you are discharged, please park your vehicle in Parking Deck C, which has entrances on both Blackstone Street and Willard Avenue.

Visitors to the Zecchino Pavilion should park in Parking Deck C, while visitors to the Jane Brown Building should park in Public Lot A, which is located off Eddy Street.

Visitors to the Ambulatory Patient Center should park in Public Lot B, on Plain Street.

Visitors to Hasbro Children's Hospital, the Hasbro Children's Hospital Emergency Department, the Rhode Island Hospital Emergency Department, the Davol building, the Ambulatory Surgery Center, the Cooperative Care Center, or the Medical Office Center should park in Parking Deck C.

Please refer to our parking and transportation guide for current parking fees. Courtesy vans run from the public lots to hospital entrances and stop regularly at shelters in the parking lots from 6:30 a.m. to 8 p.m. If you would like to call for the hospital courtesy van, please ask the parking attendant.

For other questions, please call our parking information office at 401-444-4013.

Leaving the Hospital

Security Services

If you need a security escort after the hours of shuttle service, please call 401-444-5221. All Rhode Island Hospital parking lots are equipped with lighting, surveillance equipment, security patrols and “help” buttons on light poles. Security can help start a dead car battery and open car doors if you have locked your keys inside. Ask the parking attendant to call security if you need assistance.

Directions

Directions are available on our website, www.rhodeislandhospital.org, or by calling the hospital’s main telephone number 401-444-4000 (then press 9). To receive directions by mail, please call our parking information office at 401-444-4013.

Transportation

Taxis

We will gladly call a cab for you. Please inquire at the information desk in the lobby of the Zecchino Pavilion, Jane Brown or APC building.

Buses

Buses stop at the entrance to the Zecchino Pavilion about every 20 minutes during the day, and once an hour in the evening. Bus service to the hospital begins at 6:20 a.m. and ends at 12:20 a.m. RIPTA bus schedules are available at the information desk in the Zecchino Pavilion. For more information on routes and fares, call RIPTA at 401-781-9400.



Getting Ready

The day before your discharge, your physician or nurse will let you know when you can leave the hospital. Most patients are able to leave the hospital by 11 a.m. Your physician will inform your nurses and complete your records in preparation for your discharge. You cannot be discharged until your physician completes the necessary medical records.

If you have secured any personal valuables in the hospital safe, you may pick them up at the cashier’s office on the ground floor of the Zecchino Pavilion (main building). The office is open from 8:30 a.m. to 6 p.m. on weekdays and from 8:30 a.m. to 3 p.m. on weekends and holidays. If you sign a consent form allowing a staff member to assist you, your items will be picked up and delivered to you.

On occasion, we do experience a delay in the discharge process; however, we request that your family member or friend be prepared to pick you up in the morning around 10 a.m. You should arrange for your ride to pick you up at the admitting circle near the business office or at the entrance to the Jane Brown Building.

Discharge Instructions

When you are ready to leave the hospital, your nurse will meet with you and your family to ensure that you have all the information you will need once you leave the hospital. This information might include:

- Instructions from the medical staff
- Information about any medications you need to take
- Dietary restrictions
- Signs or symptoms that you should watch for
- Activities to avoid
- When you can return to work and resume normal activities
- Arrangements for any follow-up care you need

It is important that you understand your discharge instructions and how to follow them, so please ask questions if the instructions are not clear to you.

Follow-Up Care/ Case Management

If your physician recommends follow-up care after you are discharged, our case management staff can help you with any preparations you need to make, such as arranging for:

- A nursing home or extended care facility
- Home health care services
- Home medical equipment
- Hospice care
- Rehabilitation services

Case managers may refer you to another facility, if needed, and will discuss trans-

portation from the hospital. They can also provide you with a list of licensed and/or certified health care providers in the state and assist you with your selection. You may be familiar with a provider or decide to continue to receive care through other Lifespan affiliates, including:

Lifespan DME 401-335-9000
(home medical equipment)

Southern New England 401-456-4500
Rehabilitation Center

The Center for 401-793-5810
Cardiac Fitness

Vanderbilt Rehabilitation 401-845-1845
Center at Newport Hospital

Pulmonary Rehabilitation 401-793-4080
at The Miriam Hospital

Outpatient Rehabilitation 401-444-5418
Services - PT/OT at
Rhode Island Hospital

Outpatient Rehabilitation 401-444-5020
Services - PT/OT at
Hasbro Children's Hospital

Outpatient Rehabilitation 401-793-4080
Services PT/OT/Speech at
The Miriam Hospital

Outpatient Speech and 401-444-5485
Audiology Services at
Rhode Island Hospital and
Hasbro Children's Hospital

If you would like assistance or to speak with a case manager, please call the case management office at 401-444-5145.

Insurance and Billing

Information

If your admission to the hospital is a planned admission, you should have received a phone call prior to your admission to make payment for your estimated out-of-pocket expenses. Those who elect to stay in a private room must pay for the room in advance. If your admission to the hospital was not planned, we will verify your insurance information upon your admission. A patient financial advocate will meet with you during your stay to review your estimated out-of-pocket expenses.

Whether your stay was planned or unplanned, we will bill your insurance company at the end of your visit for all covered services you received. Once we receive payment from your insurance company, we will bill you for any balance remaining on your account or for any services not covered by your policy. Payment must be made immediately upon receipt of your bill.

Payment for deductibles and/or co-payments, the amounts of which are indicated on your insurance card, should be made before you leave the hospital. Rhode Island Hospital accepts cash, checks and major credit cards.

Certain charges are not billed by the hospital and will not appear on your hospital statement. These include the fees of your personal physician, specialists who participate in your care and private duty nurses. You might receive separate bills for their services, often under different names (such as the name of a medical practice). Please

be aware that these charges might or might not be covered by your insurance policy.

If you have any questions regarding your hospital bill, please call the number on your bill or contact one of our customer service representatives at 401-444-6966.

Financial Assistance

Under federal regulations, you might be eligible for assistance with your hospital bill or part of it. Please be aware that the following documents are required to apply for financial assistance:

- Copies of your most recent saving and checking account statements
- Your two most recent pay stubs
- Last year's tax form, including your W-2 forms
- Copies of any other documentation of income, such as a veteran's pension

If you are not insured or are insured for only part of your expenses, please talk with one of our patient financial advocates. They can help you establish a payment plan or apply for financial assistance. For more information, please call 401-444-7850, Monday through Friday, 8 a.m. to 4:30 p.m.

Rhode Island Hospital treats all people who need care, regardless of ability to pay.

Insurance Information

You should know which charges your insurance plan will pay and which ones will be your responsibility. It is important that you be aware of any restrictions and regulations in your health insurance policy, such as:

- Prior approval from your insurance company before you can be referred to a specialist or admitted to a hospital
- Second surgical opinion before you can undergo surgery
- Notification to your insurance company within 24 hours if you are admitted to a hospital on an emergency basis
- Other requirements or limitations and the correct forms to file

If your insurance company has such regulations, please follow your insurer's instructions and obtain the necessary approvals. If you have any questions regarding your insurance coverage, please contact your insurance company or call the business office at 401-444-4701.

Frequently Asked Questions About Your Bill

Q: How can I get an itemized bill?

A: Call the customer service department at 401-444-6966 (from outside the local area, 800-884-6966).

Q: What is an EOB?

A: EOB stands for explanation of benefits. It is not a bill; it simply explains your insurance coverage.

Q: Could I receive more than one bill for my hospital stay?

A: Yes. You could receive a number of bills along with your hospital bill.

Q: Why does it take so long for the hospital to send me a bill for my balances?

A: The hospital must bill your insurance company prior to billing you. This process could take months to complete.

Q: Why doesn't my insurance cover everything?

A: Not all insurance policies are the same; your coverage depends on your particular insurance plan. Your plan could have co-payments or deductibles that are your responsibility. You should check with your insurance company to see what is and what is not covered.

Q: Why do I have to give my coverage more than once?

A: We might not always have your most recent coverage or updated information.

Q: If I am not asked about my insurance, should I still give it?

A: Absolutely! For the hospital to bill appropriately and receive payment, we need your correct insurance information.

Q: Will I be charged for a private room?

A: Yes, there is an additional charge for a private room and payment is required in advance. It is a good idea to call your insurance company prior to your hospital visit to see if the charge will be covered. If a private room is medically necessary and ordered by your physician, you will not be charged.

Getting Involved

Rhode Island Hospital welcomes the interest and support of our former patients, their families and friends. We rely on many loyal and generous members of the community to help us.

Donations

Because we are a not-for-profit hospital, gifts and donations help support our mission and operations. We welcome all contributions. You might choose to designate a gift to support a specific purpose or department, or to make a gift in honor or memory of a loved one. All donations to Rhode Island Hospital are tax deductible.

There are many ways of giving, now and in the future, that help ensure Rhode Island Hospital will always be able to deliver the highest quality care to the community. For more information, please call the Rhode Island Hospital Foundation at 401-444-4749, visit the website at www.rhodeislandhospital.org, or write to the foundation at P.O. Box H, Providence, RI 02901.

Volunteers

We are fortunate to have a dedicated group of volunteers who donate their time to help others. Whether they are directing phone calls, greeting patients or updating family members, caring is the most important service they provide. The manager of volunteer services would be glad to discuss our volunteer program or the School to Career program with you. For more information, please call 401-444-5530 or visit us online at www.rhodeislandhospital.org.

Rhode Island Hospital Guild

The guild is a volunteer organization that raises money for the hospital through special events, educational programs and fundraising sales. To learn more about the guild, please call 401-444-8970.

Blood, Organ and Tissue Donation

Rhode Island Hospital has a relationship with the New England Organ Bank to provide information and to help facilitate tissue and organ donation. If you are interested in becoming an organ or tissue donor, please call the New England Organ Bank's 24-hour, toll-free number, 1-800-446-NEOB (6362). We also work with the Rhode Island Blood Center. If you are interested in donating blood, please contact the Rhode Island Blood Center at 401-453-8360.

How Was Your Stay?

We want to know if we have served you well during your stay. Please take a few minutes to answer the questions asked by hospital telephone callers or to respond to any patient mail surveys you receive. If you have additional comments or suggestions, please contact one of our patient liaisons at 401-444-5817.



At Rhode Island Hospital, we are continually seeking to improve the quality of our care. To help us understand opportunities where we can improve, we survey our patient population using a Press-Ganey Survey tool. It is our goal to always provide you with *Very Good* care and service throughout all of your interactions with our staff and physicians. If for any reason before, during or after your stay you do not agree that our care and service can be given a *Very Good* rating, please do not hesitate to contact the manager of the department involved, or you may contact Patient Liaison Services at 401-444-5817.