

# PATIENT AND FAMILY INFORMATION



**NEW LONDON  
HOSPITAL**

273 County Rd. • New London, NH 03257  
[www.newlondonhospital.org](http://www.newlondonhospital.org)



## NEW LONDON HOSPITAL

# PATIENT AND FAMILY INFORMATION

### IMPORTANT NOTE

- Write down any questions you have. You will find a small green notebook in your patient room. It is yours to write down questions you may have for your healthcare providers when they are next in to see you.
- Choose a family member to communicate with the doctors and staff.
- Keep a list of the doctors you see and the medications that are prescribed.

*Family and friends are welcome at any time. Please be considerate of the patient's need for rest and treatments while in the hospital.*

### YOUR HEALTHCARE TEAM

During your stay at New London Hospital you may meet a variety of healthcare providers and support staff in addition to your physician(s) and nurses all committed to your care. Some of the professionals you may encounter include:

- **Hospitalist**—A Hospitalist is a physician who specializes in the care of patients in the inpatient setting. If you are admitted to the Hospitalist service, the Hospitalist will collaborate with your primary care provider to manage all aspects of your hospitalization.
- **Dietician**—Our registered and licensed dietician is available to provide assessment and education to all patients who require or request medical nutrition therapy. The dietician is an integral part of the multidisciplinary team providing your care.
- **Pharmacists**—clinical pharmacists provide input into your medication therapy. You may ask to speak to a pharmacist if you have questions about your medications.

- **Physical Therapists, Occupational Therapists and Speech Therapists**—At the request of your physician, these professionals provide quality therapy to patients. They also offer services on an outpatient basis.
- **Radiologic Technologists**—A radiologic technologist carries out diagnostic imaging procedures on you at the request of your physician. Examples of these procedures include routine x-rays: CT, MRI, Ultrasound, or Nuclear Medicine scans. The results are then interpreted by a radiologist and reported to your physician.
- **Respiratory Therapists**—Respiratory therapists work with physicians to monitor patients' breathing in all phases of respiratory care.
- **Case Manager and Social Worker**—Our Case Manager is available to help you make arrangements for your post-hospital care. He/she can help you arrange for a nursing or rehabilitation facility, suggest physical, financial or emotional support services, arrange for visiting nurse or home care services, and refer you to community resources. Our Social Worker can provide counseling to help you deal with any personal, social, emotional or financial stresses that may result from your injury or illness.

## **NUTRITION SERVICES FOR PATIENTS AND DINING OPTIONS FOR VISITORS**

Our Food and Nutrition Services Department is dedicated to providing high quality, satisfying and nutritious meals to our patients. Your specific diet is ordered by your physician and depends on your medical condition. A registered, licensed dietitian is on staff to evaluate your nutritional needs. A nutrition assistant will visit with you daily to obtain your meal choices. We offer hot and cold selections for breakfast, lunch and dinner and can accommodate most special requests.

**Patient Trays arrive at:** breakfast 7:45 am, lunch 12:00 pm, dinner 5:00 pm.

Food and Nutrition Services also continues that same dedication we offer our patients to all visitors. Breezes Café on the Middle Level is open Monday - Friday 7:30 am- 4:00 pm for breakfast and lunch. Breezes provides hot and cold selections, sandwiches, a salad bar and a variety of beverages. Breezes is a cash only establishment. An ATM is located on the main level of the hospital off the lobby. Visitors may also order a guest tray for a cost of \$5.00. Your nutrition assistant can assist you with ordering guest trays.

Vending machines are available on the Middle Level and are stocked daily with a selection of sandwiches, salads, desserts and beverages.

## **OTHER AREA DINING OPTIONS FOR VISITORS IN NEW LONDON**

- China City Restaurant, 276 Newport Road, 526-2868
- Dunkin Donuts, 217 Main Street, 526-4644
- Ellie's Café & Deli, 207 Main Street, 526-2488
- Four Corners Grille, 40 Andover Road, 526-6899
- Hannaford, New London Shopping Center (salad bar and deli sandwiches)
- Hole in the Fence, 420 Main Street 526-6600
- McKenna's Restaurant, New London Shopping Center, 526-9511
- Millstone Restaurant, 74 Newport Road, 526-4201
- New London Subway, 384 Main Street, 526-6130
- Nonni's Italian Eatery, 247 Newport Road, 526-2265
- Peter Christian's Tavern, 195 Main Street, 526-4042
- Pizza Chef, 394 Main Street, 526-9201

## **TOBACCO-FREE ENVIRONMENT**

New London Hospital is a totally tobacco-free environment. Therefore, smoking is not permitted anywhere on the hospital campus. Tobacco products are not sold on the hospital campus. If you anticipate difficulty complying with this health requirement, speak to your physician. New London Hospital offers resources and products for smoking cessation.

## TELEPHONES

For your convenience, every room is equipped with a telephone. Local calls may be made free of charge. To place a local call, dial 9 and then dial the number.

To make a long distance call, please ask your nurse or nursing assistant for help. A staff person will need to dial your long distance call for you.

The Patient Connection Line allows your family and friends to call your phone directly.

- Dial 603-526-5111.
- The Auto Attendant will answer and your caller may either enter 6 + your 3 digit room number or the caller can remain on the line and be directed to the Nurses' Station. The Nurses' Station will then transfer the call to your room.
- Your room telephone number is written on the white board in your room.

**CELL PHONES:** To provide a safe, patient care environment, the use of cell phones may be limited in certain areas. Please check with staff before using a cell phone in a patient care area.

## FREE WI-FI

New London Hospital provides free wireless Internet access to patients and visitors in all patient rooms and in public areas of the hospital.

## TELEVISION SERVICE

Remote control color television sets are available in each patient room. The Hospital's cable television provider is Comcast. If you need assistance with the television remote, please ask staff. A channel guide is available in your room.

## HOUSEKEEPING

Our Housekeeping staff seeks to provide you with very good patient care by keeping your room and the Medical/Surgical unit clean. Each patient room is completely cleaned and disinfected before you are admitted. Housekeepers clean patient rooms daily by noon. If you need additional housekeeping services, let your nurse know.

## **FAMILY ACCOMMODATIONS**

Your family is welcome to stay with you. Should a family member choose to spend the night, let your nurse know and sleeping accommodations and bedding will be provided.

There is also a Family Waiting Area located on the Medical/Surgical unit.

## **GUEST ACCOMMODATIONS AND TRANSPORTATION**

### **Options for Hotel Stays in New London**

- Lamplighter Motor Inn, 34 Newport Road, 526-6484
- Maple Hill Farm, 1200 Newport Road, 526-2248
- New London Inn, 353 Main Street, 526-2791

### **Transportation**

- Don's Transportation 526-2197

## **MAIL AND FLOWERS**

Any personal mail addressed to you at the hospital will be delivered to your room. All flowers and other packages will be brought to your room by one of our volunteers.

## **NEWSPAPERS**

New London Hospital Volunteers will provide a limited number of local newspapers and some magazines each morning. Daily newspapers are also available from vending machines in the entrance vestibule of the Emergency Department.

## **SPIRITUAL CARE AND CHAPEL**

The **Chaplain** at New London Hospital offers an interfaith ministry and welcomes the opportunity to visit and provide support to patients of all faiths and spiritual traditions, as well as those who do not affirm any religious or spiritual affiliation.

If you would like a visit from the Chaplain, please let your nurse know. You may also request a visit from the Chaplain prior to your admission by calling the Chaplain's office at 603-526-5478.

The **Chapel** is open at all hours to everyone for personal prayer, reflection, meditation or simply as a quiet retreat. Patients, families, visitors and staff, regardless of practice or belief, are welcome. Please ask the concierge or your nurse for directions.

## **FRIENDS GIFT SHOP**

The Friends Gift Shop, stocked and staffed by volunteers is located in the main lobby. It is open from 9 AM to 5 PM Monday through Friday. Snacks, gifts and personal items are available for purchase.

## **ATM**

A Service Credit Union ATM is available off the main lobby, behind the elevators.

## **INTERPRETER/VISION AND HEARING SERVICES**

Please notify us in advance if these services are needed so we can coordinate with our social work staff to have them available for you.

## **YOUR ROLE IN PREVENTING INFECTIONS— HAND HYGIENE**

New London Hospital is committed to patient safety by doing everything possible to prevent the spread of infection among patients, healthcare workers and visitors. Preventing infection is important to help patients recover quickly and stay as healthy as possible.

The best way to prevent the spread of infection is through good hand cleaning with soap and water or with alcohol-based hand foam.

### **When should you and your family and friends clean your hands?**

- After using the toilet, blowing your nose, or sneezing
- After handling dirty items
- Before and after eating, drinking or handling food
- When your hands look dirty

Everyone should clean his/her hands before or upon entering your room. Alcohol-based hand foam is available in each room and in the hallway. **SPEAK UP! Feel free to ask anyone entering your room—including healthcare providers—to clean their hands, either by washing them with soap and water or using hand foam if you have not seen them do so.**

## PRIVACY

The staff at New London Hospital values your privacy and seeks to create a sense of security and personal space for each patient. Staff members will knock and pause before entering your room and close curtains and doors before exams and procedures.

We value the privacy of your medical information and everyone who participates in or supports your care at New London Hospital is required by law to maintain the privacy of your health information. The *Notice of Privacy Practices* was provided to you in your pre-admission packet of information. If you would like to receive another copy, please ask your caregiver for a copy.

You can help protect your privacy by designating one individual as your spokesperson to receive updates concerning your health information. Designating a spokesperson will help everyone in your family get accurate, timely information. **Be sure your nurse knows the name of your designated spokesperson.** This spokesperson can then relay your progress to other members of your family and friends as appropriate.

## PAIN MANAGEMENT

With current treatments, it is no longer true that severe pain is “just something you have to put up with.” Today you can work with your doctors and nurses to help prevent and relieve pain.

### Why should pain be controlled?

When your pain is controlled you:

- Heal faster and feel better sooner
- Start walking and doing your breathing exercises so you can get your strength back faster
- Improve your results and avoid problems such as pneumonia, blood clots and stress

Both medication and non-medication treatments can be helpful in preventing and controlling pain. Your physician and nurse can discuss your options with you.



## **HOME HEALTH AGENCIES**

- Bayada Home Health Care
- Concord Regional VNA
- Connecticut Valley Home Care
- Lake Sunapee VNA
- Trusting Hands Home Health Care
- VNA of VT and NH

## **MEDICAL EQUIPMENT AND OXYGEN VENDORS**

- Apria Healthcare
- Genter Healthcare
- Home Care Specialists
- Interim Healthcare
- KCI
- Keene Medical Products
- LifePlus
- Lincare

## **INFUSION THERAPIES**

- Critical Care Systems
- Infusion Solutions
- New England Home Therapies
- New England Life Care

## **SKILLED NURSING/REHAB FACILITIES**

- Clough Extended Care, New London
- Elmwood Center, Claremont
- Merrimack County Nursing Home, Boscawen
- Sullivan County Nursing Home, Unity
- Woodlawn Nursing Home, Newport

## **MEDICAL RECORDS**

Because your medical records are confidential, the hospital has safeguards in place to protect the privacy of your records. Your written permission is required for the release of information from your records except in those situations specified by the federal Health Insurance Portability and Accountability Act (HIPAA).

Please note that requests for records related to outpatient doctor's office appointments must be separately requested directly through your doctor's office.

## **VOLUNTEER SERVICES**

New London Hospital Volunteers are a special group of individuals who provide extra care and support for our patients, families and visitors. During your stay you may meet some of our dedicated volunteers on the unit.

If you are interested in volunteering, or if anyone you know is interested in becoming part of our volunteer community, please contact the Manager of Volunteer Services at 603-526-5133.

## **SAYING THANKS**

Patients frequently ask how they can best express their gratitude for the compassionate care they receive at New London Hospital. Staff members are not permitted to accept tips or gratuities, and gifts are discouraged. However, if you feel that staff members have excelled in caring for you, we urge you to mention them by name in a letter to the President & CEO, 273 County Road, New London, NH 03257. They will be recognized through our Vision and Values recognition program.

You may also receive a patient survey following your discharge. Your comments and observations will help the hospital consistently improve care and services.

## **GIFTS TO NEW LONDON HOSPITAL**

For those patients who wish to express their gratitude by making a tax-deductible contribution to New London Hospital, please contact the Senior Director of Development at 603-526-5023. Checks should be made out to New London Hospital and any special notation regarding the gift designation should be noted in the memo portion of the check. Gifts can be sent to the following address:

New London Hospital  
Development Office  
273 County Road  
New London, NH 03257

## **UNDERSTANDING THE BILLING PROCESS**

New London Hospital is committed to providing you with the best possible medical care and convenient and reliable billing services.

After discharge, most patients will receive two bills from New London Hospital: one for hospital services and one for hospital-employed physician services. You may also receive other bills from non-New London Hospital staff that are related to your hospital stay.

## **HOSPITAL SERVICES**

Inpatient Hospital Billing Statements: A claim will be submitted to your insurance carrier following your hospitalization. Once your insurance carrier has processed the claim, you may receive a bill from the hospital requesting payment for any balance determined to be your responsibility: i.e.: deductible/coinsurance.

## **PHYSICIAN BILLING SERVICES**

Claims for physicians who are employed by New London Hospital will be submitted to your insurance carrier for processing and payment. Independent physicians will also send a separate bill. Again, you may receive a bill from the hospital for any balance determined to be your responsibility after your insurance carrier has processed the claim.

## **BILLING QUESTIONS**

Our Financial Counselors are available to assist you with questions or concerns regarding your billing. We also encourage patients to contact their insurance carriers with questions. If you would like to speak to one of our Financial Counselors, please call 603-526-5292 between 8:00 AM and 4:00 PM, Monday through Friday.

You may also visit [http://www.newlondonhospital.org/services/patient\\_financial\\_services/](http://www.newlondonhospital.org/services/patient_financial_services/) to view more information and Frequently Asked Questions.

## **FINANCIAL ASSISTANCE**

If you do not have insurance or lack comprehensive insurance, there are several financial assistance options that may be available to you. Contact the Financial Counseling office at 603-526-5292 to discuss the best way to address your bill.



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