

Welcome to Day Kimball Hospital.

We are dedicated to providing you with the best experience possible during your stay at our hospital. Our physicians, nurses and other caregivers are capable and knowledgeable, and are committed to providing you with high quality care.

To ensure you have a positive stay at Day Kimball Hospital, please reference the enclosed information:

- **Information for Your Hospital Stay (what to bring, inpatient services, visitor information)**
- **Your Patient Rights**
- **Patient Safety**
- **Ruby Slipper Fall Prevention Program**
- **Your Role in Infection Prevention**
- **About Surgical Site Infections**
- **Living Will/Advance Directive**
- **Financial Assistance**
- **Case Management**
- **Problem Resolution**
- **Smoking Cessation**

At Day Kimball Healthcare, we believe we are in partnership with each patient to achieve his or her best possible health. Please ask questions, speak up if you have concerns, and participate fully in all treatment decisions.

- Our physicians are here for you to provide diagnosis and treatment recommendations and keep you informed on your progress.
- Our nurses are here for you to provide clinical support and to be sure you understand your prescribed care and medications.
- Our facilities team is here for you to provide a comfortable, clean and safe environment.

We take our role in your care seriously and we pledge to do our best to exceed your expectations. We greatly appreciate your feedback and the opportunity to address your concerns.

Thank you for choosing Day Kimball Healthcare,



Robert E. Smanik, President and CEO

P.S. After your discharge from Day Kimball Hospital, you will receive a patient survey in the mail. We are grateful to all those patients who take time to fill out the questionnaire. The information we gather from the patient surveys helps us to know more about serving you better and meeting your needs in the best possible manner and method. Thank you for your honest and helpful feedback.

About Day Kimball Healthcare

Day Kimball Healthcare is a non-profit, integrated medical services provider comprised of Day Kimball Hospital, healthcare centers in Danielson, Dayville, Plainfield and Putnam, Day Kimball HomeCare, Hospice & Palliative Care of Northeastern Connecticut, Day Kimball HomeMakers and Day Kimball Medical Group. Our service area includes Northeast Connecticut as well as nearby Massachusetts and Rhode Island. Our comprehensive network is made up of more than 1,200 dedicated employees, including more than 300 highly-skilled physicians, surgeons and specialists. This institution is an equal opportunity provider and employer.



INPATIENT CARE

We at Day Kimball Hospital are proud to have been Northeast Connecticut's community hospital for more than 120 years. If illness, injury or surgery requires you to have a hospital stay, you can rest easy knowing you'll receive the highest-quality care from our team of expert hospitalist physicians, skilled and caring nurses and therapists, and dedicated pharmacy, nutritional, and facilities staff.

We offer the latest in medical technology alongside the comfort and convenience of a community hospital. Our Gordon Harrower Memorial Intensive Care Unit offers the same level of care and monitoring technology as major medical centers. And our medical/surgical/pediatric unit provides comfortable rooms for patients of all ages.

Our integrated team approach means we'll be by your side every step of the way during your stay, and after. In addition to your medical care team, a patient representative will visit you daily to ensure all your needs are met and questions answered. And our case management team offers supportive services to ensure a successful care transition after you've been discharged from the hospital.

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Day Kimball Hospital
320 Pomfret Street
Putnam, CT 06260

Main switchboard:
(860) 928-6541

TTY: (860) 963-6422

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Information for Your Hospital Stay

We want you to feel as comfortable as possible during your stay. To ensure a positive experience, please review the following important information.

What to Bring

Essential information: Social security number, driver's license or state ID, medical insurance card with employer and subscriber information, a list of all medications you're currently taking, and a copy of your advance directive and living will/durable power of attorney for health care, if you have them. Information about creating a living will is available in the Patient Info & Resources section of our website at daykimball.org.

Personal items: You will be provided with nearly every personal care item you'll need during your stay. However, you may wish to bring items such as dentures, hearing aid(s) or eyeglasses. These may be stored in your bedside cabinet. Please keep in mind that items wrapped in tissue or left on tabletops or meal trays could be discarded accidentally.

For safety reasons, please do NOT bring any plug-in electrical appliances such as electric razors, blow dryers, radios, CD/DVD players, computers or other electronic devices. You may bring battery-operated devices, but you must provide your own batteries.

The hospital is not responsible for loss of dentures, eyeglasses, hearing aids, or any other personal items or cash.

Inpatient Services

Hospitalist medicine: Our hospitalist physicians are board-certified internal medicine physicians who specialize in caring for patients in the hospital setting. They monitor your recovery and communicate with your primary care physician about your condition, and are available around the clock to answer questions.

Nutritional services: Our clinical nutrition department includes registered dietitians who consult with your physician to provide a diet that meets your individual dietary needs. Dietitians may also provide dietary assessments and education to help you improve your nutrition.

Pharmacy: The hospital pharmacy is available around the clock to meet your prescription needs.

Interpreter services: Services are available 24/7 for those who speak a primary language other than English and/or who use sign language.

Visitor Information

Who may visit: Patients may have up to two visitors at a time. Children under age 12 must be accompanied by an adult and must be free of symptoms of infection.

Visiting hours: General visiting hours are noon to 8:00 p.m. daily. Parents/guardians and siblings of pediatric and maternity patients may visit at any time at the discretion of the nurse in charge (fathers of newborns may remain at all times). Psychiatric Inpatient Unit visiting hours are from 7:00 p.m. to 8:00 p.m. or by special arrangement. In the ICU, a ten-minute visit is permitted, every hour on the hour, from 9:00 a.m. to 8:00 p.m.; this may be subject to change at the discretion of the nurse in charge.

Parking and hospital entry: Free and secure parking is available. On weekdays visitors may enter the hospital through the Visitor Entrance (entrance D) and obtain a patient's room number at the Visitor Information Desk. On weekends and holidays, please use Entrance E.

Cafeteria, ATM and gift shop: An ATM is available on the first floor. The gift shop is open Monday through Friday, 9:00 a.m. to 4:00 p.m. The cafeteria serves breakfast from 6:30 a.m. to 8:15 a.m., lunch from 11:30 a.m. to 1:15 p.m. and dinner from 4:30 p.m. to 6:15 p.m. The Hospitality Cafe also offers light fare Monday through Friday, 8 a.m. to 4:30 p.m.



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Your Patient Rights

You have the right

- to personal privacy
- to have all medical and personal information handled with complete confidentiality
- to be treated respectfully, regardless of ethnicity, gender, or religious preference
- to be fully informed about all aspects of your diagnosis and care
- to understand your treatment options and alternatives and to give informed consent
- to participate in decisions regarding your care and treatment options.
- to choose to have life-sustaining treatment withheld or withdrawn and to refuse treatment
- to have or create an Advance Directive/Living Will (Ask your nurse or call (860) 928-6541 ext. 2644 for help.)
- to a safe, harassment- and abuse-free environment
- to receive necessary medical treatment regardless of ability to pay
- to have all your charges/bills explained
- to expect prompt and effective treatment of pain
- to have problems or conflicts in your care acknowledged, addressed and resolved in a timely fashion
- to review your medical record with a doctor or nurse
- to know the names and credentials of the people treating you and their relationship with the hospital
- to have an interpreter if English is not your primary language. (If you need an interpreter, ask your nurse to get one for you.)
- to have access to special equipment and/or an interpreter if you are hard-of-hearing or deaf. (Ask your nurse for assistance.)



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Patient Safety

At Day Kimball Hospital, we take a team approach to your safety.

We are committed to:

- explaining your care and treatment options
- coordinating your care
- listening to your questions or concerns
- cleaning our hands often
- checking your identification (ID) bracelet before any medication, treatment, transfusion or procedure
- labeling all specimens in your presence
- asking about your pain and keeping you as comfortable as possible

We welcome your feedback. Actively participating in your care will help us keep you safe.

"Help us help you" make your stay a safe and positive experience.

- Identify yourself
- Check the information on your hospital ID bracelet to make sure that your name and date of birth are correct
- Wear your hospital ID bracelet at all times. If your bracelet comes off, ask someone to get you a new one.

Help prevent the spread of germs.

- Be aware that hand washing is the best way to prevent the spread of germs.
- Ask friends and relatives who have colds, respiratory symptoms, or other contagious illnesses not to visit you in the hospital.

Be aware of medication safety.

- Tell your doctor and nurse about all medicines you are taking, including vitamins, herbal remedies, and over-the-counter medicines.
- Let your doctor or nurse know if you have any allergies or have had previous reactions to any medicines or foods.
- Ask your health care provider for a personal medication card (one is provided in this packet).
- Don't be afraid to tell a nurse or the doctor if you think you are about to receive the wrong medication.
- Tell your nurse or your doctor if you do not feel well after taking medication.

Take precautions to prevent falls.

- Most falls occur when patients try to get out of bed on their own to go to the bathroom.
- Ask for help when getting out of bed if your nurse has asked you to do so, especially at night.
- Make sure your nurse call button on your bed works and you know how to use it.
- If possible, call for help before the need to get to the bathroom becomes urgent.
- If you are at risk for falling, your nurse will give you a pair of red non-skid slippers. The nurse will also discuss the Ruby Slipper Fall Prevention Program with you and your family (further information can be found in this packet).

(more on reverse)



Patient Safety (cont.)

Prevent wrong-site surgery.

- You and your surgeon should agree on exactly what will be done during the operation.
- Ask to have the surgical site marked with a permanent marker and to be involved in marking the site. This way, the site cannot be easily overlooked or confused (for example, right knee instead of left knee).
- Ask questions. You should speak up if you have concerns. It is okay to ask questions and expect answers that you fully understand.

Prevent adverse events in surgery.

At Day Kimball Hospital, we are dedicated to providing the highest quality of care. To prevent adverse events in surgery, we have a process to correctly identify the patient and surgical site. We also make note of any concerns before surgery begins. Please review this procedure so that you can better participate in your surgical care.

- 1. Patient Identification.** Each time you are transferred to a new healthcare provider, he or she should ask you to identify yourself by name and date of birth. You will be asked this several times throughout the process.
- 2. Site Marking.** Your surgeon should mark the surgical site with a permanent marker. Be sure you both agree on the site to be operated on.
- 3. Time Out.** Before surgery the entire operating room staff will stop to confirm and agree upon the details of the procedure.

Participate in your own care.

- Discuss your treatment plan with your doctor and your nurse.
- Do not be afraid to ask your doctor or your nurse about anything you do not understand.
- Think of yourself as an active participant in the safety and quality of your health care. Studies show that patients who are involved in making decisions about their care are more likely to have good outcomes.

Know your role.

- As a patient, you play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

Know how we can help control your pain.

- We realize that pain is a very personal experience and that patients tolerate pain differently.
- If you are having pain, inform your nurse or your doctor. You and your health care team can work together to make you comfortable.
- We will ask you to describe your pain to us using a pain scale. Example: "0" = no pain, and "10" = worst pain.
- We may use medication as well as other methods of controlling pain such as heat/cold, relaxation techniques and repositioning.

Prepare yourself for when you go home.

- Be sure you understand all of your instructions, including medicines you need and information about a follow-up visit with your doctor.
- Ask for a phone number to call if you have questions.
- Continue safe practices at home.
- Never smoke in bed.
- Be cautious if you have oxygen equipment at home. It is highly flammable.
- Keep a phone or bell near your bed in case you need help.



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Ruby Slipper Fall Prevention Program A Proactive Approach to Preventing Falls

This program involves all Day Kimball Hospital employees and uses strong visual images as cues to identify those patients most at risk for fall.

Preventing Falls

Falls can happen anywhere, even in the hospital. Some common reasons why a person may be at risk to fall are:

- history of falling
- vision and/or hearing problems
- weakness
- being unsteady on their feet
- having sudden urges to use the toilet
- taking certain medications
- confusion
- anxiety
- recent surgical procedures
- being in an unfamiliar place

We are committed to keeping our patients safe.

The Ruby Slipper Program

The following steps take place to alert all staff and departments of patients identified as having the potential to fall.

- The patient will be given a pair of ruby slippers.
- The staff will place a ruby sticker on the patient's chart.
- The staff will use signs to identify the patient as at risk for falling.

How You Can Help

Family members are an important part of our team. Please help us:

- Ensure the patient has Ruby Slippers. Please notify staff if missing.
- Have someone stay with the patient. Visiting hours are flexible for patients at risk to fall.
- Remind the patient that he/she is at Day Kimball Hospital.
- Tell the patient what day it is and what is planned for him/her each day.
- Have the patient's glasses and/or hearing aide available for use.
- Make sure the nurse is aware when you bring glasses and/or hearing aides to the hospital.
- Hold his/her hand, sit closely and do other things that let the patient know you are close by.
- Call the nurse at anytime you are concerned the patient might be at risk to fall or if you need help.
- Encourage the patient to ask the nurse for assistance. Remind him/her not to get out of bed alone.

The Ruby Slipper Program is copyrighted by the Carondelet Health Network in Tucson, Arizona. We thank Carondelet for giving us permission to use the name of this program. Day Kimball Hospital is solely responsible for the contents and operation of its Ruby Slipper Program.



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Your Role in Infection Prevention

There are a number of ways to prevent infections within the hospital. Here are ways you can help.

- Wash your hands carefully after handling any type of soiled material. This is especially important after going to the bathroom.
- As a member of your healthcare team, do not be afraid to remind doctors and nurses about washing their hands before working with you.
- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if the dressing looks loose or gets wet.
- If you have a dressing on a wound, let your nurse know promptly if it looks loose or gets wet.
- If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.
- Ask your friends and relatives not to visit if they themselves feel ill.
- If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing lung infections both in and out of the hospital, and may also improve your healing abilities following surgery.
- Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed. Don't be afraid to ask for help, advice or pain medications.
- Don't be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your family/friends will be able to better facilitate your recovery.

Hand Hygiene: "It's OK to Ask"

Hand hygiene is important to your care because:

- germs are everywhere
- sick people get infections easier
- infections can keep you in the hospital longer
- even healthy people can spread germs
- good hand hygiene is a healthy habit

Washing with soap and water should be done:

- when hands are dirty
- when hands are soiled with blood or other bodily fluids
- after using the bathroom
- before and after eating

Washing with waterless alcohol-based hand rubs should be done by everyone when:

- entering your room or before touching or giving care to yourself or your loved one
- leaving your room, if the person has touched you or any object in your room

(more on reverse)



Your Role in Infection Prevention (cont.)

Both waterless alcohol-based hand rubs and soap and water are effective at reducing the number of germs on the skin.

To use waterless alcohol-based hand rubs effectively, follow these steps:

1. Apply one pump of waterless alcohol-based hand rub onto your hand.
2. Spread the rub thoroughly over hands and fingers.
3. Rub hands together until dry.

Waterless alcohol-based hand rub is available throughout the hospital, mounted in hallways and in patient rooms.

To use soap and water effectively, follow these steps:

1. Wet hands with water.
2. Apply one pump of soap.
3. Lather and wash all surfaces for at least 15 seconds.
4. Rinse both sides of hands with water.
5. Dry hands and shut off faucet with the towel.

Remember, "It's OK to Ask" your caregiver, family and hospital staff if they washed their hands.

Cover Your Cough

Why should I cover my cough?

Serious respiratory illnesses can be spread by coughing or sneezing and by unclean hands. These illnesses spread even more easily to sick people or in crowded places where people are in close contact.

How do I stop the spread of germs if I am sick?

- Cover your nose and mouth with a tissue every time you cough or sneeze. Always throw the used tissue in a waste basket.
- If you don't have a tissue, cough or sneeze into your sleeve.
- After coughing or sneezing, clean your hands with soap and water or an alcohol-based hand rub.
- Stay home when you are sick.
- Do not share eating utensils, drinking glasses, towels or other personal items.

Standard Precautions For Infection Prevention

These regulations have been established for two reasons:

- To protect healthcare workers from infections through blood and other bodily fluids.
- To protect patients, like yourself from getting infections from other patients.
- These safety measures include the use of gloves, masks, goggles or gowns in the presence of bodily fluids, which can cause infection.

Types of precautions are:

Airborne: Because germs can spread by air currents, healthcare workers may wear special masks and gloves when entering a patient's room.

Contact: Germs may spread from direct skin-to-skin contact and contact with the environment. Healthcare workers may wear gloves, gowns and masks when entering a patient's room.

Droplet: Germs are spread by droplets. Healthcare workers may wear masks and gloves when entering a patient's room.

If you are put on any type of precaution and would like more information, please ask your doctor or nurse. Remember, infection control is everyone's responsibility, including the patient. Proper hand and respiratory hygiene promotes a healthier hospital stay for everyone.



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About Surgical Site Infections Frequently Asked Questions

What is a surgical site infection (SSI)?

A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, infections develop in about 1 to 3 out of every 100 patients who have surgery.

Some of the common symptoms of a surgical site infection are:

- redness and pain around the area where you had surgery.
- drainage of cloudy fluid from your surgical wound.
- fever.

Can SSIs be Treated?

Yes. Most surgical site infections can be treated with antibiotics. The antibiotic given to you depends on the bacteria (germs) causing the infection. Sometimes patients with SSIs also need another surgery to treat the infection.

What are some of the things that hospitals are doing to prevent SSIs?

Doctors, nurses, and other healthcare providers:

- clean their hands and arms up to their elbows with an antiseptic agent just before the surgery.
- clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- may remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
- give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- clean the skin at the site of your surgery with a special soap that kills germs.

What can I do to help prevent SSIs?

Before your surgery:

- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes, and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection.

At the time of your surgery:

- Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.

(more on reverse)



About Surgical Site Infections (cont.)

After your surgery:

- Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your healthcare providers clean their hands, please ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands.

What do I need to do when I go home from the hospital?

- Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

If you have additional questions, please ask your doctor or nurse.

Co-Sponsored by:





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Living Will/Advance Directive

What is a living will/advance directive?

If you are 18 years or older, you have the legal right to accept or refuse medical treatment. Living wills/advance directives are written instructions to protect this right if you become unable to speak for yourself after a serious illness or accident.

With a living will/advance directive you can:

- Make decisions about artificial life support systems and treatments you choose to have, or not to have. Life support systems include CPR, artificial respiration, and artificial means of providing nutrition and hydration.
- Name a person to be your healthcare representative who will make sure your wishes are carried out if you cannot speak for yourself.

Who should I give it to, and what if I don't have one?

If you already have an advance directive/living will, bring it to the hospital and give it to your nurse to put in your medical record.

If you don't have a living will/advance directive but would like to create one, ask your nurse to contact Pastoral Care Services or call (860) 928-6541 ext. 2644 for assistance in filling out and signing the documents.

What If I Change My Mind?

Remember to update or revise your living will/advance directive, especially if your wishes or beliefs change. You may change your mind about your living will/advance directive at any time. This is why you will need to bring a copy with you each time you are admitted.



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Financial Assistance

It is the philosophy and policy of Day Kimball Hospital that medically necessary health care services should be available to all individuals regardless of their ability to pay.

Day Kimball Hospital is proud to offer financial assistance to patients who:

- do not have insurance coverage and do not qualify for state Medicaid assistance
- are insured but have financial hardship in meeting their remaining account balances*

Uninsured and insured patients with incomes below the Maximum Family Income may be eligible for discounted services based on income and asset limitations. Please note that additional asset and/or income verification guidelines may apply, depending upon the applicant's determined income percentage of the current Federal Poverty Level.

Contacting the Patient Financial Counseling Department

If you have billing or insurance questions, or if you would like to apply for financial assistance, please contact our Patient Financial Counseling Department. Financial counselors are available to assist you Monday - Friday, from 8:00 a.m. - 4:00 p.m.

- by phone: call (860) 963-6337 and choose option #2
- by e-mail: patient_financial_counselor@daykimball.org



INPATIENT CARE

We're proud to have been Northeast Connecticut's community hospital for more than 120 years. If illness, injury or surgery requires you to have a hospital stay, you can rest easy knowing you'll receive the highest-quality care from our team of expert hospitalist physicians, skilled and caring nurses and therapists, and dedicated pharmacy, nutritional, and facilities staff.

We offer the latest in medical technology alongside the comfort and convenience of a community hospital. Our Gordon Harrower Memorial Intensive Care Unit offers the same level of care and monitoring technology as major medical centers. And our medical/surgical/pediatric unit provides comfortable rooms for patients of all ages.

Our integrated team approach means we'll be by your side every step of the way during your stay, and after. In addition to your medical care team, a patient representative will visit you daily to ensure all your needs are met and questions answered. And our case management team offers supportive services to ensure a successful care transition after you've been discharged from the hospital.

Day Kimball Healthcare offers integrated, comprehensive care close to home. To learn more about all of our services visit daykimball.org.



Day Kimball Hospital
320 Pomfret Street
Putnam, CT 06260

Main switchboard:
(860) 928-6541

TTY: (860) 963-6422

■ daykimball.org

Case Management

Case Management is a department of registered nurses and social workers. We provide care coordination to assist with patients' needs, as determined by your physician in collaboration with case management staff and other members of your health care team.

Coordination of Care After Hospital Discharge

- **If you have an existing care provider or facility**, such as a visiting nurse agency, a nursing home, or rehabilitation center, we will coordinate your care with that provider.
- **If you require a new health care provider or facility**, we will provide a list of agencies and ask you for your 1st, 2nd and 3rd choice. Once you choose, we begin the search by faxing information, with your permission, to your choices. Referrals are dependent upon your insurance coverage, bed or slot availability, and acceptance by the provider we contact. We will coordinate your discharge plan with your chosen provider.
- **We will arrange for transportation** to another facility or home only if it is determined that you need and qualify for transportation to your next destination. It is important to know that Medicare and most insurance companies only pay for non-emergent ambulance transports on a limited basis.
- **We can assist with applications for services and referrals to other agencies** that may be of interest to you. The Medical Social Workers are available to assist you with personal and family stressors and social problems, and can provide referrals to community resources such as alcohol and mental health treatment, counseling and protective service information.
- **Case Management is involved with management programs for stroke and total hip and knee replacement.** Please ask if you are interested in learning more about this. Day Kimball Hospital also provides a free camisole for any patient who has mastectomy surgery.

Determination of Hospital Admission

Case Management is also responsible for utilization review and management of hospital inpatient care services. This means we follow patients for appropriateness of admission, according to Medicare and other insurance criteria, for inpatient and observation stays.

Observation stays are appropriate for patients who do not meet criteria for an inpatient admission and hospital treatment is expected to take less than 48 hours.

Observation status is an outpatient designation and you may be responsible for a deductible or copay depending on your insurance. For Medicare patients it is important to know that observation status is covered under Medicare Part B. We are in contact with your physician and your insurance company for review of your care on a regular basis.

Communication with Case Management

Case Management will keep you informed of the progress regarding your care and if you request it, we will keep your family informed as well.

Please ask to speak with Case Management if you have any questions regarding your discharge plan or your care. You may also call the Case Management Department directly at (860) 928-6541 ext. 2343. Please leave a message and we will return your call.

Thank you for choosing Day Kimball Hospital for your healthcare needs.



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Problem Resolution

We encourage you to share any concern you may have about your care freely and promptly during your stay. We want you to be satisfied with your care and happy with your experience here.

Reporting a Problem or Concern

We have a comprehensive plan for listening to and responding to your concern or problem. Our goal is to address your concerns promptly and courteously. There are several ways to make your concern known to us:

- you may talk with the nursing director or department manager
- you may speak to your nurse or doctor or the director of your unit
- you may call our Quality Department at (860) 928-6541 ext. 2208.

Filing a Grievance

If the individuals listed above cannot address your concern or solve your problem to your satisfaction, you may contact the office of the President and CEO by telephone at (860) 928-6541 ext. 2211 or by mail at Day Kimball Hospital, 320 Pomfret Street, Putnam, CT 06260.

- A patient grievance is defined as a formal or informal written or verbal complaint that is made to the hospital by a patient or the patient's legal representative when a patient issue cannot be resolved promptly by the staff present.
- All grievances or issues regarding patient care are reviewed by hospital administration. You will receive an acknowledgement letter within seven business days of the receipt of your grievance. This letter will include a timetable for resolution of the grievance.
- If appropriate, your concern may be forwarded to a nurse manager, a department director, or a member of the medical staff for investigation and follow-up. You may be contacted by one of these persons if additional information is needed.
- The President and CEO has the final authority for resolution of all patient grievances.
- If after administrative review you wish to pursue your concerns, you may contact the following agencies:

The Connecticut Department of Public Health
410 Capitol Avenue
Hartford, CT 06134
(860) 509-7400

The Joint Commission
Office of Quality Monitoring
1-800-994-6610
complaint@jointcommission.org

Your Feedback is Important to Us

If you have any compliments or concerns about the care you receive, we want to know. Please ask to speak with the nurse director or call the Quality Department at (860) 928-6541 ext. 2208.



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Do You Smoke Cigarettes?

Have you thought about quitting?

Did you quit and start smoking again? Quitting is difficult. Cigarettes become part of daily habits and the body eventually becomes dependent on nicotine. Often, people make many attempts before they are able to quit completely. Don't give up!

Life without smoking means...

- Better health
- Extra money
- Less worry for your loved ones

What is the best way to quit?

- Make a plan before you quit.
- Get support from others.
- Ask your doctor about "stop smoking medications."

What are the chemicals in cigarettes?

- The nicotine in cigarettes triggers chemical changes in the brain making a person feel calm and alert. The body can become dependent on nicotine. If the nicotine supply is stopped, the body wants more.
- Cigarettes also contain other chemicals, such as arsenic, ammonia and formaldehyde, that enter the lungs and cause damage.
- The body attempts to repair itself but soon becomes overwhelmed and permanent damage begins.
- Quitting is difficult but dealing with the body's dependence on cigarettes and their effects on health is much more difficult.

Use a "stop smoking medication" to increase your chance of quitting successfully.

- There are different types of nicotine replacement medications. You could choose a skin patch, a lozenge, gum, inhaler or nasal spray. Some of these require a doctor's prescription and some do not.
- There are other non-nicotine medications available to help smokers quit. Speak to your doctor for more information; a prescription is needed.
- It's important to choose a type that fits your smoking habit and won't cause side effects.
- Smokers who are pregnant, lactating or under 18 should talk to their doctor about using "stop smoking medications."

It's never too late to quit and make your life better.

- Develop a plan to prepare for the difficult period once you quit.
- Get support to keep you going.
- Learn healthier ways to deal with everyday stressors.
- Speak to your doctor about "stop smoking medications."
- Be prepared for relapse. Don't get discouraged; learn from it and try again.

(more on reverse)



Do You Smoke Cigarettes? (cont.)

Once you quit, the benefits begin immediately.

20 Minutes - Blood pressure decreases.

60 Minutes - Circulation improves to the fingers and toes.

1 Week - Senses of smell and taste improve.

2-3 Months - Lung function improves.

Get more information and prepare to quit.

American Heart Association Healthy Lifestyles
www.americanheart.org

American Cancer Society
www.cancer.org

Center for Disease Control
www.cdc.gov/tobacco

BecomeAnEx.org

Speak with a quit-smoking counselor.

Connecticut QuitLine
1-866-363-4224

Call to speak with a respiratory therapist.

Day Kimball Hospital Respiratory Therapy Department
(860) 928-6541 ext. 2292 or (860) 774-3366 ext. 2292

Join a quit-smoking support group.

Six-week sessions for those who want to quit smoking, prepare to quit, and learn how to remain smoke-free are held periodically in the evening and afternoons. Call (860) 963-6315 for more information.

PATIENT INFORMATION

Name: _____

Phone: _____

ALLERGIES

PHYSICIANS

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

PHARMACY

Name: _____

Phone: _____

For helpful information, visit
www.daykimball.org

DAY KIMBALL HEALTHCARE CONTACT INFORMATION:

Day Kimball Hospital

320 Pomfret Street | Putnam, CT 06260
(860) 928-6541

Day Kimball Healthcare Centers

55 Green Hollow Road | Danielson, CT 06239
(860) 779-0066

612 Hartford Pike | Dayville, CT 06241
(860) 779-9270

12 Lathrop Road | 31 Dow Road | Plainfield, CT 06374
(860) 457-9133

6-12 South Main Street | Putnam, CT 06260
(860) 928-8360

Day Kimball HomeCare

320 Pomfret Street | Putnam, CT 06260
(860) 928-0422 | (800) 664-2442

68 Ashland Street | Griswold, CT 06351
(860) 376-3796 | (800) 664-2442

Day Kimball HomeMakers

32 South Main Street | Putnam CT 06260
(860) 928-5441

Hospice & Palliative Care of Northeastern Connecticut

320 Pomfret Street | Putnam, CT 06260
(860) 928-0422 | (800) 664-2442

Day Kimball Medical Group

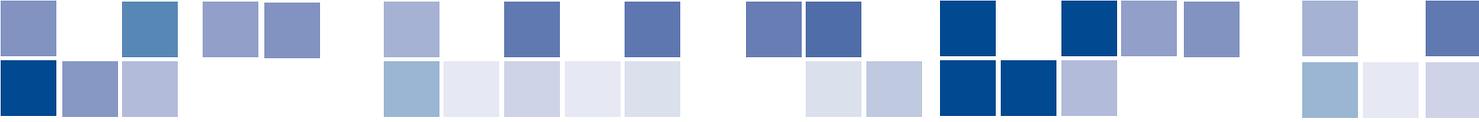
Primary Care | OB/GYN | Maternal Fetal
Medicine | Dermatology | Pulmonary Medicine
General Surgery

For locations, call 1 (844) DKMG DOC.

PERSONAL POCKET MEDICATION CARD



DKH DAY KIMBALL HEALTHCARE



KUDOS!

Please use this form to recognize an individual or a department who helped make your stay at Day Kimball better. You may return this form to your nurse **OR** return the form to:

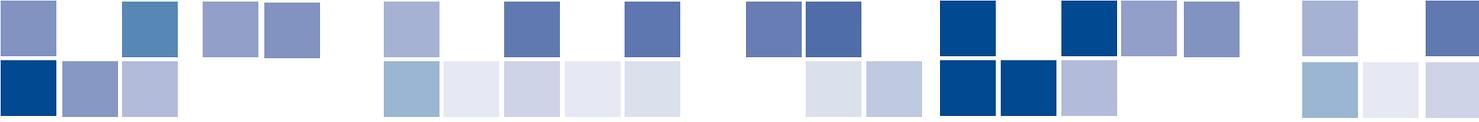
Day Kimball Hospital
Attention: Quality Department
320 Pomfret Street, Putnam, CT 06260

Name of Person / Department: _____

Comments: _____

 DAY KIMBALL HEALTHCARE

Revised 2/12



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Revised 2/12