FOR YOUR COMFORT & CONVENIENCE

Safeguarding Your Valuables
Jewelry, money and other valuable personal belongings are best left at home. If you have valuables with you and cannot arrange to send them home, please ask your nurse for assistance in placing these items in the hospital safe. Landmark Medical Center cannot be responsible for items you choose to keep with you, including eyeglasses, contact lenses, hearing aids, and dentures. These items are often lost or left on food trays. Please take extra care with them. They should be stored in the bedside table when they are not in use.

Mail & Flowers
Hospital volunteers deliver mail to patients Monday through Friday. Landmark Medical Center will forward to your home any mail you receive after you have been discharged. Flowers are delivered to your room Monday through Saturday. If you receive flowers after you have been discharged, the flowers will be returned to the florist, who will contact you about delivery.

“Going Green”
Landmark Medical Center is working diligently to conserve water, natural gas, and electricity, and is proud to participate in programs that are good for the environment. As part of this effort, your bed linen will be changed as needed, unless it is necessary for it to be changed more frequently. Patient care and comfort remain our highest priority, however. If you wish to have your linen changed more frequently, please let your caregiver know. Thank you for helping us conserve precious, natural resources.

Meals
The Nutrition Services Department is committed to providing not only appetizing and nutritious meals, but also nutritional support that will enhance your recovery. Each day a dietary hostess will help you with your menu selections. The hospital cafeteria, located on the ground floor, is open to the public from 7 a.m. to 6:45 p.m. daily.

Parking
Free parking is available for patients and visitors in the parking lot adjacent to the Cass Avenue entrance. Please ask your visitors to park in the designated areas. Handicapped parking is available at the Emergency Department entrance and adjacent to the hospital’s main entrance.
Pastoral Care
Volunteers are trained by the Office of Health Care Ministries of the Diocese of Providence, in cooperation with Landmark, to provide pastoral care. A greeter will visit you shortly after admission to determine your religious needs. If you would like a minister, priest or rabbi to be contacted, the greeter will notify the appropriate party. Holy Communion is administered daily (if you indicate upon admission that you are Catholic), or you can also call extension 2305 to request a visit from a Eucharistic Minister. A Catholic priest is available on an on-call basis for other sacraments and can be reached through your primary nurse, unit secretary or the hospital operator. There is also a non-denominational meditation room located on the first floor across from the elevators that is always open for meditation and prayer.

“SHHH! Silent Hospitals Help Heal”
Landmark Medical Center, along with other hospitals across the country, has embarked upon a “Quiet Campaign” to reduce noise levels throughout the hospital. The hospital has adopted the logo “SHHH,” which stands for “Silent Hospitals Help Healing.” To make our staff, patients and visitors aware that we take noise levels in the hospital very seriously, you will notice signs hanging in the hallways and staff wearing buttons sporting this logo. Please notify staff about noise that is disturbing your sleep and adding stress to your hospitalization. Our goal is to provide a calming and soothing environment focused on health, wellness, and patient safety. You may also call extension 2728 with your concerns.

Smoking Policy
Smoking is not permitted within the hospital premises. Patients are encouraged to speak with their doctor about nicotine replacements or smoking cessation products.

YOUR CARE & SAFETY

Calling Your Nurse
Calling your nurse is as easy as pushing the call button at your bedside. When the button is pressed, a light will signal the nursing staff that you need assistance. A nursing staff member will answer the call as promptly as possible. A call button is also located in the bathroom.

Patient Identification
Upon admission, you will receive a wristband that includes your name, date of birth and other information. It is important that you wear this wristband throughout your hospital stay. Before you receive any medication, treatment or procedure, our staff will confirm two patient identifiers: your name and your date of birth. Please understand that our staff asks you for this information for your safety, not because they do not remember you!

Medication Safety
Tell your nurse or doctor about all medications you are taking at home, including prescription drugs, herbal medications and medications you get without a prescription. Do NOT continue taking medications you have brought from home without first discussing it with your doctor. If you bring in medications from home, please inform your nurse. If you have questions about, or do not recognize, the medications you are given in the hospital, be sure to ask your nurse, pharmacist or doctor for clarification and information.

Pain Management
Landmark Medical Center wants you to be comfortable during your stay. If you experience pain for any reason, our dedicated staff will work with you to get the best possible pain relief. Despite our best efforts, you may experience pain that we are not able to completely eliminate. Make sure you communicate with your healthcare staff and set goals for pain relief. Work with your nurse to decide what level of pain will allow you to rest and participate in your care.

Allergies
Tell your doctor or nurse about any allergies you have to medication, food, latex, etc. If you have allergies, you will receive a red identification wristband so staff is aware of your allergies. Your nurse will review your wristband before administering any medication. Please tell your nurse if you have allergies and have not received a red wristband.

YOUR OPINION MATTERS

We appreciate the opportunity to serve you, and we encourage your input to help us improve our services to you. After discharge from the hospital, a group of randomly selected patients receive a survey from an independent third party. The survey asks you about your care and comfort during your hospital stay. The results are calculated quarterly to keep us informed of our patient satisfaction rates and to gain feedback so we can improve patient services. We thank you in advance for your participation in this survey, and we understand if you choose not to participate.
**Infection Prevention**

At Landmark Medical Center, we take infection control very seriously. The following checklist will help you stay safe during your hospitalization:

- Family, friends and children should not visit if they are sick.

- Wash your hands frequently with soap and warm water, rubbing your hands vigorously for at least 15 seconds. If your hands do not look dirty, clean them with an alcohol-based sanitizer. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry. Be sure to clean your hands before touching or eating food.

- Doctors, nurses and other healthcare providers come into contact with bacteria and viruses. That is why handwashing before any patient contact is important. Don’t be afraid to ask anyone they have washed their hands before they treat you.

- Healthcare providers should wear clean gloves when they perform tasks, such as taking throat cultures, taking blood and touching wounds or body fluids. Don’t be afraid to gently remind them to wear gloves. Gloves are not used in place of proper handwashing.

- Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose with a tissue or cough/sneeze into the bend of your elbow to prevent the spread of infection to others. Be sure to throw away used tissues and wash your hands right away.

- Tell your nurse immediately if the dressing on your IV becomes wet or loose. Also, report any signs of redness, swelling or pain at the site of the IV.

- If you have a catheter or drainage tube, let your nurse know if it becomes loose or dislodged.

- If you have diabetes, discuss the best way to control your blood sugar with your doctor. High blood sugar increases the risk of infection.

- If you smoke, consider our smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital. Ask your nurse for information.

**Avoiding a Fall**

All patients are assessed as to their risk of falling upon admission and throughout their hospital stay. Some medications may increase your risk. If you are considered higher risk, you will be given a bright yellow wristband to alert staff. A yellow sign will be hung outside your door, and you will be given yellow no-slip socks to wear.

The following checklist will help you avoid a fall during your hospital stay:

- Make sure your nurse places your call button, bedside table and telephone within easy reach.

- Wear slippers with non-skid soles provided by the hospital and avoid wearing long nightgowns or robes.

- Ask your nurses or doctor what activities are safe for you to do on your own.

- Many falls happen when patients try to get up to go to the bathroom. Ask for help before you get out of bed, especially if you feel weak, lightheaded or dizzy.

- Never lean on or use an IV pole, overbed table or anything else with wheels to support yourself.

- Alert staff to spills on the floor.

- Do activities at a slower speed. Sit at the side of the bed and wait to see how you feel before you stand up. Be sure to ask staff if you need help with any activities.

- Pull the emergency cord if you are in the bathroom and need assistance.

- Please ask someone to unplug and plug in your IV pump.

- Allow a night light on during night hours.

**Bedside Assessment Team**

Should you or your loved one have a concern about your medical condition, the HELP line is available by calling extension 4357. Your concerns will be addressed rapidly.
**PATIENT RIGHTS & RESPONSIBILITIES**

**PATIENT RIGHTS**

Landmark Medical Center affirms the following patient rights:

**Respect & Dignity** – Each patient has the right to considerate and respectful care.

**Confidentiality** – Consistent with all federal and state laws, each patient has the right to expect that all information relative to his/her care will be confidential and secure.

**Information** – Each patient has the right to obtain complete and current information from caregivers concerning diagnosis, treatment and prognosis in a language that the patient most easily understands. When necessary, interpreter services can be arranged through a nursing supervisor. Each patient has the right to know the immediate and long-term financial costs and payment options of treatment choices, insofar as they are known. Each patient also has the right to know the names of caregivers, particularly the physicians involved in making diagnosis and treatment recommendations.

**Consent** – Each patient has the right to make decisions about the plan of care prior to and during the course of treatment, as well as to give or withhold informed consent to any proposed intervention. Except in cases in which a patient lacks decision-making capacity and the need for treatment is urgent, each patient should have the opportunity to discuss and request additional information related to the specific procedure and/or treatment, risks involved, length of recuperation, and medically reasonable alternatives and their accompanying benefits. Each patient also has the right to refuse a recommended treatment or plan of care to the extent permitted by law, as well as to be informed of the medical consequence of this action.

**Advance Directive** – Each patient has a right to have an advance directive (living will or durable power of attorney for healthcare) concerning treatment or to designate a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law or hospital policy. Each patient has the right to information about hospital policy that may limit the ability to fully implement a legally valid advance directive. If you already have an advance directive, please bring it to the hospital with you. If you do not have an advance directive, you will be asked if you would like to make one.

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**FOR YOUR VISITORS**

**General visiting hours for most units at Landmark Medical Center are 2 p.m. – 8 p.m.**

Your family and friends are welcome during posted visiting hours - we consider them good medicine! All patients should designate one family member as the primary contact person. We recommend brief visits, and ask that you have no more than three visitors in your room at a time. People with colds, sore throats or contagious illnesses should not visit. Consult your nurse about any special visiting arrangements.

**Critical Care Units**

Before entering the unit, all visitors must check in with the nurses’ station using the telephone located outside the unit. Please limit visitors to no more than two people at a time. We ask that visitor be limited to immediate family only, unless the patient requests otherwise. The nursing staff may need to ask visitors to leave at times for testing or care.

**Precious Beginnings Maternity Unit**

The goal of our family-centered maternity unit is to help you celebrate your baby’s birth, while balancing the need for rest, privacy, and education. The unit follows general visiting hours. The baby’s father is welcome any time. Children under age 12 (except siblings) are not permitted on the unit.

**Mental Health Unit**

Visiting hours are Monday through Friday from 1 p.m. – 2 p.m. and 7 p.m. – 8 p.m. and weekends and holidays from 2 p.m. – 4 p.m and 7 p.m. – 8 p.m. Children under age 12 require prior visitation approval from your physician. Please limit visitors to no more than two at a time. Visits are limited to common areas of the unit, not patient rooms.

**YOUR HOSPITAL BILL**

The charges listed on your bill from Landmark Medical Center include your room, diagnostic and therapeutic services, and supplies and drugs ordered by your physician. Fees charged by your doctor, emergency physicians, consulting doctors or surgeons, anesthesiologists, radiologists, pathologists, private-duty nurses and other professionals will be billed separately. If you have any questions or concerns about hospital charges or your bill, please call our Customer Service Department at (401) 769-4100, Ext. 6679.
Privacy – Each patient has the right to every consideration of privacy. Case discussion, consultation, examination and treatment should be conducted in a manner that is sensitive to the need to protect your privacy. Landmark Medical Center’s Notice of Privacy Practices, which is provided to every patient, describes your privacy rights and explains how the hospital uses and discloses protected health information. Please refer to the notice for more information.

Safety – Each patient has the right to receive care in an environment that a reasonable person would consider safe. Please let us know if you have suggestions as to how to make the hospital an even safer place.

Pain Management – Each patient has the right to appropriate assessment and management of pain. We will frequently ask you about your level of pain and set a goal for pain management.

Medical Record – Each patient has the right to have timely access to his/her complete medical record and to have the information interpreted as necessary within the scope of the hospital policy on confidentiality.

Transfer – Each patient has the right to evaluation, service, and/or referral as indicated by the urgency of the care required. When it is medically appropriate and legally permissible, a patient may be transferred to another facility only after receiving complete information and an explanation about the need for such a transfer.

Identity – Each patient has a right to be informed about any relationships (affiliation, ownership, financial interest, etc.) among the hospital, educational institutions, healthcare providers or payers that may influence the patient’s treatment or care.

Research – Each patient has the right to consent to or decline participation in proposed research protocols or human experimentation affecting care and/or requiring direct patient involvement. Each patient must have those protocols fully explained to him/her prior to consent.

Discharge Planning – Each patient has the right to expect reasonable continuity of care and to be informed by caregivers of available and realistic patient care options when hospital care is no longer appropriate.

Hospital Rules and Regulations – Each patient has the right to be informed of administrative policies, practices and structures related to protective services, interpreter services, patient care, treatment, and responsibilities. Each patient has the right to know the mechanisms for resolving complaints, grievances and conflicts, including accessing the Ethics Committee. Patients and their families are encouraged to report complaints and safety concerns to the nurse manager. Unresolved complaints or concerns should be reported to the risk manager at extension 2046.

Under no circumstances shall the registration of a complaint/grievance compromise current or future care. The vice president of patient care services shall facilitate the resolution of any conflicts in decision-making involving the care of a patient. Patients can also forward any complaints to the Rhode Island Department of Health by calling (401) 222-5200 and/or the Joint Commission on Accreditation of Healthcare Organizations (TJC) by calling (800) 994-6610.

Patient Responsibilities

Respect & Consideration – Each patient has the right to considerate and respectful care. Each patient is responsible for being considerate of the rights of other patients and hospital personnel, assisting in the control of noise, limiting the number of visitors, maintaining a smoke-free environment, and respecting the property of other people and the hospital.

Provision of Information – Each patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present medical complaints, past illnesses, hospitalizations, medications, and other matters relative to the patient’s health. Each patient must report unexpected changes in his/her condition to the responsible practitioner. Each patient is also responsible for communicating whether or not he/she clearly comprehends a contemplated course of action and what is expected of him/her.

Compliance with Instructions – Each patient is responsible for following the treatment plan recommended by practitioner(s) responsible for care, including adhering to the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and enforce the applicable hospital rules and regulations. Each patient is responsible for keeping appointments and, when unable to do so, for promptly notifying the responsible practitioner or the hospital.
Valuables – Each patient is responsible for all valuables including eyeglasses, dentures and hearing aids that the patient chooses to keep with him/her, rather than depositing in the hospital vault for safekeeping.

Refusal of Treatment – Each patient is responsible for his/her actions if the patient refuses treatment or does not follow a practitioner’s instructions.

Transfer of Care – Each patient has the right to request the transfer of care to another hospital or physician. The patient/family is responsible for initiating and pursuing the process required for a transfer.

Hospital Charges – Each patient is responsible for ensuring that the financial obligations of his/her health care are fulfilled as promptly as possible.

LANDMARK MEDICAL CENTER  
MISSION & VISION

Mission Statement
To provide a continuum of exceptional quality patient-centered services that improve health in a culturally competent manner that is creative and consistent with values aligned with our diverse communities.

Vision Statement
Landmark Medical Center will continue to be a full-service community hospital, providing the best standard of care for the communities we serve.

We will become part of a larger healthcare system, which will enable us to maintain a personalized environment committed to quality and providing access to advanced medical technology.

Speak UP™

Everyone has a role in making health care safe. That includes doctors, healthcare executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

S peak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.

P ay attention to the care you get. Always make sure you’re getting the right treatments and medicines by the right health care professionals. Don’t assume anything.

E ducate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

A sk a trusted family member or friend to be your advocate (advisor or supporter).

K now what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

U se a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission’s quality standards.

P articipate in all decisions about your treatment. You are the center of the health care team.

To prevent health care errors, patients are urged to...

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