

Beth Israel Lahey Health 
Mount Auburn Hospital

Patient Guide to Health and Services



Welcome



I want to personally welcome you to Mount Auburn Hospital, a part of Beth Israel Lahey Health. Mount Auburn is a regional teaching hospital of Harvard Medical School that serves the metropolitan Boston/Cambridge area.

Our mission is to provide compassionate and clinically excellent patient care and to teach students of medicine and the health professions. At Mount Auburn we believe that “every patient is the only patient”. We respect the dignity of you, our patients, as well as that of your families.

Mount Auburn Hospital is licensed by the Department of Public Health, accredited by The Joint Commission, and is a member of the American Hospital Association, the Council of Teaching Hospitals, and the Association of American Medical Colleges. Accreditations include the College of American Pathologists (CAP) and the American Association of Blood Banks (AABB) for laboratory. Mammography, breast ultrasound and stereotactic biopsy are accredited by the American College of Radiology.

I truly look forward to hearing about your experience as a patient at our Hospital either directly or through the patient survey you will receive after discharge. We are here to serve you, your loved ones, and our community through excellent, compassionate care.

Thank you for choosing Mount Auburn Hospital.

Yours truly,

A handwritten signature in black ink, appearing to read 'Edwin C. Huang'. The signature is fluid and cursive, with a large loop at the end.

Edwin C. Huang
President

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ABOUT MOUNT AUBURN HOSPITAL

Mount Auburn Hospital (MAH) is a vibrant regional teaching hospital closely affiliated with the Harvard Medical School and a member of Beth Israel Lahey Health (BILH). Our caregivers have been valued members of the community for well over a century. Founded in 1886 as the first hospital in Cambridge, Massachusetts, Mount Auburn has two central missions. The first is to improve the health of residents of Cambridge and the surrounding communities through the delivery of clinically excellent care provided with compassion. On parallel with this is the mission of the Hospital to teach students of medicine and the health professions to benefit the next generation of patients and their families.

MAH is committed to delivering health care services that are safe and efficient as well as clinically excellent. Our commitment to quality and safety is paramount and characterized by an overriding focus

on the patients and their experience at all times and in all places within our Health Care system. MAH strives to create an atmosphere of compassion, respect and commitment to all patients. Patients are admitted and treated without discrimination on the basis of race, ethnicity, language, religion, disability, sexual orientation, gender identity/ expression or socio-economic status.

MAH provides comprehensive inpatient, outpatient, and specialty services at our main campus and 25 off-site locations throughout the eleven communities that we serve: Cambridge, Belmont, Watertown, Waltham, Allston/Brighton, Arlington, Somerville, Lexington, Malden, Medford and Newton.

MAH staffs physicians who specialize in a wide variety of medical and surgical disciplines.



Anesthesiology
Bariatric Medicine
Bariatric Surgery
Cardiology
Cardiovascular & Thoracic Surgery
Critical Care
Dermatology
Ear Nose & Throat
Emergency Medicine
Endocrinology & Metabolism
Family Medicine
Gastroenterology
General Surgery
Geriatric Medicine

Hand Surgery
Hematology/Oncology
Infectious Diseases
Internal Medicine
Midwifery Services
Nephrology
Neurology
Neurosurgery
Newborn Services
Obstetrics & Gynecology
Ophthalmology
Oral Surgery
Orthopedic Surgery
Pain Management
Palliative Care

Pathology
Pediatrics & Adolescent Medicine
Physical Medicine & Rehabilitation
Plastic Surgery
Podiatry
Psychiatry
Psychology & Counseling
Pulmonary Medicine
Radiation Oncology
Radiology
Rheumatology
Substance Abuse & Addiction
Travel Medicine
Urogynecology
Urology
Vascular Surgery

TO PLACE A CALL

In-house Calls Dial the last 4 digits of the number

Local Calls..... 9+1+(Area Code) + (Seven Digit Number)

*Long Distance Calls..... 9+0+(Area Code) + (Seven Digit Number)

* Long distance calls cannot be billed to your hospital telephone or bill. After dialing you will hear a tone for a long distance carrier calling card. If you do not have a calling card, remain on the line for an outside operator who will assist in placing a collect or third party call.

IMPORTANT PHONE NUMBERS

Main Hospital Operator	0
Admitting.....	5030
Case Management/Discharge Planning.....	5565
Community Relations	5098
Gift Shop	8642
Lost and Found.....	5040
Medical Records	5027
Pastoral Care.....	8606
Patient Financial Services.....	5090
Patient Information	5031
Patient Relations	5100
Patient Ambassador	5016
Protection Services	5040
Social Work	5050
Volunteer Services.....	5016

TELEPHONES AND CELL PHONES

For your convenience, we provide in-room bedside telephones (with the exception of patients in our Critical Care Pavilion) at no charge for all internal hospital extension calls. If you would like to receive and make outbound calls using your bed-side phone you may sign up for an optional telephone service at \$15 per hospital stay and does not include long distance calls. Long distance calls should be placed on calling cards, by collect or by a third party. An operator can assist you with the latter two options.

Mount Auburn Hospital offers a few options to pay for your bed-side telephone fee: You may pay during admitting (Monday through Friday 6:30 am to 12 midnight and weekends 7:00 am to midnight), charge the fee to your home telephone bill or make payments by credit card, cash or check at the Patient Accounts Office (Needham lobby,

Monday through Friday between 8:00 am and 12 midnight). Please note if you charge back the bill to your home phone the charge will appear as "HOSP TEL SERV", along with an additional service fee and taxes of approximately \$1.75.

For the comfort of all patients, no incoming calls are permitted between 10:00 pm and 6:30 am. All telephones are amplified capable for the hearing impaired. Any patient with hearing difficulties may bring a TTD (text telephone for the deaf) to the hospital or borrow one from Telecommunications.

Patient Telephones are equipped with a volume control that has a boost volume level recommended by the FCC for the hearing impaired. If you have any questions regarding these options please call the Telecommunications Department at extension 5180.

COMMON TERMS

While you are in the hospital you will hear some words and phrases which may be unfamiliar but are frequently used. **Here are some of the terms and phrases.**

Anesthesiologist. This physician gives the proper anesthetic or medicine to help block out pain and make you sleep during the operation.

Arterial Line, or "A Line." This is like an IV but is placed into an artery, usually in your wrist but sometimes in the top of your foot or groin. It gives the doctors another way of measuring your blood pressure and also enables them to draw blood without having to stick you every time.

Blood Pressure. The measurement of the pressure in your body that helps us see how well your heart is working.

Blood Pressure Cuff. This is a wide piece of fabric that gently hugs your arm. It allows us to measure your blood pressure.

Chest PT or Chest Physiotherapy.

After your operation, it is normal for some congestion to collect in your lungs. Physical therapists are trained to help you cough this up and loosen the congestion. They do this by gently but firmly patting on your back. Later, they will help you build up your lungs by showing you how to blow a pinwheel or an incentive spirometer.

COMMON TERMS CONTINUED

Chest Tubes. These clear plastic tubes (about the size of a pencil) are placed in your chest during your operation to drain excess blood and fluid that builds up in the chest cavity during the operation.

Echo, or Echocardiogram.

The echocardiogram allows the doctors to look at your heart while it is beating. A technician will attach tiny stickers on your shoulders and your side, then put some jelly on your chest and move a small monitor (much like a microphone) over your chest area. The pictures will be recorded on the TV screen next to you. The picture is actually produced by sound waves. You must be very still for the pictures to be clear.

EKG, or electrocardiogram. This is a test that shows your heart's electrical activity. A lot of stickers will be placed on your chest. These will be attached to a monitoring machine which will give the doctors more information about your heart.

Electrodes. These are round stickers placed on your chest and attached to a monitor or TV screen so we can watch how your heart is working.

Extubated. After you are asleep in the operating room, a tube will be inserted in your lungs; the tube is attached to a machine that will do your breathing for you. It allows your heart and lungs time to recover from your operation without having to do all the work. When the tube is removed when you are better, you are "extubated."

Foley Catheter. A small tube that is inserted into your bladder. Its job is to drain urine out into a bag that is attached to your bed. This allows the nurse or doctor to measure how well your kidneys are working. It is usually placed after you are asleep for your operation.

Heart Catheterization (or Cath or Angiogram).

This is a special test done in the Cath Lab that provides very important information about your heart condition. During the cath, your doctor can check the different pressures in the lungs and heart and take pictures of how the heart is actually working. He does this by passing a very fine catheter through one of your veins up to your heart, so he can take pictures of the inside of your heart.

Heart Failure. This does not mean that your heart has failed. It refers to the times when your heart is acting sick.

Holding Area. This is a large room where surgical patients are taken just before they are to go into surgery. Two of your family members may go and stay with you until you are taken into the OR.

Intubated. After you are asleep in the operating room, a tube will be inserted in your lungs; the tube is attached to a machine that will do your breathing for you. While the tube is in, you will be "intubated." It allows your heart and lungs time to recover from your operation without having to do all the work.

IV. Intravenous or straight into the vein. By establishing an IV line, doctors and nurses can give you medicines and take blood samples without having to stick you each time.

NG Tube. This stands for the nasogastric tube which will be inserted through your nose to your stomach to keep air from collecting and also to keep your stomach empty. This will usually be done after you are asleep in the operating room. When it is in place you will not feel anything and the tube will be taped to the side of your nose and cheek just to keep it from slipping. If necessary you can also be fed through this tube.

COMMON TERMS CONTINUED

NPO. Refers to the Latin words (nil per os) that mean “nothing by mouth.” Your doctor will give these orders usually 6-8 hours before your operation and it means you cannot eat or drink anything at that time. This is ordered after your surgery as well. It is to keep you from choking

Operating Room (OR). This is the room where you will have your operation. There will be many people in surgical gowns and masks but you will be asleep most of the time you are in there.

Oxygen Mask. This is used to give you special air called oxygen. The mask is a clear plastic cup that fits over your nose and mouth. This is hooked to a bottle of oxygen that can be carried around with you.

Pacemaker. About the size of a chalkboard eraser, this small box is attached to you with wires that were placed on your heart during the operation. It will be turned on if your heart needs help beating more regularly.

Post-Op. After the operation, such as a post-op visit to the doctor.

Pre-Op. Before the operation, such as pre-op workup.

Pulse Oximeter (“Pulse ox”). This band-aid with a red light attached is taped on your finger to measure the oxygen level in your blood.

Recovery Room. The room where the nurses and doctors will monitor your progress immediately after you leave the operating room (OR). You will be in the recovery room for only a short time.

Respirator or Breathing Machine or the Ventilator. This machine is attached to a tube which is inserted into your lungs to do your breathing for you. This is done after you are asleep in the operating room. While the tube is in, you will be “intubated” and when it is removed, you will be “extubated.” It allows your heart and lungs time to recover from your operation without having to do all the work.

Respiratory Therapy Staff. While you are on the breathing machine, these specialists come by to check your oxygen and listen to your lungs. They also take care of the respirator.

Stethoscope. This tool lets the doctors and nurses listen to your heart and lungs. They might let you listen also.

Suction. This acts like a small vacuum that is used to clean out your breathing tube or your NG tube. This is to prevent mucus from clogging up the tube.

X-Ray. This camera takes pictures of the inside of your body. X-rays can tell the doctors the size and position of your heart and lungs. The X-ray technologist will ask you to be very still while they are taking the pictures. She will move the camera around to get the best view for your doctors. While you will not feel anything, you may hear a buzz while the camera is actually taking the picture.

INTERNET WIFI AND TELEVISIONS

Internet WI-FI

Mount Auburn Hospital provides patients, visitors and business partners FREE wireless internet access. Current Wi-Fi hotspots include, all Inpatient locations including Stanton and Needham Main Lobbies the Cafeteria and the Stanton Café, as well as the following waiting areas: Wyman 4 - Day Surgery, Radiology Department, Walk-in Center, Center for Women, Emergency Department, and the GI Unit.

Please note:

- Wi-Fi Service is a free service
- “mahguest” is the username which will appear on laptop and smart-phones
- For terms and conditions of Wi-Fi use please visit - www.mountauburnhospital.org under “Patient & Visitor Information” tab



Television

Color television sets are provided free of charge to all patients (except for patients in our intensive care units). See channel listing below:

- 2 - WGBH
- 3 - Spanish
- 4 - CBS
- 5 - ABC
- 7 - NBC
- 8 - Charles River/Radio 95.3
- 9 - MyTV 38
- 11 - CW 56
- 13 - Fox 25
- 15 - Versus
- 23 - TBS
- 24 - TNT
- 25 - USA
- 26 - NESN
- 27 - CNN
- 28 - Fox News
- 29 - ESPN
- 31 - Mother New Baby Care
- 32 - EWTN Catholic Channel
- 34 - Mount Auburn Hospital
- 35 - TV Guide/Radio 105.7
- 37 - Light Classic
- 38 - Symphonic
- 39 - Jazz
- 40 - Piano
- 41 - Pop/Contemporary

YOUR ACCOMMODATIONS

Your Room

Your room assignment at Mount Auburn Hospital is based on your admitting diagnosis and the bed availability on the day of your admission. Although we will do our best to accommodate room preferences and keep room changes to a minimum, you may at some point during your hospitalization be moved to new accommodations as your health changes. Private (single bed) and semiprivate (two bed) rooms are available.

Calling Your Nurse

A nurse call button is located at your bedside. When you press the button, the nurses' station is alerted that you need assistance, and a light will flash above your door. A staff member will respond to your signal immediately and will assist you with your needs and concerns.

Your Bed

Hospital beds are electrically operated, and your nurse will show you the proper use of bed controls for you to achieve the most comfort. Your hospital bed is probably higher and narrower than your bed at home. Bed rails are provided for your safety and comfort please use caution when entering and exiting your bed. Should you need assistance in operating, getting in and out of bed or using the bed rail please use the nurse call button to receive immediate assistance. Use of four side rails is no longer a standard of practice for patients at risk for falls. Mount Auburn Hospital staff will determine the best safety plan for you during your stay.



FAMILY AND FRIENDS

Visiting Hours

MAH encourages visitation when possible to promote a supportive, therapeutic environment. Visiting hours are specific to the unit and up to the discretion of the nurse/nurse manager.

Given the need to continually reassess and/or change patient and staff safety protocols, please check with the nurse on your unit for current visitation hours.

The Gift Shop

The Gift Shop is located off the Stanton main lobby and carries a wide variety of baby items, women's clothing, accessories, jewelry, books, magazines, toiletries, candies and assorted gift items. Hours are Monday through Friday, 10:00 am to 5:30 pm and closed on weekends.

Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate. On the Medical and Surgical Intensive Care units, please check with the unit regarding any gifts for patients.



PARKING AT MOUNT AUBURN HOSPITAL

Parking is available 24 hours a day, seven days a week in the Mount Auburn Hospital Parking Garages. The West Garage is accessed via the main entrance driveway to the Stanton Building. There are elevators in the West Garage. Access to the hospital is at the lobby level of the Stanton Building. The East Garage is located next to the Needham Building. Please note that there are no elevators in the East Garage, however there is direct access to the hospital elevators on Parking Levels A, C, and E from that garage.

Handicapped parking and access are also available in the West Garage and on Levels A & C of the East Parking Garage at regular garage rates.

Public Transportation

There are some metered parking spaces available on Mount Auburn Street but are very limited and are strictly enforced by the City of Cambridge. A convenient alternative to driving is to take public transportation if possible.

There is an MBTA bus shelter located directly in front of the hospital on Mount Auburn Street for the bus routes 71 and 73 from Harvard Square. The MBTA Red Line is located in Harvard Square, just 1/2 mile east of the hospital. There is also a bus stop across the street serving those headed west to Belmont and Watertown on the 71 and 73 bus routes.

Parking Rates

First 30 minutes ..	Free
30 min-1 hr	\$4.00
1-2 hrs	\$7.00
2-3 hrs	\$9.00
3-5 hrs	\$10.00*
5-7 hrs	\$15.00
7-12 hrs	\$35.00
12-24 hrs	\$40.00
Over 24 hrs	\$50.00

* If parked for more than three hours, refer to the Parking Discount section.

Parking Discount

All Hospital patients and their visitors and Medical Office Building patients who are parked for more than three hours per visit will receive a discounted parking rate of \$8.00. In order to receive this rate, you must take your garage ticket to the Stanton Lobby Parking Cashier Office or the Protection Services Console located next to the Emergency Department waiting room on the ground floor.

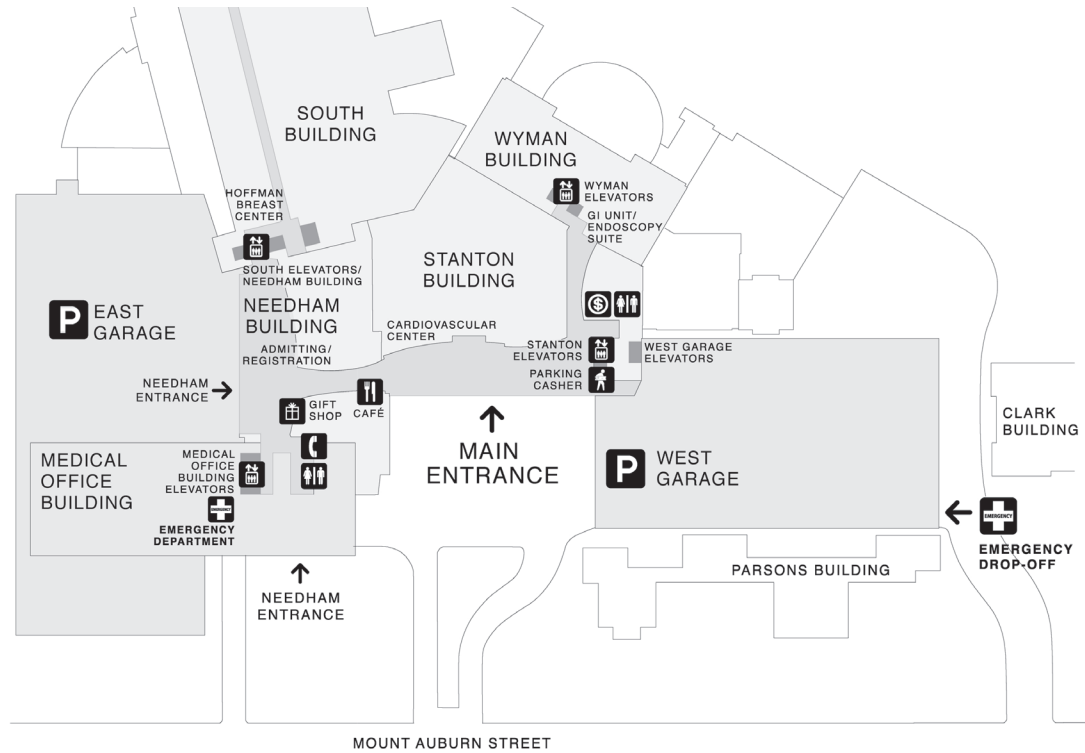
Discount booklets are available (10 validations per booklet for \$40.00) to family members of Critical Care Unit patients, Level 2 Nursery patients and patients admitted for more than 5 consecutive days, or patients with financial hardships. Booklets are available at Protection Services Console in the Emergency Department 24 hours a day or the cashiers office. Cash, credit cards or checks will be accepted. If you have financial hardship and cannot afford to pay the hourly parking rates, please contact Social Services at 617-499-5050.

Note: Please park only in marked spaces and always lock your car. We do make frequent patrols of the parking garage, however we cannot be responsible for loss or damage to your vehicle.

Questions

Questions about parking at Mount Auburn Hospital should be directed to the Protection Services Department at 617-499-5040.

CAMPUS MAP



Destination	Location
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Administration	South 2
Department of Medicine	
Department of Surgery	
Nursing Administration	
Admitting / Registration	Needham 1
Auditorium	Wyman G
Birthing Center	Stanton G
Blood Bank	Wyman G
Blood Donor Center	Wyman G
Cafe	Stanton 1
Cafeteria	Needham 2
Cancer Treatment Center (Medical Oncology)	Wyman 3
Cardiac Catheterization Laboratory	Stanton G
Cardiovascular Center	Stanton 1
CAT Scan	South G
Center for Women	South 1
Chapel	Needham 1
Critical Care Pavilion (Medical / Surgical ICU)	Stanton 4
Day Surgery Center	Wyman 4
Electrophysiology Unit (EP Lab)	Wyman G
EMERGENCY DEPARTMENT	Needham G
Gift Shop	Needham 1
GI Unit / Endoscopy Suite	Wyman 1
Health Sciences Library	South 2
Hoffman Breast Center	South 1
Infection Prevention	South 2
Information	Stanton 1
Interventional Radiology	South G
Labor and Delivery	Needham 5
Lynch Board Room	South 2
Main Laboratory	Wyman G
Medical Education	South 2

Multiple Sclerosis Center	South 1
MRI	South G
Parking Cashier	Stanton 1
Patient Accounts	Needham 1
Patient Rooms:	
N331-N348	Needham 3
N409-N417	Needham 4
N701-N715	Needham 7
N801-N818	Needham 8
S301-S325	South 3
S403-S455	South 4
ST350 -ST369	Stanton 3
Phlebotomy	South 1
Podiatry	South 1
Primary Care	South 1
Radiation Oncology (Linac)	Stanton G
Radiology	South 1
Radiology / X-Ray	South G
Step Down Unit	Needham 4
Surgical	Stanton G
Reception / Waiting	
Post Anesthesia Care Unit (PACU)	
Surgical Pre -Test	Wyman G
Travel Medicine	South 1
Walk-In Center	South 1
Wyman Center - Mental Health for Older Adults	Wyman 2
Garage Access:	
East Garage	Needham 1
West Garage	Stanton 1

Please take your parking ticket with you and pay at the parking cashier before returning to your car.

FINANCIAL INFORMATION & SERVICES

Our Financial Policy

Mount Auburn Hospital is committed to providing you with the best possible health care. In order to achieve this we need your cooperation and understanding of our financial policies.

Prior to Receiving Elective or Non-Urgent Care

We ask that you please:

- Provide complete and accurate insurance and contact information
- Talk with your doctor regarding the anticipated tests and services
- Contact your insurance company to verify coverage and benefits available to you
- Check to see if a referral or authorization is required
- Take advantage of the option to pay co-payments or prior balances prior to time of service

When You Arrive

On the day of your visit, please be sure to bring your insurance card, personal identification (like a driver's license), and necessary referral information. If applicable, you may be asked how you would like to pay any co-payments, deductibles, or prior balances due at the time of service.

During Your Stay

Mount Auburn Hospital wants to do everything possible to help you meet your financial obligation for hospital care. If you do not have insurance, or have limited coverage, one of our Financial Counselors may contact you prior to discharge to assist in determining if you qualify for financial assistance, or if there are any programs available that will help you pay your balance.

After Your Visit

If you have insurance, Mount Auburn Hospital will submit a bill to your plan for services rendered, as appropriate. Any co-payments, deductibles, or other outstanding balances not paid by your insurance company will be billed to you. You can pay your hospital bill at the hospital's Cashier's Office, by mail, over the phone, or online at <http://www.mountauburnhospital.org>. If you have questions about your hospital bill, call 617-499-5090 between the hours of 8:30 am to 4:30 pm. You may also e-mail your questions 24/7 to mahbilling@mah.harvard.edu.

Financial Assistance

Mount Auburn Hospital will not deny anyone emergency medical care due to the lack of insurance or inability to pay. If you do not have insurance and would like to see if you qualify for financial assistance, or if you would like to hear about our prompt pay discounts and payment plan options, you may contact our Financial Counselors at 617-441-1671, or our Financial Assistance Office at 617-499-5560.

Other Types of Bills That You May Receive

Although all of your care may have been received at the hospital, if you have also received services from specialists, like surgeons, radiologists, pathologists, or anesthesiologists, you may receive a separate bill from these providers.

For your convenience, below is the contact information for some of these specialty providers:

Emergency and Walk-in Clinic Physicians:
617-499-5488

Radiology (Schatzki Associates):
617-499-6789

Pathology (Mount Auburn Pathology Associates): 800-501-6782

Anesthesia Associates of Massachusetts (AAM): 781-407-7771

YOUR HOSPITAL TEAM

The Medical Staff

The physician who admits you is responsible for directing your care while you are in the hospital. Your physician should be consulted if you have questions about your illness. Mount Auburn Hospital employs a Hospitalist Service which is comprised of a team of internists and medicine sub-specialists whose focus is the care of hospitalized patients. This service provides effective, on-going communication with the patient's Primary Care Physicians and their families.

The Nursing Staff

A team of professional registered nurses, licensed practical nurses and nurse assistants provides 24 hour nursing care. A nurse manager is responsible for directing and coordinating nursing care on each unit. Feel free to contact your nurse or the nurse manager if you have questions or concerns.

Pastoral Services

We believe that total patient care demands attention to the spiritual, as well as the physical and emotional, needs of each patient. Members of the Pastoral Services staff are available to assist you, whatever your religious tradition. Your community clergy is always welcome to visit you while you are here. See page 22 for more details regarding our Pastoral Services.

Dietitians

The hospital maintains a staff of full-time registered dietitians to meet your dietary needs during your stay. If you have questions about your meals or diet, call extension 3059. For more information about your meals see page 14.

Case Managers

Nurse Case Managers/Discharge Planners are available to all inpatients and families to facilitate access to appropriate levels of care and provide discharge planning services.

Social Workers

Clinical social workers serve in a variety of roles for patients experiencing the profound changes that can be caused by medical challenges, mental health issues, the stress of caring for a loved one or the adjustment to any type of loss. Social workers can also provide some ongoing assistance before or after hospitalization. This might include counseling or psychotherapy, assistance with long-term care planning, medical decision-making, guardianship and end of life issues or help with problem solving around financial concerns and community resources. Ask your Health Care worker for a referral or call the Social Work Department at extension 5050 for more information.

Housekeepers

Our housekeeping staff cleans your room daily. If there is a housekeeping problem in your room or bathroom facility, tell your nurse, and it will be taken care of as soon as possible.

Volunteer Patient Ambassadors

These specially trained volunteers are available to provide you with assistance and support by identifying people who can answer your questions, placing telephone calls, obtaining books and magazines, running errands within the hospital, or just being a good listener. Patient ambassadors will stop by your room to see if you need any assistance. To request a subsequent visit during your stay, please call Volunteer Services at extension 5016.

Other Personnel

During your stay many other health care professionals, including personnel from the Laboratory and Radiology Departments and physical or occupational therapists, may visit you. In addition, many behind-the-scenes workers, such as accountants, engineers, food service workers and others who contribute greatly toward your well-being while you are here.

FOOD AND NUTRITION SERVICES

Your Meals

Healthy meals are an important part of your treatment and recovery. Mount Auburn Hospital makes every effort to provide nutritious meals that are prepared according to your doctor's orders. Our Room Service Program is designed to give you greater control over the timing and food provided during your stay with us.

A menu can be found in your room. To order your meals review the menu and dial 3663 (FOOD) to speak with a member of our staff. The nutrition clerk will take your selections and contact our kitchen to place the order. A Meal Service Attendant will deliver the meal to your room.

The kitchen is open from 7:00 am to 6:30 pm daily. You are welcome to request any of the items within your diet restrictions offered on our menu during our regular hours of operation. Please note that if you are on a special diet prescribed by your doctor, our nutrition clerks will offer food substitutions to you.

You may request a meal at any time during our open hours. Upon request, meal boxes are available for after-hours dining. Occasionally your meal may be delayed if you are scheduled for a special test or treatment. When you return from treatment and your nurse and/or physician has said it is ok for you to eat, phone extension 3663 (FOOD) and your meal will be delivered to your room.

Cafeteria

The cafeteria at Mount Auburn Hospital is open Monday through Friday from 6:30 am to 7:00 pm. On weekends the cafeteria is open from 7:00 am to 6:30 pm. The cafeteria is located on the second floor of the Needham building.

Coffee Shop

The coffee shop at Mount Auburn Hospital is open Monday through Friday from 7:00 am to 4:30 pm. The coffee shop is located in the main lobby of Stanton building.

Vending Machines and Micromarket

For your convenience, Mount Auburn Hospital has vending machines and a micromarket available 24 hours a day 7 days a week for snacks and beverages. The micromarket features a cashless, self-service system for you to enjoy freshly brewed Starbucks Coffee, freshly made snacks, sandwiches and salads, as well as frozen meals you can heat in the microwaves provided. Additionally, there are vending machines on the first floor lobby in the Stanton building near the gift shop and near the Wyman elevators.



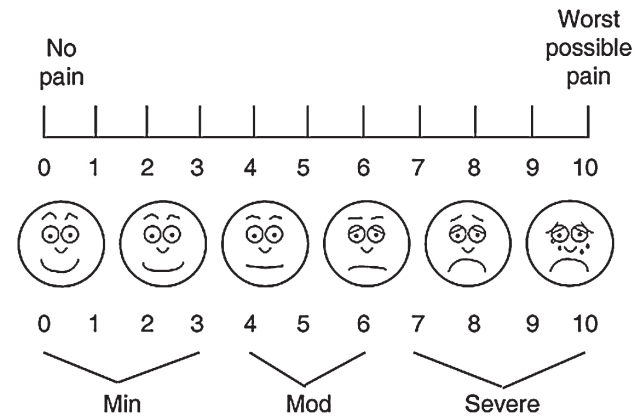
PAIN MANAGEMENT

Are You in Pain?

As a patient at this hospital, you can expect:

- Information about pain and pain relief measures
- Concerned staff committed to pain prevention and management
- Health professionals who respond quickly to reports of pain
- Reports of pain will be believed, and
- State-of-the-art pain management

Choose the face that best describes how you feel:



Patient Responsibilities

As a patient at this hospital, we encourage you in:

- Asking your doctor or nurse what to expect regarding pain and pain management
- Discussing pain relief options with your doctors and nurses
- Working with your doctor and nurse to develop a pain management plan
- Asking for pain relief when pain first begins
- Helping your doctor and nurse assess your pain
- Telling your doctor or nurse if your pain is not relieved
- Telling your doctor or nurse about any worries you have about taking pain medication



PAIN MANAGEMENT

The employees of Mount Auburn Hospital are committed to working with you at managing your pain. To do this, we will ask you many questions about your pain. Ask yourself:

- Where is your pain?
- How would you describe your pain? (burning, crushing, stabbing, shooting)
- How bad is the pain on a scale of 0-10? (0 being no pain and 10 being worse pain)
- What makes the pain worse?
- What makes the pain better?

Why do we care about pain management?

We understand that having your pain controlled is in your best interest. It helps you to:

- do breathing exercises after surgery and walk to get your strength back faster
- feel better sooner
- avoid problems like pneumonia and blood clots
- enjoy life as you want to live it

What can you do to help?

- Take your pain medication (or ask the nurse) for pain medication as soon as you feel it.
- Take pain medication before treatment or activities that may cause pain.
- Try one of the following non-drug treatments:

Relaxation breathing

- Breathe in slowly and deeply through your nose.
- As you breathe out slowly, feel your muscles relax and the tension leave your body.

Abdominal breathing

- As you breathe in, focus on your belly rising.
- As you breathe out, focus on your belly returning to normal.

Peaceful past experience

Think about a time in your life that made you feel peaceful, happy, and relaxed. You can draw on that experience to bring you peace and comfort now.

- Close your eyes and remember how you felt at that time.
- Picture the place, the time, or the people around at the time.
- What made this experience peaceful? (sounds, smells, feelings)

Active listening to recorded music

- Keep your eyes open as you focus on a pleasant object.
- Listen to music you enjoy.
- Tap, click your fingers, or nod to the beat.

Temperature control

Some pain can be reduced by applying heat and/or ice to the location of your pain.

Why you should take pain medication?

Managing your pain promotes your health and well being.

Pain Medication Options

Long-Acting Medications: are taken around the clock so some pain relief effects are present at all times.

Breakthrough Medications: are taken when the long-acting medication doesn't control the pain through to the next dose of long-acting medication.

PRN medication: should be taken when pain begins to prevent the pain from taking hold. It may be needed around the clock initially to manage pain.

PCA medication: Patient-Controlled Analgesia allows you to press a button to deliver medication through your IV (intravenous line). Press the button as soon as pain begins.

Epidural: delivers pain medication through a small tube placed in your back.

Patches: some medication can be given by a patch applied to your skin.

PAIN MANAGEMENT

There are 2 types of analgesics:

- non-prescription (over the counter)
- prescription pain medications

Pain Medications Non-Prescription:

- Are used for mild to moderate pain
- Can be bought at any drug store

Examples include:

Acetomenophen (Tylenol): can be taken on a regular basis but not to exceed 4 grams a day or 8 regular strength (325 mg) tablets.

Non steroidal anti-inflammatory drugs:

They are often prescribed for pain related to an inflammatory process (eg. Arthritis). They may cause some stomach upset and should be taken with food or milk.

Examples include:

- Ibuprofen (Motrin, Advil, Nuprin)
- Naproxen (Naprosyn, Aleve)

Common side effects of these drugs are prolonged bleeding, headache, drowsiness, dizziness, nausea, vomiting, diarrhea, indigestion.

Pain Medications Prescription (Opioids)

These are used for moderate to severe pain. They work on the brain to change your response to pain, and may be used alone or with non-prescription medication.

Examples include:

Codeine, Hydromorphone (Dilaudid), Morphine, and Oxycodone (in Percocet).

Common side effects of these drugs are constipation, drowsiness, dry mouth, urine retention, nausea and vomiting.

- Opioids may cause constipation. To prevent this, increase your fluid intake (8-10 glasses of fluid/day), eat foods high in fiber, and exercise each day. Ask your doctor for advice for a stool softener/laxative. You should move your bowels at least every other day.

• If your medication causes dry mouth:

- Avoid smoking and hot spicy foods
- Eat popsicles, shakes, yogurt
- Chew sugarless gum or hard candy
- Rinse your mouth and brush your teeth frequently

• If your medication causes you to be sleepy or dizzy:

- Rise from a sitting/lying position SLOWLY
- Make sure you know how you react to any medication before you drive, operate machinery, or do other jobs that require you to be alert.

• This medication has been prescribed for you;

- Do not let anyone else take your medication
- KEEP MEDICATION IN A CHILDPROOF BOTTLE AND OUT OF THE REACH OF CHILDREN

Please discuss any side effects you experience with your doctor or nurse. A new medication can be ordered if this one causes side effects. Experiences others have had with a certain medication may not affect you in the same way. YOU know YOUR pain best. Help us understand it so we can better help you.



FOR YOUR SAFETY

Partnering With Our Patients

SPEAK UP

Everyone at Mount Auburn Hospital has a role in making your care safe. As a patient, you also play an important role by becoming an active, involved and informed member of your care. We encourage you to...

Speak up when you have questions or concerns about your care. If you don't understand, ask again. We have the time to answer your questions.

Pay attention to the care and treatments you receive. It's OK to ask what they are and what to expect.

Educate yourself about your illness and treatment plan by gathering information about your condition.

Ask a trusted family member or a friend to be your advocate.

Know what medications you take as well as why and when you take them.

Understand that you have the right to express concerns about your care and safety and receive a prompt response. We welcome your feedback.

Participate in all decisions about your treatment.

*Based on the Joint Commission
Speak Up materials.*

You might have questions about the following:

Hospitalization

Do you understand why you were admitted to the hospital?

Treatment

Do you understand what will be happening to you while you're in the hospital?

Tests

What kind of tests have you had? What were the results? What did the results mean?

Medications

What drugs are you presently taking? What will you be taking when you go home? What will be the schedule? Are there any side effects you need to know about?

Activities of daily living

When you go home, when will you be able to resume your regular activities and diet? Are there any restrictions? Why and for how long?

Concerns, problems

Do you know if there are any danger signals that you should look for? What are they? Who do you call? What is the phone number?

Follow-up

Do you need follow-up appointments? Do you need special equipment or help at home? How do you get it, if you do?

Rapid Response System

A "911" for patients who are hospitalized.

Sometimes patient who are in the Hospital have emergencies. At Mount Auburn Hospital we have a special team called Rapid Response. This team takes care of patients who need fast, expert care because their condition has changed.

You can help. You know your loved one best. You are an important part of the health care team. Tell the nurse or doctor if there is something that worries you. We will work with you to give your loved one the best care possible.

FOR YOUR SAFETY

Wheelchairs

Wheelchairs are available on all nursing units. If you need assistance with a wheelchair please ask a member of the hospital staff.

Fire Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is a fire-resistant building, and the staff is trained in fire protection. In case of a real fire emergency you will be assisted by a member of our staff.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen.

Medications

While you are staying at Mount Auburn Hospital all of your medications will be prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedsides. Please let our medical staff know of any medications, supplements and/or herbal remedies you are taking. For medication safety guidelines please see pages 33-41.

Valuables or Lost Items

Patients are asked not to bring items of value to the hospital. If you do bring a valuable item, it should be deposited in the safe in the Admitting Office. You will be given a written receipt for all items, which must be presented when you withdraw them. The hospital does not accept responsibility for items of value unless they are deposited in the safe. Our Lost and Found is located in the Protection Services Console next to the Emergency Department. Contact x5040 if you have lost an item and wish to check the Lost and Found.

Weapons Policy

Mount Auburn Hospital and its affiliates are committed to the health and safety of its patients, visitors and staff and thereby define all related locations on and off the main campus as "weapons free zones". Any potential weapon (gun, knives, MACE, etc.) should not be brought onto the facility and should be secured in one's vehicle prior to entering the facility.

Mount Auburn Hospital Promotes a Healing Environment

Mount Auburn Hospital is committed to providing Excellence with Compassion in every aspect of care it provides to patients and families. To achieve this, there must be an environment of mutual respect and support by staff, patients and families.

We understand that health related events can be stressful. At times, reactions to these events can result in aggressive behavior: abusive language, intimidation and/or treats to staff. These behaviors are NOT acceptable and will be addressed immediately with the individual and the care team. Further behavior of this type will result in intervention by management and may result in restricted access to the facility.

Workplace Violence

Aggressive behavior does not belong here and will not be tolerated.

Examples of aggressive behavior include:

- Failure to respond to staff instructions
- Abusive language
- Physical assault
- Threats
- Verbal harassment

Incidents of aggressive behavior may result in removal from this facility.

LIVING WILLS AND HEALTH CARE PROXY

Mount Auburn Hospital and its staff support your right to make choices about your own Health Care. You should make choices based on as much information as possible. As providers of Health Care, we can help in obtaining information and in dealing with some of these difficult choices.

Below you will find information on Health Care Proxies and Living Wills. For information on additional medical decision options, including withholding treatment, comfort measures, organ donation and autopsy, please consult your nurse for a *Choices: Medical Decision Making for You and Your Family* brochure.

Health Care Proxy

Massachusetts law provides that you can designate an individual (known as your agent) to express your wishes for treatment or to make unforeseen Health Care decisions for you if you are unable to do so. You may designate your agent by signing a simple, legal document called the Massachusetts Health Care Proxy. Before designating your agent, you should discuss your values and treatment preferences in detail with that person.



If, during an illness, you become unable to make your own treatment choices, your physician will turn to the person you have named in your proxy. To make informed decisions for you, that person is entitled, by law, to all information about your condition. With your physician, that person will make decisions about your treatment until you can make decisions for yourself. The hospital is obligated to carry out the decisions of your agent to the same extent that it would if you could make them yourself.

If you have not appointed an agent to act for you, your physician will most likely consult with your next of kin. The next of kin, however, is not automatically the legal spokesperson for a patient. Further, in large families there is often disagreement about critical treatment decisions. That is why it is so important that you decide before you become ill who will speak for you and that you formalize that choice by signing a Health Care Proxy.

Forms for the Health Care Proxy are available from the Mount Auburn Hospital physicians, chaplain, social workers, physician assistants or from your nurse. You should send copies of the signed documents to your physician and to the Mount Auburn Hospital Medical Records Department for your permanent medical record. If you sign the document while you are a patient in the hospital, the person assisting you in that process will see that it is included in your chart.

If you would like to learn more about the Health Care Proxy and other medical decisions ask your nurse for the “Choices Medical Decision Making for you and Your Family” brochure.

LIVING WILLS AND HEALTH CARE PROXY

Patient Representative

We encourage you to designate a Health Care Proxy. In addition, you may designate an individual to act as your patient representative who would assist you with making medical decisions. If designated, we will work with your patient representative for the duration of this admission/visit, and will involve him/her in discussions about care planning, informed consent, pain management and discharge planning at your request. You may designate a patient representative orally or in writing to a member of your care team.

The Patient Representative is different from a Health Care Proxy because a Health Care Proxy becomes active only after you have become unable to make your own medical decisions. A Patient Representative is someone you designate to make medical decisions on your behalf even though you are able to make your own medical decisions.

Living Will

Some people have strong opinions about certain medical treatments, particularly those popularly known as extraordinary measures: ventilator or support (breathing machine) for someone who is having trouble breathing, tube feeding and IV fluids, dialysis, and, sometimes, antibiotics and medicine to support blood pressure. You are encouraged to think about these Health Care issues and to discuss them with your physician and family.

You may state your wishes for treatment in a Living Will. Although it is not a legally binding document in Massachusetts, the Living Will is a helpful tool to guide your Health Care agent, your physician, and your family in making decisions, should you be unable to do so. Mount Auburn Hospital does not provide forms for the Living Will. You may make your wishes known by writing and signing a statement in your own words or by consulting an attorney.

Palliative Care Service

Palliative care is team-based, specialized medical care for people with serious illness which focuses on the patient's physical, emotional and spiritual needs with the goal of improving quality of life and relieving suffering. The palliative care team at Mount Auburn Hospital consists of a board-certified physician, social worker and chaplain. Consultation with a palliative care provider may include:

- Expertise in management of your pain and other bothersome symptoms.
- Close communication with you and designated family members about your illness, treatment choices, and likely outcomes.
- Coordination of care among all of your health care providers.
- Emotional and spiritual support for you and your family.
- Help planning for your care after hospitalization including referral to home services, outpatient palliative care, or hospice when appropriate.
- Bereavement support and referrals.

Palliative care is provided at any stage of a serious illness, even when receiving active treatment such as chemotherapy or radiation. Most insurance plans, including Medicare and Medicaid, cover palliative care services. For a Palliative care consultation, ask your attending physician or primary care doctor for a referral.

For more information, please call 617-864-1613.

SPECIAL SERVICES

Pastoral Care Services

Chaplains at Mount Auburn Hospital are here to support you and your family during your treatment or hospitalization. They are an integral part of the health care team and often round with the physicians or participate in family meetings to discuss treatment plans for a specific patient.

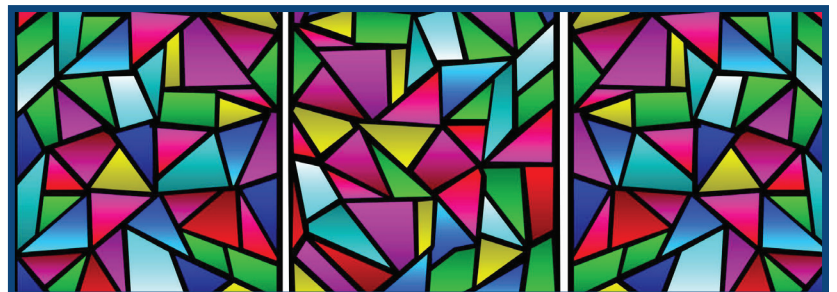
Chaplains offer consultation and counsel regarding spiritual, emotional and ethical matters. Chaplains offer support and guidance to those seeking meaning and purpose, reconciliation, hope and/or balance in their lives. Chaplains provide prayer, scripture, sacraments and worship services that can be helpful to you.

We are here to support patients and family members from all religious traditions and those who do not claim a religious tradition but desire spiritual support. Chaplains do not take the place of local clergy. Community clergy of all faiths can be contacted at your request.

The Chaplains are often seen as they make rounds on nursing units. To reach the Pastoral Care Office call ext. 8606. To reach the Catholic Chaplain call ext. 5206. Or you can have the Chaplain paged through the hospital operator.

Roman Catholic Eucharistic Ministers visit the hospital frequently to distribute Communion and Roman Catholic priests are on call to administer other sacraments. Requests for these services may be made by calling the Catholic Chaplain at ext. 5206.

The Chapel is located in the Needham lobby near the elevators to the doctor's offices. There you will find a quiet spot for prayer or meditation. There is also a selection of written materials that you may find helpful.



SPECIAL SERVICES

Interpreters

Interpreter Services are available for spoken languages and American Sign Language (ASL) 24 hours a day, seven days a week at no cost to the patient. Interpreter Services will provide interpretation in one of the following manners: face to face, telephonic, or video relaying.

For the Hearing Impaired and Visually Impaired

A telecommunications device for the deaf is available for use in our Emergency Department and a portable is available for use in patient rooms or public pay phones. Signage will be used to alert staff in every room where a visually-impaired patient is assigned. Additionally, the patient's care plan will prompt staff to provide visually impaired patients with assistive devices.

Ethics Committee

Mount Auburn Hospital has an active and knowledgeable Ethics Committee. Members are physicians, nurses, administrators, and other hospital personnel. The Committee's mission is to help the staff, patients, and patients' families in the discussion of medical ethics. The Committee also provides medical ethics education and consults on specific cases involving medical ethics issues. If you would like more information about the Ethics Committee, please call 617-499-5079.

Newspapers

The Boston Globe and The Boston Herald may be purchased either from a volunteer who will visit your room each weekday morning, by calling Volunteer Services at extension 5016, or a staff member can purchase the newspapers from the Café. On weekends, you can ask a staff member to get you a paper from the machines outside the main lobby.

Mail and Flowers

Mail is delivered to your bedside by a volunteer. Flowers are delivered directly to you by the florist/messenger. For health reasons, flowers are not permitted in the Medical and Surgical Intensive Care units. Your visitors are welcome to bring you flowers and gifts while you are at Mount Auburn Hospital.

Patient Education

Mount Auburn Hospital has a variety of patient education materials available for you. Please let your nurse know what you would be interested in learning more about and we will provide informational material for you. Patient Education Channels are available on the television channels 31, 32, 33 and 34. A full listing of television channels can be found on the TV Guide available to you by your bedside table.

GOING HOME

Your physician will decide when you are ready to leave the hospital, upon which he/she will write a discharge order. You will then be responsible for making arrangements with family members or friends to help you when it's time to go home. Some important things to remember regarding leaving the hospital:

Personal Belongings

Collect all your belongings from closets and drawers. If you have anything stored in the hospital safe obtain the valuable envelope stub from your nurse. Then present the stub to the cashier to obtain your valuables.

Discharge Instructions

Your physician and nurse will give you instructions about your post-hospital care. If you have any questions about your diet, activities or other matters, please be sure to inquire before your hospital discharge.

Medications

If your physician gives you a prescription, it can be filled at your local pharmacy. (Mount Auburn Hospital does not have an outpatient pharmacy.) For medication safety guidelines please ask your nurse for the "Medication Safety" brochure.

Transportation Service

When you are ready to leave, a member of the hospital staff will escort you in a wheelchair if necessary to the front entrance and help you into your car.

Help Us Improve Our Services

You may receive a questionnaire from the Press Ganey Company at your home after you have been discharged. We hope that you will take a moment to fill out this survey, providing us with comments about your stay. Patient comments are always appreciated, and we rely upon them to help us continue to provide excellent patient care as well as to improve our services.

Post Discharge Care

There are occasions when patients need additional treatment or care after they are discharged from the hospital. The Mount Auburn Hospital Case Management Department will work with patients and family members to meet their special discharge needs offering some specific options:

Acute Rehabilitation Hospitals/Skilled Nursing Facilities

Local facilities designed for patients who no longer require acute care in a hospital but who need additional short-term care after hospital discharge are available. These facilities provide rehabilitation and specialized medical/nursing care.

Home Health Care

Full service Medicare-certified home care agencies which supply nurses/nurse aides, medical social workers and therapists at home are available. Agencies providing private duty nurses, nurse aides and adult sitter services for discharged patients are also available.

Home Medical Equipment

A wide range of medical and oxygen equipment supplies to patients in their homes are available through durable medical equipment companies.

Lifeline Program

Mount Auburn Lifeline is a 24-hour personal response service. Upon subscription, a small communicator with built-in-speakers is installed near a telephone. The subscriber will also be given a small, lightweight, waterproof button to wear as pendant or around the wrist. When the button is pushed, a highly-trained monitor will talk with the subscriber and provide the appropriate response, responding to your location for assistance and transport to hospital if needed. The program also offers a similar button with a fall detection feature added. For more information call 617-499-5525.

PATIENT RIGHTS

Mount Auburn Hospital welcomes all members of our community regardless of age, ancestry, color, disability, gender, gender identity or expression, genetic information, handicap, military service, national origin, race, religion, sex, sexual orientation, or source of payment for your care. Mount Auburn Hospital is committed to providing you with the highest quality care and service. We want to partner with you to make sure that your experience here is excellent, comfortable, safe, and respectful. Below is a posting of the Massachusetts law which guarantees you rights and also explains your responsibilities as a patient.

YOUR RIGHTS:

Communication and Decision Making

- To know the name, role and specialty of all people who are providing your care.
- To medical confidentiality as provided under the law.
- To have your medical care and treatments explained to you clearly.
- To participate in decisions about your care, including the development and implementation of your in or out patient treatment/care plan, discharge plan, pain management plan and informed consent.
- To be treated with respect.
- To appoint a Health Care Proxy.
- To read your medical record and request a copy of your record.
- To express concerns about your care or safety and receive a prompt response.

YOUR RIGHTS:

Treatment and Care

- To privacy during medical treatment within the capacity of the facility.
- To refuse to be examined, observed, or treated by students or hospital staff without jeopardizing your access to care.
- To refuse to participate in medical research studies.
- To a quick response from our medical team when you are in pain.

- To prompt life-saving treatment in an emergency, regardless of your economic status or source of payment.
- If refused treatment because of economic status or the lack of a source of payment, to prompt and safe transfer to a facility which agrees to receive and treat you. We will: ensure your safe transfer; contact a facility willing to treat you; arrange the transportation; accompany you with necessary and appropriate professional staff to assist in the safety and comfort of the transfer, assure that the receiving facility assumes the necessary care promptly, and provide pertinent medical information about your condition; and maintain records of these actions.
- To emergency contraception if you have been sexually assaulted.
- To receive medical care that meets the highest standards at Mount Auburn Hospital regardless of age, ancestry, color, disability, gender, gender identity or expression, genetic information, handicap, military service, national origin, race, religion, sex, sexual orientation, or source of payment for your care.
- If you have breast cancer, you have the right to complete information regarding all treatments that are medically appropriate.
- If you are a maternity patient, you have the right to complete information regarding various types of deliveries.
- To be free from restraint or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.

YOUR RIGHTS:

Financial Matters

- To know if your doctor has a financial or other conflict of interest as it relates to your care.
- To request and receive information regarding financial assistance or free care. For more information, visit: <http://www.mountauburnhospital.org/patients-visitors/billing-insurance> or by phone at 617-499-5090.
- To request and receive an itemized bill and an explanation of the bill.

PATIENT RIGHTS

YOUR RIGHTS:

Personal Matters

- To have or refuse visitors, including but not limited to a spouse, domestic partner (including a same sex domestic partner) another family member, or a friend.
- To free interpreter services and/or special devices if you are limited-English speaking, deaf, or hard of hearing and/or visually impaired.*
- To tell us how, if at all, you would like your family (as defined by you) to participate in your care and decision making.
- To access spiritual support while you are in the hospital.
- To review and/or obtain a copy of your hospital medical record. We may deny your request in limited circumstances, but you may request that the denial be reviewed. The hospital may charge a reasonable copy fee, which is limited by state law.

YOUR RESPONSIBILITIES

You have a responsibility:

- To provide complete and accurate information about your medical history.
- To tell a doctor or nurse when you feel better or worse, especially if there is a sudden change in how you feel.
- To work collaboratively with your medical team.
- To speak up if you have a concern about your safety as a patient.
- To be considerate of other patients. This includes helping to control noise.
- To follow the rules of the hospital which are designed to keep you, other patients, and visitors safe and comfortable.
- To provide accurate information about your insurance or lack of insurance.
- To pay your bill to the extent that you can.

The hospital retains medical records for a minimum of twenty years from the date last seen. Any destruction of records will be done in a secure manner to protect the information from unauthorized disclosure.

Secondary records which are normally held in individual departments such as films, scans and other raw testing data, may be destroyed after a minimum of five years. Written reports of these testing materials are kept in the medical record.

* To access special devices/auxiliary aides, please contact your nurse or the Patient Relations Department at 617-499-5100. MAH TTY 617-499-5665 x3730

If You Have a Compliment, Complaint or Grievance

At Mount Auburn Hospital we strive to deliver the best possible care for our patients. If you have any concerns about your stay we encourage you to speak directly with your nurse, your doctor and/or a manager. You can also share your concerns with one of our staff in the Patient Relations Department who will work with the clinical team or department manager to resolve your concerns.

How to contact us:

Patient Relations Department,
Division of Quality and Safety
300 Mount Auburn Street
Cambridge, MA 02138
Phone: 617-499-5100
Email: patientrelations@mah.harvard.edu

Please also tell us if we exceeded your expectations.

You also may file a formal complaint or a compliment with the following agencies:

Complaint Unit, MA Department of Public Health, Division of Health Care Quality
99 Chauncy Street, 11th Floor, Boston, MA 02111
Phone: 617-753-8000 or 800-462-5540
Fax: 617-753-8165

Board of Registration in Medicine
200 Harvard Mill Square, Suite 330
Wakefield, MA 01880 • 781-876-8200

PATIENT RIGHTS

The Joint Commission's Office of
Quality Monitoring:
Phone: 800-994-6610
Email: complaint@jointcommission.org

If you have Medicare:

Kepro

Phone: 888-319-8452
5201 West Kennedy Blvd., Suite 900
Tampa, FL 33609

If you have a Blue Cross Blue Shield HMO, Harvard Pilgrim, or Tufts HMO and a primary care physician at Mount Auburn and have a complaint related to referral restrictions or other limitations of care, please contact our Patient Relations department with your concerns, unless the complaint is related to restrictions that should be addressed by your health insurer. You have the right to designate a third party of your choosing to act on your behalf during the appeals process. You may also contact:

The Office of Patient Protection

50 Milk Street, 8th Floor, Boston, MA 01209
800-436-7757

If you believe you have experienced discrimination, you may also contact:

U.S. Department of Health and
Human Services

200 Independence Avenue S.W., Room 509F,
HHH Building Washington, DC 20201

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

ATTENTION: If you speak [language], language assistance services, free of charge, are available to you.
Call 1-617-499-5750 (TTY: 1-617-499-5665 then x3730).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-617-499-5750

ՈւՇԱՂՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-617-499-5750

ப്രயோக: மீலிசவாழ்கநியாய சாலை, மொழிநீக்கம் மொழிநீக்கம் மொழிநீக்கம் மொழிநீக்கம் மொழிநீக்கம் 1-617-499-5750

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-617-499-5750

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-617-499-5750

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-617-499-5750

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-617-499-5750

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-617-499-5750

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-617-499-5750

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-617-499-5750

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-617-499-5750

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-617-499-5750

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-617-499-5750

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-617-499-5750

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-617-499-5750

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. 1-617-499-5750

PREVENTING INFECTIONS

What you can do to prevent infections and stay healthy in the hospital.

Germs are everywhere. Most of the time they don't make us sick because our bodies have strong defenses, like our skin and our immune systems, which keep us healthy. When you're in the hospital, you can be at greater risk of getting an infection because your immune system may be weakened and your skin may have open wounds from surgery or tubes. Hospitals are also places where germs and people at risk for infection come together. This gives germs a chance to move from one person to another.

According to the U.S. Centers for Disease Control, each year, more than 1.7 million people get infections while they are in the hospital. Fortunately, there are things your health care team—your doctor, nurses, medical aides and others—can do to prevent them.

You, as a part of the team, can do some important but simple things to prevent infection.

Everyone Washes Their Hands

The most powerful thing you, your health care team and your visitors can do to prevent infections is also the most simple. Everyone needs to wash their hands.



Wash your hands. You need to make sure that your hands are clean. Wash them regularly with soap and water or use an alcohol-based hand sanitizer.

Know that all health care workers should clean their hands before and after touching you. **In many hospitals, doctors and nurses are encouraging patients to ask them if they've washed their hands. So don't be afraid to remind everyone on your medical team, from your doctor to the aide who helps you, to wash their hands before and after they touch you.**

Remind your visitors to wash their hands. When loved ones come to see you, ask them to wash their hands before and after their visit. Explain why it's important to them and to you.

If you are visiting a patient, make sure to wash your hands before entering their room. It's good for your health and for theirs.

Protect Your Skin

Your skin is a natural defense against infection because it keeps germs out. To prevent infection, make sure all wounds and cuts are covered and bandages are changed regularly. This will keep them clean and protected from infection so they can heal.

- Proper hand hygiene is everyone's responsibility. Talk to your caregivers about their hand washing procedure and use of alcohol hand gel
- Ask your family and visitors not to come to see you if they have colds or other infectious problems
- Ask your physician about the pneumonia and influenza vaccines
- Understand all isolation and precaution procedures and expect compliance from all caregivers and visitors

Antibiotic Stewardship Information For Patients

What is antibiotic stewardship?

- Antibiotic stewardship is the responsible and appropriate use of antibiotics
- The goal is to use the right antibiotic at the right dose for the right length of time
- Stewardship programs are designed to:
 - o Ensure every patient gets the most benefit from antibiotics
 - o Reduce the risk of side effects and allergic reactions for patients
 - o Help save antibiotics for the future

What is antibiotic resistance?

- Resistance occurs when bacteria evolve in a way that stops antibiotics from working
- Some bacteria have even evolved to resist all available antibiotics, making them very dangerous and life-threatening
- Causes of antibiotic resistance:
 - o Over-prescribing of antibiotics
 - o Not taking antibiotics as prescribed
 - o Lack of proper and/or frequent hand washing

What can you do as the patient?

- Keep up with vaccinations. Vaccines prevent infections that may require antibiotics and prevent diseases from spreading
- Wash your hands with soap and water. This is the best way to keep yourself and family healthy by preventing the spread of germs that cause infections
- Take antibiotics exactly as prescribed. Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your healthcare professional
- Illnesses caused by viruses like the common cold will get better without antibiotics. Ask your healthcare provider what other treatments are available to help with your symptoms

*Developed by the Mount Auburn Hospital
Antimicrobial Stewardship Committee*

If You Are Having Surgery

Before your surgery. If you are scheduled to have surgery, you will get instructions on what to do before you come to the hospital. This may include how to prepare your skin, medications you should or shouldn't take, and other instructions depending on the type of surgery. Following these instructions carefully can help prevent infection and other problems.

After your surgery. You may be given instructions about what to do after you leave the hospital. This may include medications, how to care for your surgery site and activities to avoid. Be sure to follow these instructions carefully, including when and who to call if you think you are having a problem. This helps reduce the risk of infection and, if you get an infection, allows for it to be taken care of early.

Take antibiotics as directed. If antibiotics are prescribed for you before or after your surgery, make sure you take them as directed and for the full course ordered. This will help cure infections better and reduce the risk of your getting an infection that is harder to cure.

If You Have a Catheter

A catheter is a small tube that can be used to deliver fluids, medication, or nutrition into your body through your blood. A catheter can also be used to drain fluids from wounds or remove urine from your bladder. If you have a catheter or drain inserted, you may need to go home with it in place. So, prevention of infection continues after you leave the hospital.

STAYING HEALTHY

Ask your doctor or another member of your health care team to explain why you need a catheter or drain and what you should do to avoid infection. Find out how long you will need to have it in place, and how you can work with your health care team to make sure you stay infection-free.

Follow instructions for the care of your catheter or drain. Make sure you understand what you and others providing care to you need to do to keep your catheter or drain working as it should and uninfected.

Check your catheter or drain often. If the bandage becomes wet or dirty, or the catheter or drain falls out, tell your doctor or nurse.

Remember, everyone on your health care team is working to help you to stay healthy while you are in the hospital. Always feel free to speak up and ask your doctor and others on your team what you can do to help prevent infection and get better quickly.

For additional information on infection prevention, visit:
www.mass.gov/dph/dhcq
[www.partnershipforHealth Care](http://www.partnershipforHealthCare)



SURGERY

- Make sure you have a detailed conversation with your surgeon regarding your surgery and all elements of your consent.
- Ask questions about infections and other risks of surgery.

MEDICATIONS

- Keep an updated list of all your medications, including non-prescription medications, vitamins and herbals and bring it to the hospital with you.
- Know and communicate all allergies you may have.
- Talk to your doctor or nurse when you have any questions or concerns regarding your medications.

COMMUNICATION

- Ask questions. There are no wrong or bad questions.
- Get your results tests and procedures. Never assume no news is good news.
- Your identity must always be checked prior to the administration of any medication or taking a lab sample or giving any blood products. If you don't recognize a staff member, it's okay to ask their name and role.

PREVENTING FALLS

- Ask for assistance when needed getting in and out of bed.
- Some medications may increase the need to use the bathroom or make you drowsy, ask for assistance. We are here to help you.

HOW TO QUIT SMOKING

Smoking Policy

Mount Auburn Hospital is a tobacco-free campus. If you smoke, our nursing staff will discuss your needs with you during their assessment process and will work with your provider to ensure we are supporting you through your hospitalization. You may be offered a nicotine patch or nicotine gum, and/or connected with other supportive services or therapies.

Get Support and Encouragement:

- Talk with family and friends about how you are doing
- Get a group, individual or telephone counseling
- American Cancer Society – 800-ACS-2345

Why should I quit?

- Lowers your chance of heart disease, lung disease, stroke and cancer
- The people you live with will be healthier
- Want to have a healthier baby
- Need extra money to spend on things other than cigarettes

Why is it so hard?

- Nicotine is the addictive substance in cigarettes.
- Some people try to limit their intake of nicotine prior to actually quitting. This can be done by limiting the number of cigarettes smoked per day and/or by limiting the amount of nicotine in the cigarettes you smoke by smoking a low nicotine cigarette.

Make Plans!

- Call QuitWorks: A Service of the Massachusetts Smokers' Helpline
1-800-TRY-TO-STOP
<http://quitworks.makesmokinghistory.org>

Getting Ready: The 5 Day Countdown

Day 5:

Think about your reasons for quitting. Tell your friends and family you plan to quit. Stop buying cigarettes.

Day 4:

Pay attention to when and why you smoke. Think of other things to hold in your hand. Think of habits or routines to change.

Day 3: What will you do with the extra \$\$\$\$? Think of who to reach out to when you need help.

Day 2:

Buy the nicotine patch or nicotine gum, or contact your doctor to get a nicotine inhaler, nasal spray or the non-nicotine pill.

Day 1:

Throw away lighters and ashtrays. Throw away all cigarettes and matches. Clean your clothes and air out areas that smell of smoke.

QUIT DAY

Keep busy. Remind people its QUIT DAY. Stay away from alcohol.

Learn New Skills and Behaviors!

- Drink lots of fluids especially water
- Plan something enjoyable every day
- Distract yourself with hobbies, exercise
- Remind yourself why you are quitting
- Avoid places you connect with smoking
- Avoid alcohol
- Get plenty of rest (this is work too)
- Do something to reduce your stress (reading, hot bath, exercise)

MEDICATION SAFETY

Medications improve the quality of life for many people. There are many professionals involved in getting medication to you. Your doctor orders a medication, your pharmacist dispenses your medication, and your nurse administers medication. Mount Auburn Hospital is deeply committed to medication safety and has developed processes and computer systems to assure that you receive medications correctly and without error. While your health care team is working to protect your safety, there are many actions you can take to ensure your own safety with medication administration.

Do you know these things about your medications?

- Why was it prescribed and are there any options in your treatment?
- What is the medication's trade and generic name?
- What dose should you take?
- How should you take it?
- How frequently should you take it?
- Are there any interactions with other medications you are currently taking or with over the counter medications you take infrequently?
- Are there any interactions with foods you may eat?
- Does it matter if you take this on a full or empty stomach?
- Are there any side effects that you should report to your doctor?
- Are there any side effects that you can prevent by doing or not doing something?
- Where and how can the medication be safely stored? Does it need to be refrigerated?
- What should you do if you forget a dose?

When an Error occurs

Luckily, serious errors are rare. By taking the previously mentioned precautions you can protect yourself. But if an error should occur, you should get the following questions answered:

- How will the error effect me?
- Why did the error occur?

If you have any ideas on how the error could have been prevented, we invite your ideas in making us a safer hospital.

If you ever feel like your questions have not been answered satisfactorily, please ask to speak with the Nurse Manager who will work with you.

Together we can make a difference

Your health care team is doing everything it can to provide you with the medications you need. Taking the steps described and asking the right questions will make you a more informed patient and ultimately may prevent an error from occurring. Medication safety is a goal we are all working toward every day.

While you are in the hospital

- Herbal products are gaining popularity but they too can interact with medications your doctor may prescribe. Please remember to tell your doctor and nurse about herbal products and over-the-counter medications you may be taking.
- If you are taking a medication with an XL or CD written after the drug name, let your doctor or nurse know. It does make a difference!
- Never take a medication before you are told what it is.

MEDICATION SAFETY

- Medications may be made by more than one company so pills may contain the same medication but look different. Do not rely only on the look of a medication to know what it is. Know the medication by its name. Despite this, always question someone who gives you a medication that doesn't look familiar.
 - Nurses are responsible to administer the right medication to the right patient. Please encourage / support our need to check your identification bracelet before giving you medications. We have not forgotten who you are. It's just another safety check to protect you.
 - If you were expecting to get a medication and did not receive it, ask your nurse to check on it. Occasionally our medication times may not be what you are used to at home. We will evaluate the most appropriate schedule with you.
- ## When you get home
- Always carry a list of the medications with you. The list should include the medication's name, dose, the way you take it, and how frequently you take it. The list should also include any herbal and over-the-counter products.
 - Your list should also include any allergies you have to medications or food.
 - Consider wearing a medical alert bracelet, if you:
 - have experienced a severe allergic response
 - have Diabetes
 - are taking a blood thinner

Your doctor or nurse can give you information on how to obtain one.

- Find a local pharmacy and go there consistently for your medications. Consistency will allow the pharmacist to track all your medications and alert you and your doctor to potential drug interactions. Inform your pharmacist of any herbal products or over-the-counter medications you may be taking.
- When you receive a medication from the pharmacy, read the label to make sure it is the medication for which your doctor / nurse gave you information.
- If it is a medication you have taken before, look at the medication. If it looks different, ask the pharmacist to explain.
- Recheck medication labels each time you take the medication from the bottle. Read the label in a well lighted area and wear your glasses if you need them.
- Keep medications in their original container and away from small children.
- Check the expiration date on all medications and periodically clean out your medicine cabinet of old medications, including over-the-counter medications.
- Take the medication as prescribed by your doctor. With some medications, you can stop taking it when your symptoms improve. With others, you must complete the course of treatment no matter how you feel. There are a few, that can cause side effects if stopped abruptly. Discuss stopping a medication with your doctor if they have not already told you it was okay to stop.

FOOD, DRUG & HERBAL INTERACTIONS

Grapefruit:

Components in grapefruit juice may interact with different medications (prescription or over-the-counter), notably for heart related, antiviral and anticancer medications. Tell your doctor, pharmacist, or dietitian if you enjoy grapefruit frequently. Grapefruit may change the way your medication works in your body, with potentially serious effects. The effects can occur when using any part of form of grapefruit, including grapefruit juice or peel. Some examples below:

Grapefruit Interaction List:

Anticancer agents (Please consult with your healthcare practitioner)	Clopidogrel (Plavix)	Oxycodone (Oxycontin, Percocet)
Antiretroviral agents (Please consult with your healthcare practitioner)	Colchicine (Colcrys)	Quetiapine (Seroquel)
Amiodarone (Coradone, Pacerone)	Diazepam (Valium, Diastat)	Rivaroxaban (Xarelto)
Aripiprazole (Abilify)	Erythromycin (Ery-Tab)	Simvastatin (Zocor)
Atorvastatin (Lipitor)	Estrogen and progestin combinations	Solifenacin (Vesicare)
Bupirone (Buspar)	Fentanyl (oral)	Tamsulosin (Flomax)
Carbamazepine (Tegretol)	Lovastatin (Mevacor)	Ticagrelor (Brilinta)
	Nefazodone (Seraone)	Trazodone (Desyrel, Oleptro)
	Nicardipine (Cardene)	Triazolam (Halcion)
	Nifedipine (Nifedical, Adalat, Procardia)	

References: <http://www.naturalstandard.com.ezproxy.mcphs.edu/databases/herbssupplements/grapefruit.asp>
<http://www.cmaj.ca/content/early/2012/11/26/cmaj.120951.full.pdf>
 Updated List using top 250 drugs, CMAJ article, Medscape, Natural Standard, Lexicomp

A dietary supplement: a product taken orally that contains one or more ingredients (as vitamins or amino acids) that are intended to supplement one's diet and are not considered food

- May be one, or any combination, of the following substances: a vitamin, a mineral, an herb or other botanical, an amino acid, a dietary substance for use by people to supplement the diet by increasing the total dietary intake, a concentrate, metabolite, constituent, or extract.
- Dietary supplements may be found in many forms.
- Some dietary supplements can help ensure that you get an adequate dietary intake of essential nutrients; others may help you reduce your risk of disease.
- Use caution with dosages, i.e. one green tea capsule may be equivalent to 5 cups of green tea.
- It is recommended to talk to a dietitian or your healthcare provider prior to starting any dietary supplement.

Common Herbal Supplement Directory

Herb	Potential Outcome(s) of Herb-Drug Interaction	Recommended Action(s)	Scientific Evidence Uses	Unsupported Uses
Aloe	Diabetes medications: Aloe Vera may lower blood sugar levels	<ul style="list-style-type: none"> • Notify physician if on diabetes medications • Avoid aloe for 2 weeks prior to any surgical procedure: may increase risk of bleeding 	<ul style="list-style-type: none"> • Minor burns • Treats inflammation associated with cold sores, eczema, and pruritus 	<ul style="list-style-type: none"> • Topical anesthetic • Relieves constipation • Heals wounds • Treats rashes • Treats ulcerative colitis • Manages diabetes
Black Cohosh	Hormonal medications: black cohosh may have estrogen-like activity	Avoid if you are on hormonal medications, i.e. birth control pills	May treat menopausal symptoms	<ul style="list-style-type: none"> • Eases painful/heavy menstruation & premenstrual syndrome (PMS) • Sedative • Hot flashes
Cinnamon	Diabetes medications: Cinnamon may lower blood sugar levels	Notify physician if on diabetes medications	May lower glucose, cholesterol and triglyceride levels	<ul style="list-style-type: none"> • Antibacterial • Anti-inflammatory • Antioxidant • Diabetes • Arthritis
Cayenne	<ul style="list-style-type: none"> • ACE inhibitors: May increase the incidence of cough associated with ACE inhibitors • High blood pressure medications: may lessen the effects • Antiplatelet medications: May add to antiplatelet effects • Cyclosporine • Theophylline: May increase absorption • Stomach acid reducers: Cayenne can increase stomach acid, making these drugs less effective • Aspirin, blood-thinning medications: may increase the risk of bleeding • Diabetes medications: Cayenne lowers blood sugar levels, raising the risk of low blood sugar 	<ul style="list-style-type: none"> • Avoid combination • Avoid combination • Avoid combination • Avoid combination • Avoid combination • Avoid combination • Avoid combination 	May provide limited relief of mucositis pain caused by radiation treatment or burning mouth syndrome (may cause gastric side effects)	<ul style="list-style-type: none"> • Relieve coloric and stomach gas • Treat diarrhea • Treat headaches • Lower cholesterol • Manage type 2 diabetes • Improve circulation • Weight management

FOOD, DRUG & HERBAL INTERACTIONS

Herb	Potential Outcome(s) of Herb-Drug Interaction	Recommended Action(s)	Scientific Evidence Uses	Unsupported Uses
Echinacea	<ul style="list-style-type: none"> Immunosuppressants May alter effect of warfarin and other blood thinners 	<ul style="list-style-type: none"> Avoid combination Avoid combination 	<ul style="list-style-type: none"> May shorten a cold when taken within 24 hours of the first cold symptoms Immunostimulant 	<ul style="list-style-type: none"> Antibacterial Anti-viral
Flaxseed	Oral contraceptive drugs and estrogen replacement therapy: mild estrogenic and possible anti-estrogenic effects	<ul style="list-style-type: none"> Use caution if on hormonal medications Do not take if you are undergoing radiological procedures 	<ul style="list-style-type: none"> Reduces menopausal symptoms Mixed evidence of ability to reduce cholesterol levels 	<ul style="list-style-type: none"> Prevent breast cancer Treat high cholesterol
Garlic	<ul style="list-style-type: none"> Cyclosporine: reduced effectiveness Increased risk of bleeding or bruising, with possible elevations in INR Insulin or other diabetic medications: may increase insulin levels with need to decrease hypoglycemic agent dosages Antiretroviral medications: reduced effectiveness 	<ul style="list-style-type: none"> Avoid combination Avoid use with warfarin or other blood thinners Discontinue 1-2 weeks prior to surgery because of potential for increased bleeding Garlic may increase insulin levels with need to decrease hypoglycemic medication dosages Avoid use with antiretroviral medication Avoid garlic supplementation in pregnancy or lactation 	<ul style="list-style-type: none"> Lowers cholesterol and triglyceride levels Associated with decreased risk of some cancers Fights skin infections Antibacterial, antiviral, antiparasitic, and antifungal activity 	<ul style="list-style-type: none"> Lower the risk of stomach and colorectal cancers Reduce risk of heart disease Lower blood pressure Prevent blood clots: antiplatelet
Ginger	<ul style="list-style-type: none"> Warfarin and other blood thinners: may increase risk of bleeding May cause unpredictable blood pressure responses with large doses (increase or decrease) Insulin or other diabetic medications: decrease blood glucose Tacrolimus: increased blood levels of tacrolimus may occur 	<ul style="list-style-type: none"> Avoid if taking warfarin or other blood thinners Do not use 2 weeks before and after surgery Avoid garlic supplementation in pregnancy or lactation Caution: Monitor and adjust blood pressure medication doses according to response Monitor blood glucose and adjust doses of herb or drugs as necessary Avoid if taking tacrolimus 	Relieves nausea and vomiting associated with motion sickness and chemotherapy	<ul style="list-style-type: none"> Appetite stimulant Relieves indigestion & stomachaches Treat diarrhea Rheumatoid arthritis and osteoarthritis May improve inflammation and protect against certain viruses May ease drug withdrawal symptoms
Ginkgo (Gingko biloba)	<ul style="list-style-type: none"> Ginkgo inhibits platelet aggregation any may increase risk of bleeding and increase INR values Monoamine oxidase inhibitors (MAOIs): may have additive effects Antipsychotic medications & prochlorperazine: may cause seizures May alter insulin secretion and effect glucose levels Trazodone: one case report of adverse event Antiretroviral agents: may reduce effectiveness 	<ul style="list-style-type: none"> Avoid combination with warfarin and antiplatelet medications Discontinue at least 36 hours before surgery due to increased bleeding risk Avoid combination Avoid combination Notify physician if on diabetes medications Notify physician if on trazodone Avoid combination 	<ul style="list-style-type: none"> Increases blood flow to the brain Treats sudden hearing loss 	<ul style="list-style-type: none"> Prevention of memory loss Treat circulatory problems Reduce stress and anxiety Treat asthma and bronchitis Treat tinnitus Treat dementia and Alzheimer's Disease Treat Raynaud's Disease Treat sexual dysfunction Treat acute mountain sickness
Ginseng (Panax ginseng, chinese/korean)	<ul style="list-style-type: none"> Monoamine oxidase inhibitors (MAOIs): may cause manic-like symptoms Diabetes medications: may cause a drop in blood sugar Warfarin or other blood thinners: may alter their effects Antiplatelet medications (i.e. clopidogrel, aspirin): alters platelet aggregation and may increase bleeding effects 	<ul style="list-style-type: none"> Avoid combination Avoid combination Avoid combination with antiplatelet medications Discontinue 1-2 weeks prior to surgery because of potential for increased bleeding 	<ul style="list-style-type: none"> May be effective in treating diabetes May be effective in treating erectile dysfunction 	<ul style="list-style-type: none"> Improves strength & stamina Treat angina Treat HIV and AIDS Stimulate the immune system
Green Tea	<ul style="list-style-type: none"> Iron supplements: green tea reduces the absorption of iron Amphetamines: caffeine in green tea may result in additive CNS effects Acetaminophen: may increase liver injury Dipyridamole & adenosine (medications used in stress tests): caffeine may lessen effects Codeine: may lessen effects Warfarin or blood thinners: may lessen the effect of drug (0.5-1 gallon/day) 	<ul style="list-style-type: none"> Do not take within 2 hours before or 4 hours after taking an iron supplement Avoid use with amphetamines Avoid use with acetaminophen Avoid green tea use 24 hours prior to a stress test Avoid use with codeine Avoid use of large amounts of green tea with warfarin or blood thinners 	May help lower cholesterol	<ul style="list-style-type: none"> Anticancer properties Antioxidant Prevent heart disease Improve mental functioning Lower high blood pressure Weight loss

FOOD, DRUG & HERBAL INTERACTIONS

Herb	Potential Outcome(s) of Herb-Drug Interaction	Recommended Action(s)	Scientific Evidence Uses	Unsupported Uses
Hawthorn	<ul style="list-style-type: none"> • Digoxin: Hawthorn may enhance the activity • High blood pressure medications: hawthorn can make the effects of these drugs stronger • Phosphodiesterase-5 (PDE-5) inhibitors: sildenafil (Viagra), tadalafil (Cialis), and vardenafil (Levitra): combination may result in low drop in blood pressure • Nitrates: taking Hawthorn together with them might increase the chance of dizziness or light headedness 	<ul style="list-style-type: none"> • Use only under close medical supervision. Decreasing dosages of other cardiovascular medications may be necessary if hawthorn is added, especially digoxin. Hawthorn can take up to 2 weeks for onset of effects • Avoid combination 	<ul style="list-style-type: none"> • Improve heart function, shortness of breath, palpitations, and exercise in people with heart failure 	<ul style="list-style-type: none"> • Treat angina • Treat congestive heart failure • Lower high blood pressure • Relieve indigestion
Noni	<ul style="list-style-type: none"> • Blood thinners (anticoagulants) (i.e. warfarin) & antiplatelet medications (clopidogrel): noni may increase the side effects of these drugs • Noni juice contains high levels of potassium: combined with potassium-sparing diuretics i.e. spironolactone, potassium levels may dangerously increase 	<ul style="list-style-type: none"> • Avoid combination • Avoid combination 	<ul style="list-style-type: none"> • Showed anticancer effects in animal laboratory studies • Antioxidant 	<ul style="list-style-type: none"> • Treat cancer • Immune stimulant
Red Yeast Rice	<ul style="list-style-type: none"> • Contains the active ingredient in lovastatin • The lovastatin in red yeast rice may lower coenzyme Q10 levels 	<ul style="list-style-type: none"> • Notify physician is on a cholesterol lowering medication (i.e. lovastatin) • Notify physician if on coenzyme Q10 • Use extra caution ensuring the quality of this product 	<ul style="list-style-type: none"> • Lower blood cholesterol and triglyceride levels 	N/A
Saw Palmetto	<ul style="list-style-type: none"> • Finasteride: works similar to Saw Palmetto • Blood thinners: Saw Palmetto may affect blood's ability to clot • Oral contraceptives and hormone therapy replacement: may make oral contraceptives less effective 	<ul style="list-style-type: none"> • Do not use if on finasteride unless under supervision of physician • Avoid combination • Avoid combination 	<ul style="list-style-type: none"> • Relieve symptoms of benign prostatic hypertrophy (BPH) 	<ul style="list-style-type: none"> • Treat prostate cancer • Diuretic • Anti-inflammatory
St. John's wort	<ul style="list-style-type: none"> • Interacts with many drugs, i.e. birth control pills (increasing the risk of pregnancy), blood thinners, depression and/or anxiety medications 	<ul style="list-style-type: none"> • Do not use unless under supervision of physician if taking any medications 	<ul style="list-style-type: none"> • Relief depression symptoms • Treat premenstrual syndrome (PMS) • Reduce menopausal symptoms 	<ul style="list-style-type: none"> • Treat depression • Treat anxiety • Treat chronic fatigue • Treat insomnia
Turmeric/ Curcumin	<ul style="list-style-type: none"> • Warfarin or other blood thinners: may increase risk of bleeding • Diabetes medications: risk of low blood sugar • Chemotherapy: inhibits the action of these drugs • Undergoing certain laboratory tests that use dyes: turmeric may interfere with some lab tests due to strong absorptive and fluorescent properties. 	<ul style="list-style-type: none"> • Avoid use if on warfarin or other blood thinners • Notify physician if on diabetes medications • Avoid use if taking chemotherapy agents • Avoid use if undergoing laboratory tests that use dyes 	<ul style="list-style-type: none"> • Anti-inflammatory • Osteoarthritis 	<ul style="list-style-type: none"> • Cancer prevention • Treat infections • Alzheimer's Disease • Ulcerative colitis
Valerian	<ul style="list-style-type: none"> • Barbiturates and benzodiazepines: lengthened sedation time and additive effects • Haloperidol: additive effect causing liver damage 	<ul style="list-style-type: none"> • Avoid combination • Avoid combination 	<ul style="list-style-type: none"> • Improves sleep 	<ul style="list-style-type: none"> • Calm muscle spasms • Treat anxiety • Treat insomnia

FOOD, DRUG & HERBAL INTERACTIONS

*FDA regulates dietary supplements under the Dietary Supplement Health and Education Act of 1994 (DSHEA). The manufacturer of a dietary supplement or ingredient is responsible for ensuring that the product is safe before it is marketed. Manufacturers do not need to get FDA approval before selling their dietary products. These products may not have been tested for safety and effectiveness. Supplemental Resources:

- Medscape Multi-Drug Interaction Checker: <http://reference.medscape.com/drug-interactionchecker>
- O'Connor A. Herbal Supplements Are Often Not What They Seem. New York Times. November 3, 2013. <http://www.nytimes.com/2013/11/05/science/herbal-supplements-are-often-not-what-they-seem.html> Accessed 1/21/14.

Common Vitamin / Mineral Supplement Directory

Dietary Supplement	Supplement-Drug Interaction	Recommended Action	Scientific Evidence Uses	Unsupported Uses
Calcium	<ul style="list-style-type: none"> • Bisphosphonates • Digoxin: calcium may increase the risk of cardiac arrhythmias • Tamoxifen: increases calcium levels • Fluoroquinolone antibiotics (i.e. ciprofloxacin, levofloxacin) and tetracycline antibiotics (i.e. doxycycline, minocycline) 	<ul style="list-style-type: none"> • Take calcium two hrs before or one hour after bisphosphonates • Avoid combination • Take calcium two hours before or one hour after fluoroquinolone or tetracycline antibiotics 	Adequate intake can help prevent osteoporosis and bone fractures	<ul style="list-style-type: none"> • Prevent cancer • Lower high blood pressure • Prevent progression of osteoporosis • Prevent premenstrual syndrome (PMS)
Chromium	Insulin or oral diabetes medications: chromium may lower blood sugars	Diabetes should monitor glucose levels more often to make adjustments in therapy	May help regulate blood glucose levels, long-term effects are unknown	<ul style="list-style-type: none"> • Treat diabetes • Improve muscle mass • Aid in weight loss
Coenzyme Q10	<ul style="list-style-type: none"> • Warfarin: CoQ10 may lessen effects • Chemotherapy: CoQ10 may lessen effects • HMG-CoA reductase inhibitors ("statins"): endogenous levels of CoQ10 may be reduced • Theophylline: CoQ10 may increase levels of theophylline, resulting in vomiting, seizures, cardiac arrhythmias 	<ul style="list-style-type: none"> • Avoid combination or closely monitor INR values • Avoid combination • The significance of drug-induced decreases in endogenous CoQ10 levels is uncertain. Notify physician if on a HMG-CoA reductase inhibitor ("statin") • Avoid combination 	Antioxidant	<ul style="list-style-type: none"> • Treat breast cancer • Manage cardiovascular disease • Reduce high cholesterol • Improve athletic performance • Prevent progression of Parkinson's disease • Treat periodontal disease • Treat male infertility
Iron	<ul style="list-style-type: none"> • Many antibiotics bind with iron decreasing absorption (i.e. tetracyclines and fluoroquinolones) • Bisphosphonates, levothyroxine, and mycophenolate: these medications bind with iron and decrease absorption 	<ul style="list-style-type: none"> • Take certain antibiotics two hours before or two hours after iron, check with your physician or pharmacist • Separate these medications by two hours from taking iron 	<ul style="list-style-type: none"> • Prevents and treats iron deficiency • Prevents and treats iron deficiency anemia 	Prevent ACE inhibitor-associated cough
Magnesium	<ul style="list-style-type: none"> • Digoxin: magnesium can reduce absorption of digoxin into blood • Tetracycline antibiotics: magnesium can reduce absorption of tetracyclines into blood • Nitrofurantoin • Neuromuscular blockers • Folate and iron supplements 	<ul style="list-style-type: none"> • Avoid combination • Avoid combination • Avoid combination • Avoid combination • Take these supplements two hours before or after taking magnesium 	<ul style="list-style-type: none"> • May lower blood pressure slightly • May prevent premenstrual syndrome (PMS) 	<ul style="list-style-type: none"> • In children and adolescents, magnesium may increase bone mass and improve asthma • Aid in managing heart disease • Chronic fatigue syndrome • Treat osteoporosis • Alcohol induced liver damage
Melatonin	<ul style="list-style-type: none"> • Nifedipine: may result in elevations in blood pressure and heart rate • Fluvoxamine: may increase blood levels of melatonin • Immunosuppressants, corticosteroids: antagonistic effects • CNS depressants (i.e. alcohol, benzodiazepines) 	<ul style="list-style-type: none"> • Avoid combination • Avoid combination • Avoid combination • Use cautiously. Use of low doses of melatonin is recommended 	Treats insomnia	<ul style="list-style-type: none"> • Prevent or slow progression of Alzheimer's disease • Treat age-related sleeping problems • Treat depression associated with fibromyalgia or menopause • Prevent or manage jet lag • Treat seasonal affective disorder (SAD) • Ease withdrawal from benzodiazepines
Niacin (nicotinic acid, nicotinamide, vitamin B3)	<ul style="list-style-type: none"> • Blood thinners (anticoagulants) (i.e. warfarin) & antiplatelets (clopidogrel) • Diabetes medications: may alter blood sugar levels • Blood pressure: niacin may lower blood pressure • Carbamazepine: increased carbamazepine levels 	<ul style="list-style-type: none"> • Avoid combination • Monitor blood sugar levels and adjust doses as necessary • Monitor blood pressure and adjust doses as necessary • Caution: Use only under physician supervision. Monitor carbamazepine levels 	Hyperlipidemia, increases HDL "good cholesterol"	<ul style="list-style-type: none"> • Atherosclerosis • Cardiovascular disease • Age-related macular degeneration • Alzheimer's Disease • Erectile Dysfunction • Headaches • Diabetes

FOOD, DRUG & HERBAL INTERACTIONS

Supplement	Supplement-Drug Interaction	Recommended Action	Scientific Evidence Uses	Unsupported Uses
Omega-3-fatty acids (fish oils)	<ul style="list-style-type: none"> Nonsteroidal Anti-inflammatory drugs (NSAIDs): fish oil can have additive anticoagulant/antiplatelet effects Warfarin and other blood thinners and antiplatelet: fish oil can have additive anticoagulant/antiplatelet effects 	<ul style="list-style-type: none"> Avoid combination Avoid combination 	<ul style="list-style-type: none"> Treat atherosclerosis May decrease inflammation Protect against cardiovascular disease Improve symptoms of colitis Protect skin against ultra-violet radiation damage Reduction in symptoms of systemic lupus erythematosus (SLE) Reduce triglycerides in type 2 diabetics (yet it increased LDL, "bad cholesterol") 	<ul style="list-style-type: none"> Alleviate symptoms associated with cystic fibrosis Alleviate depression Treat psychiatric disorders
Vitamin B6 (pyridoxine)	Isoniazid, levodopa, and possible oral contraceptives may reduce blood levels of vitamin B6	Notify physician if on isoniazid, levodopa, or oral contraceptives	N/A	<ul style="list-style-type: none"> Manage heart disease Carpal tunnel syndrome Diabetic neuropathy Cancer Treat alcoholism by improving nutritional status Treat diabetes Treat homocystinuria Treat pregnancy-related nausea and vomiting Treat PMS Lower high blood pressure
Vitamin C	N/A	N/A	<ul style="list-style-type: none"> Important for maintaining general health Iron absorption enhancement Antioxidant 	<ul style="list-style-type: none"> Reduce severity and duration of cold symptoms Reduction in muscle soreness Reduce risk of heart disease Lower high blood pressure
Vitamin D	Vitamin D levels can increase Calcium levels in the body. High levels of calcium can be dangerous with: digoxin, diltiazem, thiazide diuretics (i.e. hydrochlorothiazide), and verapamil	Avoid combination	Treats deficiency	<ul style="list-style-type: none"> Prevent colorectal and prostate cancer Prevent osteoporosis and bone fractures Treat psoriasis Treat scleroderma Treat seasonal affective disorder (SAD)
Vitamin E (alpha-tocopherol)	Doses greater than 400 IU per day may increase risk of bleeding	Avoid use with blood thinners (i.e. warfarin)	Antioxidant	<ul style="list-style-type: none"> Lessens ability to clot Dilates blood vessels: may be beneficial in Heart Disease patients Prevent cancer Prevent the progression of Alzheimer's disease Relieve arthritis pain
Zinc	<ul style="list-style-type: none"> Fluoroquinolone antibiotics (i.e. ciprofloxacin, levofloxacin, gatifloxacin): decreased effectiveness Tetracycline antibiotics (i.e. doxycycline, minocycline): decreased effectiveness Mineral or vitamin supplements: can decrease absorption and effectiveness of supplements 	<ul style="list-style-type: none"> Avoid combination Avoid combination Take zinc two hours before or after supplements 	Reduction of length and severity of the common cold when taken early enough	<ul style="list-style-type: none"> Stimulates immune system Male infertility Viral warts Tinnitus Diarrhea

References:

Natural Standard: The Authority on Integrative Medicine
 Natural Medicines Comprehensive Database
 About Herbs Application. Memorial Sloan-Kettering Cancer Center's
 Guide to Botanicals, Supplements, Complementary Therapies, and More.

This guide does not provide a complete list of dietary supplements.
 For questions about other supplements please ask to speak to a dietitian.
 Revised 8/2/2014

MASSACHUSETTS IMMUNIZATION INFORMATION SYSTEM MIIS

FACT SHEET FOR PARENTS AND PATIENTS

The MIIS is a new statewide system to keep track of immunization records for you and your family. These records list the vaccinations (shots) you and your children get to protect against measles, chickenpox, tetanus, and other diseases. The goal is to make sure that everyone in Massachusetts is up-to-date with their shots and that your records are available when you need them – such as when your child enters school, when you need emergency medical help, or when you change healthcare providers.

What is the MIIS?

- A computerized system that collects and stores basic immunization information for people who live in Massachusetts.
- A secure and confidential system, as required by Massachusetts law.
- A system that is available for people of all ages, not just children.

How will it help me?

The MIIS:

- Helps you and your family get the best care wherever you go for your healthcare.
- Makes sure that you and your children don't miss any shots or get too many.
- Can print a record for you or your children when you need it – if you move, if your doctor retires, or when your child starts school or camp.

Why is this important?

As you know, the schedule of shots needed to keep healthy can be very complicated. The MIIS:

- Helps your healthcare provider keep track of which shots are due and when they should be given.
- Keeps all your immunization records together for you, your family, and your healthcare provider.
- Provides proof of vaccination for your children.
- Helps prevent outbreaks of disease like measles and the flu in your community.
- Keeps shot records safe during natural disasters such as flooding or hurricanes.

What information is kept in the MIIS?

- A list of shots that you or your children have received as well as any that you or your children get in the future.
- Information needed for safe and accurate immunization of each patient, such as:
 - Full name and birth date.
 - Gender (male or female).
 - Mother's maiden name (for children).
 - Address and phone number.
 - Provider office where each shot is given.

How does this information get into the system?

- Information about children is added when a child is born or when a child gets his or her first shots.
- Your healthcare provider can add your records or your family's records if they are not already in the MIIS.

Who has access to my records?

- The Department of Public Health (DPH) uses modern technology to make sure that all information entered into the MIIS is kept secure and confidential.
- The information in the MIIS is only available to:
 - Healthcare providers or others ensuring appropriate immunization, as authorized by DPH.
 - Schools.
 - Local boards of health.
 - DPH, including the WIC program, and other state agencies or programs that provide education and outreach about vaccines to their clients.
 - Studies specially approved by the Commissioner of Public Health which meet strict legal safeguards.

What if I don't want my information shared?

- You have the right to limit who can see your information.
- To limit who can see your information, you need to fill out the 'Objection or Withdrawal of Objection to Data Sharing' form which you can get from your healthcare provider.
- If you decide to limit who can see your information, your current healthcare provider will be able to see the shots they have given to you or your children, but may not be able to see your complete immunization history.
- If you decide to limit who can see your information, you will not have access to all of the benefits of the MIIS, like sharing your immunization records with schools and emergency rooms, and a complete record of shots in a single place.
- You can change your mind (decide to share or not share your information) at any time.



How can I get more information?

Please visit our website at www.mass.gov/dph/miis, contact the Massachusetts Immunization Program directly at 617-983-6800 or 888-658-2850, or ask your healthcare provider for more information.

AGGRESSIVE BEHAVIOR CODE OF CONDUCT

Aggressive behavior is any act that compromises the emotional or physical integrity or safety of an individual. Creating an environment that supports safe and compassionate patient care is a priority at Mount Auburn Hospital and aggressive behaviors will not be permitted. Aggressive behaviors may include, but are not limited to the following:

- Behaviors that are intimidating, disruptive, or aggressive
- Abusive language and/or behavior
- Threats (violent or otherwise)
- Sexual misconduct
- Any aggressive behavior related to discrimination based on race, color, religion, national origin, age, sex, handicap, veteran's status, sexual orientation, gender identity or disability

The above behaviors will not be tolerated from patients, families, and visitors. Concerning behaviors will be pointed out directly to the individual with the expectation that all aggressive behavior ceases immediately. If this behavior continues or threatens the safety of patients, staff, or the hospital community, the individual demonstrating aggressive behaviors may be asked to leave the facility.

Beth Israel Lahey Health 
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