

WELCOME

Cambridge Health Alliance Patient and Family Handbook



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WELCOME TO CAMBRIDGE HEALTH ALLIANCE (CHA)

Thank you for choosing us for your health needs. You are in good hands.

This Inpatient Guide can help you learn more about your hospital stay. You will find lots of information to help during your visit. There are also places for you to write down questions.

About Your Care

As a CHA patient, you will receive care that matches our core values:

- Compassion
- Integrity
- Respect
- Community
- Learning
- Excellence

*If we aren't meeting your expectations, please let us know.
We want you to get healthy, be heard and feel supported.*

We work to give you expert care filled with compassion:

- We identify you in two ways before treating you. This can be as easy as confirming your name and date of birth. We will ask you many times. We do this to keep you safe.
- We wash our hands before touching you to reduce the risk of infection.
- Our nursing staff check on you regularly (intentional rounding) to make sure we anticipate your needs.
- Your nurses meet in your room during shift changes (bedside report). They will talk about you and with you. This makes your care safer and allows you to ask questions.
- We use white boards in every room to make sure everyone knows your needs.
- The nurse manager on your unit will visit you during your stay to see how you're doing.

Thank you again for trusting CHA with your care. We wish you good health.

YOUR ROOM

Alarms and Call Buttons

The call button lets you contact the nursing staff if you need assistance. For example: if you need to use the bathroom, if you are in pain or not feeling well, or if you have a need we have not anticipated. We will make sure it is in your reach and we will respond as quickly as possible.

Your room has different alarms for your care and safety. These may include heart monitors, bed alarms or medicine pumps.

If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to ask for help.

For your safety, be careful not to touch the equipment.

Telephone

There is a phone in your room for your use. To make a local call, just dial 9 then the number. For out of state calling, please dial x1000. The CHA operator can help you make these calls.

Television

You can use the remote control next to your bed to turn on the TV. The stations available are listed below.

Cambridge and Everett Hospital TV Stations

2	FOX (25)	26	NICKELODEON
3	MNT (38)	27	NICK JR
4	CW (56)	28	FREEFORM
5	ION (68)	29	E!
6	PBS (2)	30	SYFY
7	CBS (4)	31	COMEDY CENTRAL
8	ABC (5)	32	FX
9	NBC (9)	33	FXX
10	UMAS (27)	34	HISTORY
11	CNN	35	PARAMOUNT
12	TRUTV	36	WETV
13	FOX NEWS	37	TV LAND
14	ACCU	38	FOOD NETWORK
15	UNIVISION	39	ANIMAL PLANET
16	GALAVISION	40	BRAVO
17	DISCOVERY	41	CMT
18	TLC	42	MTV
19	USA	43	VH1
20	TBS	44	UPLIFT
21	TNT	45	TBN
22	AMC	46	HOPE
23	CN	47	EWTN
24	DISNEY	48	JEWISH LIFE
25	DISNEY XD	49	NESN

Wireless Access (wifi)

CHA has a wireless network for patients and guests called CHA-Guest, available in all patient rooms. This will let you connect to the internet easily.

Some websites are restricted. If you need to get to a specific website, and are having trouble, please ask your care team. Our helpdesk can see if this site is safe for us to let you use.

Personal Items and Valuables

Ask your nurse for help with your personal belongings. If possible, please leave any valuables or credit cards at home. There is a safe at the hospital, if you need to protect any special items, but large sums of money, keys, jewelry, personal papers and other valuables should be sent home.

The hospital is not responsible for lost or stolen items. To keep personal items secure, you should:

- **Keep eyeglasses and hearing aids** in a case in the top drawer of your bedside table or in a secure place when not using them.
- **Keep dentures** in a denture cup in the top drawer of your bedside table or in a secure place—away from your food tray or on the bed linen.
- **Keep clothing** in your room closet, bedside table or suitcase.



YOUR CARE TEAM

You will receive care from many staff members during your hospital stay. We work together as a team to provide safe, effective and coordinated care. We care about you and your health.

Here is a list of people who may help with your care:

Unit Based Nursing Staff

Nurse Managers are nurses who are responsible for the nursing care, the staff and the patient units where you are staying. They will visit you during your stay in the hospital.

Nursing Assistants work with the nurse to help you with personal care -- bathing, going to the bathroom, getting comfortable in bed, eating and dressing, taking vital signs and measuring blood sugar. Nursing assistants work with the nurse to check on you and provide the best care possible.

Registered Nurses (RNs) are with you around the clock. Their job is to coordinate your overall care. This is relationship-based - they will ask you what you need and how they can help you meet your health goals. Please ask your nurse if you have any questions about your care.

Nurses talk to each other and your doctors about your care. They always talk when they change shifts. This is called “bedside shift report”. They also update the white board in your room and help you set goals for your daily treatment plan. Your nurse will check on you frequently, but you can always reach your nurse by pressing the call button.

Unit Secretaries greet visitors, answer the call bell and phones and do other tasks to keep the unit running smoothly. They use the computer a lot to help with your care.

Doctors and other Providers

Hospitalists are doctors who work in the hospital to care for you. The hospitalist is the medical leader of your care team in the hospital. He or she may be working together with a physician’s assistant or doctors in training. Your hospitalist team will also work with your Primary Care doctor. This gives you coordinated care in the hospital and once you leave. Most people need an appointment with their Primary Care doctor for follow-up care.

Physician’s Assistants and Nurse Practitioners work with a hospitalist doctor. They have trained in the classroom and during patient care. They care for many patients in the hospital independently.

Residents are doctors-in-training. After finishing medical school, doctors spend three or more years in a training program. At CHA, our residents work in teams. First year doctors (known as interns) are supervised by second and third year doctors. Together, they make decisions about your care in partnership with the senior hospitalist.

Specialist doctors work in the hospital in partnership with the hospitalist team and nurses, depending on your medical needs. Specialist physicians have added training in specific kinds of illness or specific parts of the body. A gastroenterologist, for example, is a specialist in the stomach and intestines and liver. A nephrologist is a specialist in the kidneys. A cardiologist is a specialist in the heart. A pulmonologist is a specialist in the lungs. The specialist will work with the hospitalist team to make the best possible care plan for you.

Clinical and support staff

Case Managers are clinical staff who help you and your hospital team create a plan to guide your care after you leave the hospital (discharge plan). We start making this plan with you as soon as you are admitted to the hospital or placed in observation.

Housekeepers are responsible for cleaning your room every day. They try to keep every patient room clean at all times. If you have any special requests, please feel free to contact them directly.

Pharmacists are experts in medicines. They are trained to make sure your medicines are safe and work as well as possible. Pharmacists work closely with Pharmacy Technicians to prepare your medicine and make sure they are ready for you when you need them.

Physical or Occupational or Speech Therapists. A physical therapist helps you with activity like walking and climbing stairs. An occupational therapist helps you practice tasks like dressing or bathing or making phone calls. A speech therapist helps with speaking and swallowing.

Phlebotomists are staff that come on the unit to take a blood sample. This lets us test you and keep track of your health.

Registered Dieticians are experts in food. They help patients with special dietary needs. They may visit you if needed to talk with you about what you should be eating.

Respiratory therapists give you breathing treatments, help to manage oxygen and can teach you about breathing techniques and medicines.

Social workers can help you and your family manage the stress that comes with medical problems. They can help connect you with social programs for problems related to food, housing, employment and transportation. Social workers in our hospital also know how to help people who have trouble with drugs and alcohol and people who are nearing the end of life.

SPIRITUAL CARE

Your nurse can call for a Spiritual Care consult at your request. If you would like a certain denomination called, they can help set up that visit.

Chapel

The hospital chapel is located near the lobby. You and your visitors are welcome to visit the chapel 24 hours a day, seven days a week, for prayer or meditation.

EATING IN THE HOSPITAL

Dining: One of our patient hosts will come directly to your room each day of your stay and help you with food choices.

Vending Machines: Public vending machines are located throughout both hospitals including in the cafeteria.

Cafeteria: Visitors are welcome to eat in the hospital cafeteria. At Cambridge Hospital, this is on the 2nd floor of the main building. At Everett Hospital, please take the main elevator to Level B.

Bringing in Food: Please check with your care team about bringing in food from home. You may be on diet restrictions, and others on the unit may have allergy issues.



VISITORS

To protect you, and our other patients, people with fever, colds, sore throats or any disease that can spread should never come to the hospital.

About Visiting the Hospital

Visitors can be good medicine for you in the hospital. You have the right to receive any visitors you want. This includes your spouse (same sex or different sex), domestic partner, partner in a civil union, significant other, or another family member or friend.

Because of COVID-19, we may have special rules about who can visit and when. We may also require visitors to wear a mask and have their temperature taken. Please ask your nurse about the current rules.

Patient care is our top concern. To help protect all our patients, please make sure your visitors follow our guidelines:

- Visitors must dress appropriately. They must wear shirts and shoes.
- Visitors in semi-private rooms should be considerate of all patients.
- The number of visitors and length of visits can disrupt other patients. Please consider others on the patient unit.
- Visitors should avoid making extra noise.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.
- Families can ask us about special visits for surgery patients on the day of surgery.



Parking

Parking for patients and visitors is available 24 hours a day in the hospital garages. We ask patients and visitors not to park in reserved areas or certain designated areas.

Cambridge Hospital Garage: The Cambridge Hospital garage (end of Camelia Ave.) is available, but there is a cost (\$8 maximum per visit). Visitors who stay more than 3 hours should get the ticket validated at the information desk in the main lobby. After normal hours please use the call assist button on the parking kiosk in the main lobby.

Everett Hospital Garage: Parking in the Garland Street garage is always free. Just take a ticket and use that ticket to exit. Visitors who stay more than 3 hours should get the ticket validated at the information desk in the main lobby.

Street Parking: There is limited street parking outside both hospitals. If visitors are parking on the streets, please make sure they check the parking signs for what is allowed.

Public Safety

CHA has a well-trained Public Safety/Security team to protect the safety of patients, visitors, staff and CHA property. They can be reached at 617-665-1850 (or ext. 1850).

Other Amenities

Mail, Flowers and Gifts for Patients

We bring any mail you may receive to you once daily. Florists will deliver any flowers.

Please check in with the nurse before having anyone bring food, drink or other gifts. We need to make sure this is OK. On the intensive care unit (ICU), please check with the staff about gifts for patients.

Cambridge Gift Shop

There is a Gift Shop in the hospital main lobby at Cambridge Hospital. The shop has gift items, jewelry, magazines, greeting cards, candy, toiletries and snacks.

ATM

An ATM Machine is located near the main lobby of the hospital. Please ask the front desk for directions.

CHA Pharmacy

CHA has a retail pharmacy at Cambridge Hospital on the 2nd floor. They are open Monday – Friday 8:30 am - 8:00 pm and Saturday-Sunday from 9:00 am to 3:00 pm. These hours may change, so please ask before you go pick up any medicines.

The CHA Pharmacy is a great place to get your medications filled before you leave the hospital. They also offer free home delivery service. You can call them at 617-665-1438 (Cambridge Hospital location).

YOUR MEDICAL RECORD AND PRIVACY

Your Privacy

Cambridge Health Alliance protects the privacy of your personal health information.

For a list of your privacy rights (HIPAA), please refer to the Notice of Privacy Practices offered to you when you registered as a patient. These can also be found on the CHA website (www.challiance.org).

Your Medical Record

Your medical record is confidential. You have the right to get a copy of your medical record on paper, a CD or electronically through MyChart (see below). If you want to get a copy of your medical record, please call the Health Information Management (HIM) department at 617-381-7126.

MyChart

All patients with a CHA provider can use a patient portal called MyChart. This secure, online system gives you access to some of your health information and the ability to communicate with your care team.

To sign-up for MyChart access, please speak with your provider or sign-up on line through the CHA website. You can also call the Health Information Management (HIM) department at 617-381-7126.



YOUR SAFETY

Preventing Infection

- Always wash your hands with soap and warm water, or use alcohol gel before and after touching your loved one and entering or leaving the room.
- Make sure you and your loved one wash hands with warm soap and water before eating and after using the bathroom.
- You will be given a bath or shower each day using a disinfecting soap. This keeps your skin clean and reduces the risk of infection.
- It is ok to speak up! Ask your care providers if they have washed their hands when entering your room.

Medication Safety

- Please do not take your own medications from home. We will provide all your medications while you are in the hospital.
- Send any medications home with family or friends.
- Before a nurse gives you a medicine, it is ok to ask:
 - What is the medicine called? What is the medicine for?

Preventing Falls

- Call – Don't Fall! We have a No Fall Zone and work hard to prevent you from falling.
- You can help us by calling for help to get out of bed or the chair.
- If you normally use a walker, cane or wheelchair, we will give you one if you do not have yours with you.
- We may use the bed alarm or chair alarm to help remind you to not get up by yourself.

Preventing Bed Sores

- If you lie in one spot too long, you can get a bed sore. We will help you change positions if you are not able to do so yourself.
- Nurses will check your skin every day to make sure you are not getting sores.
- We have an expert Certified Wound Nurse to help if needed.

Calling for Help

- If at any time you feel unsafe (or your loved one does not look right to you) please call for help. You can get help by:
 - pressing the nurse call button, or
 - pressing the Code button on the wall, or
 - dialing x7999 from the phone in the room and telling the operator you need a rapid response to your room (give the room number)

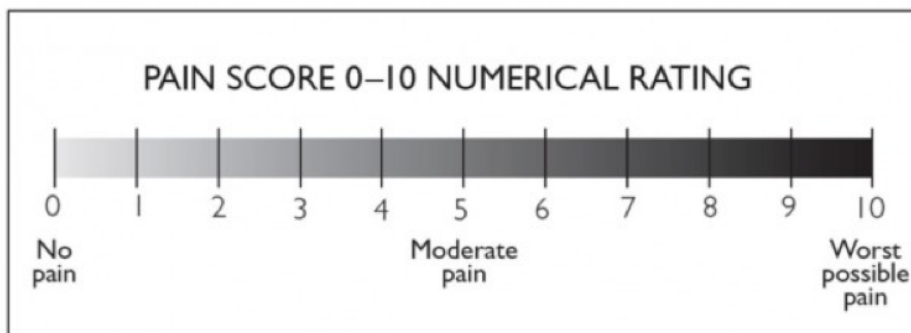
YOUR PAIN

As a patient in the hospital, you may have discomfort or acute pain related to your illness or after surgery or a procedure. We want you to be as comfortable as possible.

Your care team will ask you if you are having any pain and to describe your pain. This will happen when you are admitted and throughout your hospital stay.

Pain Numbers

You can tell us about your pain using a number scale, from 0-10. **Zero** (0) means that you have no pain and **ten** (10) means that you have the worst pain:



Pain Faces

You may be asked to choose a face that best describes your pain:



Always tell our staff if you are in pain, and ask for pain relief as soon as possible. It is better to have pain medication than to wait until the pain gets bad. We may also have other ways to make you feel better that do not require medication.

Your hospital team will help make a plan to control your pain in the hospital and explain safe ways to take pain medication when you go home. Pain control will be part of your discharge plan.

HEALTH CARE PROXY

A Health Care Proxy is a form that tells us who can make health care decisions for you if you are not able to make these decisions for yourself. Please choose someone you know and trust.

If you have already chosen this person and filled out the form, please give a copy to your care team. You can give it to your doctor, nurse, case manager, social worker or a member of our registration/admitting team. We will put it in your medical record. If you have not chosen someone to be your proxy, we will ask you to do so while you are here.

There is a copy of this form in your Personal Patient Folder. Please ask your nurse about this so that we can help you to complete the paperwork.

YOUR RIGHTS AS A CHA PATIENT

Cambridge Health Alliance (CHA) is committed to protecting your rights as a patient and supports laws and policies that uphold these rights.

- You have the right to receive medical care that meets the highest standards of CHA, regardless of your race, religion, national origin, any disability, gender, sexual orientation, gender identity or expression, age, military service, or the source of payment for your care.
- You have the right to receive visitors of your choosing that you (or your support person, where appropriate) designate, including a spouse, domestic partner (including same-sex domestic partner), or another family member or a friend. You also have the right to withdraw or deny consent to receive such visitors.
- You have the right to visitation privileges regardless of your race, religion, national origin, any disability, gender, sexual orientation, gender identity or expression, age, military service, or the source of payment for your care. Depending on clinical situations, personal safety risk, or security issues, the medical center reserves the right to place restrictions on visitation as necessary.
- You have the right to prompt, life-saving treatment in an emergency without discrimination based on economic status or source of payment, and to treatment that is not delayed by discussion regarding source of payment.
- You have the right to be treated respectfully by others, and to be addressed by your proper name.
- You have the right to privacy within the capacity of the medical center.
- You have the right to seek and receive all the information necessary for you to understand your medical situation.
- You have the right to know the identity and the role of individuals involved in your care.

- You have the right to a full explanation of any research study in which you may be asked to participate.
- You have the right to leave the medical center even if your doctors advise against it, unless you have certain infectious diseases that may influence the health of others, or if you are incapable of maintaining your own safety or the safety of others, as defined by law.
- You have the right to access your medical record.
- You have the right to inquire and receive information about the possibility of financial assistance. You may request an itemized bill for the services you have received. You may also ask for an explanation of that bill. For inquiries related to financial assistance, please contact the Financial Assistance office at 617-665-1100.
- You are entitled to know about any financial or business relationships CHA has with other institutions, to the extent the relationship relates to your care or treatment.
- You have the right not to be exposed to the smoking of others. Smoking is not permitted anywhere on CHA property.
- You, or your legal representative, have the right to take part in decisions relating to your health care.
- You have the right to appropriate assessment and management of pain.
- You have the right as a patient who may have limited English proficiency to have access, free of charge, to meaningful communication via a qualified interpreter either in person or by phone, as deemed appropriate. If you are a Deaf or Hard of Hearing patient, CHA will provide a certified interpreter, either from the CHA interpreter services, or the Massachusetts Commission for the Deaf and Hard of Hearing.
- You have the right to receive information about how you can get assistance with concerns, problems or complaints about the quality of care or service you receive, and to initiate a formal grievance process with the medical center or regulatory agencies.
- You have the right to have your spiritual and cultural needs addressed within the capacity of CHA.
- You have the right to obtain a copy of the rules and regulations for CHA that apply to your role as patient.
- You have the right to access information about CHA, including care management programs and services provided as well as care management staff qualifications.
- You have the right to be informed of all care management services available, even if a service is not covered, and to discuss options with treating practitioners.
- You have the right to decline participation or dis-enroll from programs and services offered by CHA.
- If you are here for breast surgery, breast cancer treatment or childbirth, you have the right to specific information about your procedure. Please ask your care team.

YOUR RESPONSIBILITIES AS A CHA PATIENT

What Cambridge Health Alliance asks of our patients.

- Take an active role in your care, by giving correct and complete facts about your new and old health problems.
- Bring identification and insurance papers.
- Ask for help if you do not understand what you have heard about your care.
- Give the hospital a copy of your Health Care Proxy if you have one.
- Treat others with respect.
- Follow CHA rules and regulations affecting patient care and conduct; including:
 - The Tobacco Free Policy
 - No acts of violence or aggression towards any patient, visitor or staff member
 - No weapons of any kind are allowed on hospital premises
 - No photography or videotaping without prior authorization
 - Be considerate of the rights of other patients and hospital personnel and assist in the control of noise.
- Provide the hospital with the information they will need about the payment of your medical care.
- Work with your caregivers to get effective and safe treatment for your problem.
- Do your best to follow your care plan.
- Tell your care manager or care team member if you cannot follow your plan.
- If you are participating in care management programs, you agree to work with your care manager and give him/her information to support your care.

NOTICE OF PRIVACY PRACTICES

Cambridge Health Alliance (CHA) serves patients at many locations throughout Cambridge, Somerville and the Boston metro north area. This includes acute care hospitals, CHA Cambridge Hospital and CHA Everett Hospital, and multiple ambulatory care centers. CHA also provides services and programs such as the Cambridge Public Health Department. More information about CHA and our care locations can be found at challiance.org.

When you get care at CHA, your caregivers create a medical record, which can be paper or electronic. The medical record has information about your medical and/or mental health history, tests, your care and your response to the care. It may also contain sensitive information such as treatment for substance abuse or HIV. CHA's medical record may also contain information about care that you received from providers outside of the CHA system.

All providers who work at CHA or who are members of CHA's medical staff have access to your medical record, whether it be paper or electronic. CHA uses your medical information to support the care you receive at CHA. CHA also shares your medical information with providers outside of CHA who treat you or who participate in coordinating the care that you receive. CHA also may share your medical information for other permitted purposes, such as obtaining payment or supporting health care operations.

Some examples include:

- CHA shares your medical information with physicians and other providers who treat CHA patients at CHA's affiliate, Beth Israel Deaconess Medical Center (BIDMC) or who treat CHA patients at other institutions such as Partners HealthCare.

- Patients who get their care both at CHA and other institutions such as BIDMC or Partners HealthCare will have their medical records available to their doctors and other providers through a secure, electronic link. This ability to share medical information will allow treating providers in both institutions to provide excellent care for each patient. Patients who get their care both at CHA and other Massachusetts hospitals will be able to have their medical records available to doctors and other providers either directly through a link between participating institutions (such as the Magic Button or CareEverywhere) or through a secure, electronic link known as the Massachusetts Health Information Highway.
- CHA shares your medical information with health plans, including plans such as Commonwealth Care Alliance and Tufts Health Together with CHA, as well as community partners who may play a role in coordinating and improving the care you receive in and out of the hospital.
- For our patients who are members of certain health plans (such as Tufts Health Plan and Harvard Pilgrim Health Plan), CHA works closely with the Beth Israel Deaconess Care Organization (BIDCO, see www.bidco.org) to improve your care by engaging in quality improvement, utilization management, contract and financial management and case management activities.

Who will follow this Notice

- All members of our workforce including doctors, nurses, other health care providers, other employees, staff and volunteers
- All members of our Medical Staff

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Improve care for all our patients, for example by teaching
- Help with public health and safety issues
- Do research
- Comply with the law
 - Respond to organ and tissue donation requests
 - Work with a medical examiner or funeral director

- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we will tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment or our operations. We are not required to agree to your request, and we may say "no" if it would affect your care.

- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with and why.
- We will include all the disclosures except for those about treatment, payment, health care operations and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone a health care proxy, medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting our Patient Relations Office at (617) 665-1398.

- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, or calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friend or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you including with professionals at other places where you are being treated.

Examples:

- *A doctor treating you for an injury asks another doctor about your overall health condition or reviews your electronic medical record to learn about your health history.*
- *If you have been in the hospital, we may share information with your regular doctor or a facility such as a nursing home to help plan your care after you leave the hospital.*

Run our organization

We can use and share your health information to run our practice, improve your care and contact you when necessary.

Examples:

- *We use health information about you to manage your treatment and services.*
- *We use health information to train or teach doctors or other healthcare workers and students.*
- *We use health information to monitor the quality of care and to make improvements where needed.*
- *We use health information to meet standards set by regulatory agencies, such as The Joint Commission, the Massachusetts Department of Public Health, Medicare or Medicaid.*

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example:

We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information, see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety
- Responding to certain permitted requests from law enforcement, including for example, to identify or locate a missing person, suspect or fugitive

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner or funeral director when an individual dies.

Address workers' compensation, law enforcement and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.

- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Contacts

- **CHA Privacy Officer.**
Call 617-591-4820 or write to CHA Privacy Office, 1493 Cambridge Street, Cambridge, MA, 02139.
- **CHA Patient Relations.**
Call 617-665-1398 or email patientrelations@challiance.org
- **For Risk-Bearing Provider Organization appeals.**
Contact the MA Office of Patient Protection. Call 800-436-7757. Visit www.mass.gov/hpc/opp. Email HPC-OPP@mass.gov

HOSPITAL BILLS AND INSURANCE

You should know about your insurance coverage. This will help you understand our billing, the charges and any costs for which you may be responsible.

If we have a question about your insurance, a member of our Patient Financial Services Department will contact you or a member of your family while you are here. We may need information to process your claims.

If You Have Health Insurance

We will need a copy of your identification card. We may also need insurance forms from your employer or the insurance company. You will be asked to assign your health insurance benefits directly to the hospital.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or authorization for certain tests or procedures.

You are responsible for making sure the requirements of your plan are met. If your plan's requirements are not followed, you may be responsible for all or part of the costs for services you receive in the hospital. Some doctors may not be part of your health plan network, so their services may not be covered.

If You Are Covered by Medicare/Medicaid

If you are covered by Medicare, we will need a copy of your Medicare card to check your status and process your Medicare claim. Be aware that Medicare does not pay for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments also are your responsibility.

If you are covered by Medicaid, we will need a copy of your Medicaid card. Medicaid also limits the amount it will pay for some services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

If You Have No Insurance

A member of our Financial Assistance Team can help you apply for no-cost or low-cost, state subsidized health insurance. This includes MassHealth, Commonwealth Care or Health Safety Net. They can explain the options and help you fill out the forms. You can call them at 617-665-1100.

You can find more information about financial assistance on our website: **challiance.org**

Your Hospital Bill

CHA will submit bills to your insurance company and will do everything we can to make sure your claim is processed quickly. CHA will not withhold or delay any medically necessary care based upon your ability to pay.

Remember, your policy is a contract between you and your insurance company. You may have copays, deductibles or other payments based on your insurance plan and status. You have the final responsibility for payment of your hospital bill. We have several options available to help you pay your bill if you need.

GOING HOME

You will get a discharge summary and a care plan before you leave.

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines, your after-hospital care plan and any follow-up visits with your doctors.

Please discuss any questions you or your family have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

If you need a visiting nurse, home health care or special equipment to help you recover, your case manager can help you.

You may also receive a survey after your visit.

Please take the time to complete the survey and tell us how we are doing. Your feedback is important to us.



TAKE CHARGE OF YOUR CARE

When people get involved in their own care, they are better at managing their health.

During your stay, talk with your care team to help you answer the questions below, and write your responses on this worksheet. Knowing the answers to these questions will help you better manage your health at home.

I am here in the hospital because:

I am on some new medications. My new medications include:

Let us know if you have questions about your medication

When I go home I need to pay attention to my diet. Specifically, I need to:

Let us know if you have questions for the nutritionist

I need help managing my safety and movement around my home.

Questions for the physical / occupational therapist or case manager:

I have some important doctor's appointments coming up:

When I leave the hospital, I am worried about:

FEEDBACK AND CONCERNS

Patient Surveys

If you get a survey about your hospital stay, please complete it. Tell us what went well and where we can improve. Surveys are sent out by mail or email. All responses are confidential.

Patient and Family Advisory Council

CHA has a Patient and Family Advisory Council that helps us plan, deliver, and evaluate our care. The group meets monthly to provide feedback to improve our patients' overall experience. If you want to learn about this group, please visit our website: challiance.org.

Other Feedback

If you would like to thank CHA staff or if you have any concerns regarding your care and treatment, we want to hear from you.

Please contact CHA Patient Relations:

By phone: 617-665-1398

By mail: 1493 Cambridge Street, Cambridge, MA 02139

By fax: 617-591-4490

Online: Visit www.challiance.org and click on "Contact Us"

Email: patientrelations@challiance.org

Civil Rights Complaints

Contact the Office for Civil Rights

By mail: 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201

Phone: 1-800-368-1019, 800-537-7697 (TDD)

Online: <https://ocrporhhs.gov/ocr/portal/lobby.jsf>

Filing a Grievance

You have a right to file a grievance with:

Massachusetts Department of Public Health Bureau of Health Care Safety and Quality

67 Forest Street, Marlborough, MA 01752

Phone: 617-753-8000

Massachusetts Board of Registration in Medicine

200 Harvard Mill Square, Wakefield, MA 01880

Phone: 781-876-8200

The Joint Commission Office of Quality and Patient Safety

By mail: One renaissance Blvd, Oakbrook Terrace Illinois 60181

Online: www.jointcommission.org.

Use the "report a patient safety Event" link

Fax: 630-792-5636

if you have a complaint regarding referral restrictions or other potential limitations of care, such as denials or restrictions on referrals to providers not affiliated with CHA, denials or restrictions on type or intensity of treatment or services, and denials or restrictions on timely access to treatment or services, please contact CHA Patient Relations, above. You also have the right to request an external review by contacting the Office of Patient Protection.

Health Policy Commission
Office of Patient Protection

50 Milk Street, 8th Floor
Boston, MA 02109
(800) 436-7757

OTHER QUESTIONS
