

RUTLAND REGIONAL MEDICAL CENTER

# Patient Guide

*and Patient Bill of Rights*

*High-tech care...  
hometown touch*



802.775.7111 • WWW.RRMC.ORG



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# Welcome

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Welcome to Rutland Regional Medical Center. We are pleased that you and your physician have selected us to provide your medical care. We know that while you may be experiencing both stress and pain, you want to help us provide you with high-quality care. As professionals, we will use our knowledge, skills and compassion to meet your needs and ask that you become an active partner with us in your medical treatment. Please read our Partnership Pledge on the next page and take our pledge to become a part of our team to promote safety. Our goal is to make your hospital stay as comfortable and successful as possible. Please let us know how well we met this goal, either during your stay or by completing our patient satisfaction survey after you are discharged.

Again, thank you for choosing Rutland Regional. We wish you well.

Sincerely,

Thomas W. Huebner, *President*  
Rutland Regional Medical Center

**Our Vision:** *To be the Best Community Hospital and Health System in New England*

## Key Goals

- **Quality** – We will provide superior, integrated, health services which meet our customer needs through: good clinical outcomes, up-to-date technology, effective processes, competent and caring staff and well-maintained facilities.
- **Growth** – We will develop new services and expand existing services in collaboration with others to meet customer needs resulting in increased market share and expansion into new markets.
- **Information Excellence** – We will provide superior, coordinated information resources, processes and systems that meet needs for effective information gathering, recording, access, analysis and dissemination across the healthcare continuum.
- **Financial Strength** – We will achieve financial strength and stability by optimizing reimbursement and improving our cost structure to produce sufficient margins and increasing philanthropic giving.
- **Employee Engagement** – We will create an environment where employee engagement flourishes and we commit our hearts and minds to meeting and exceeding the needs of our customers and each other.

# Our Partnership Pledge

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At Rutland Regional Medical Center, we take a team approach to your safety. We invite you and your family to join us as active members of your care team.

## We pledge to

- Coordinate your care
- Explain your care and treatment
- Listen to your questions or concerns
- Ask if you have safety concerns and take steps to address them
- Ask about your pain often and keep you as comfortable as possible
- Check your identification before any medication, treatment or procedure
- Label all lab samples in your presence
- Clean our hands often

## We ask you, or a loved one, to

- **Ask Me!** questions to ask your healthcare team
- Speak up if you are concerned about a test, procedure or medicine
- Check the information on your ID bracelet for accuracy
- Be clear and complete about your medical history, including current medications
- Clean your hands often and remind your visitors to do the same
- Remind us if we do not carry out our pledge to you

We welcome your involvement and feedback. The clinical manager is available to hear concerns about your care and safety.

*From the doctors, nurses and staff of Rutland Regional Medical Center*



**Rutland Regional Medical Center**  
*An Affiliate of Rutland Regional Health Services*

# Your Role in The Care Process

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## **Patient Safety**

Your safety is important to us. You and your family are encouraged to bring any safety concerns or suggestions for improvement to the attention of your nurse or the Patient Relations Department at 802.772.1978. Please wear your hospital identification bracelet at all times. Staff will check your bracelet when administering medications and doing procedures or tests. Please speak to your nurse or physician at any time if you have concerns about your care.

## **Pain Management**

Rutland Regional staff are committed to treat, relieve and manage the patient's pain effectively by promoting functional independence and acknowledging pain from a holistic perspective across the continuum. The patient's pain will be assessed during the initial contact with the healthcare provider and is managed throughout the hospital stay. Patients and their families can expect education with regard to their pain management plan of care.

## **Fall Prevention**

Accidental falls can occur in the hospital and it is important to know how we can help prevent falls and keep you safe and comfortable. For your safety, during the admission process a nurse will evaluate whether or not you are at risk to fall, based on several factors such as medications you might be taking or the type of illness for which you are receiving treatment. There are several things a patient can keep in mind in order to prevent falls. Asking for assistance to get in and out of bed, keeping personal items within an arms reach, making sure you have a clear path to your restroom, and making sure to use your glasses, hearing aids and walking devices when needed are all ways a patient can help eliminate the risk of falling. Including your family in fall prevention is very important as well. It would be beneficial to have your family share any information they feel would be useful for your healthcare team to know.

## **Handwashing – Preventing the Spread of Germs**

Be aware that hand washing is the best way to prevent the spread of germs. Wash hands for at least 15 seconds. Practice good personal hygiene. Feel free to remind staff members to wash their hands or wear gloves before examining you or giving you your medicine. Ask friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital. Get vaccinated, if it is recommended. Flu and pneumonia vaccines can help prevent illnesses, particularly in young children, the elderly, and high-risk patients.



### **ASK ME! Program**

Why ASK ME!? We at Rutland Regional are focusing on keeping our patients and their families informed and involved in their plan of care and treatment decisions. We want to provide you with an excellent experience.

We encourage two-way communications. If you have questions or are unclear with the information we have presented to you, we want you to feel comfortable to ask. *So, ask us!*

### **Patient Satisfaction Program**

The staff at Rutland Regional wants to provide the best possible care and service to patients and their families. It is, therefore, important to learn from patients what was positive about their hospital experience and where improvements are needed. To do this, surveys are regularly conducted. Questionnaires are mailed to randomly selected patients after their discharge from the hospital. The opinions and suggestions of our patients and their families are highly valued and very much appreciated.

### **Concerns & Complaints**

We hope that your hospital stay will be a positive experience. If, however, you are dissatisfied with any aspect of your care or treatment, please tell us right away so that we can attempt to correct the problem. All complaints received by the hospital will be reviewed and resolved within a reasonable period. You may direct your concern, issue, or complaint to the Patient Relations Coordinator at Rutland Regional at 802.772.1978 and someone will listen and follow up on your concern. If you are still unhappy with any aspect of your hospital stay, you can address your complaint or grievance in writing, using the patient satisfaction form or in a letter.

You can also file a written or verbal complaint with a variety of state agencies by calling 802.828.2900. For more information, see the Patient Bill of Rights following this section.

# A Patient's Bill of Rights

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**While you are a patient in this hospital, you have the right to –**

- Be informed of your rights in advance of providing or discontinuing care.
- Considerate and respectful care at all times, free from abuse or neglect.
- A doctor who is responsible for coordinating your care.
- To have a family member, representative or physician of your choice notified of your admission.
- Complete, current and understandable information about your diagnosis, treatment, and possible outcome. Immediate family members, a reciprocal beneficiary, civil union partner or guardian may also have this information, with your permission or if you become incompetent.
- Except in emergencies, to receive from your doctor information necessary to give informed consent to a treatment or procedure or both, and to development and implementation of your plan of care.
- Request or refuse treatment to the extent allowed by law. If you do refuse treatment, you will be told of the medical results of your action. The hospital will be relieved of any further responsibility for your refusal.
- Formulate advance directives which allow you to give directions about your future medical care.
- Personal privacy and privacy concerning your medical care including a person of your gender present during certain examinations, to be disrobed no longer than needed for medical purposes, to send and receive mail, to retain personal items including religious or other symbols, and to wear appropriate personal clothing, so long as they do not interfere with your care.
- Expect that all communication and records about your care will be treated as confidential. (*Except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.*)
- Expect that, within our capacity, Rutland Regional will respond reasonably to your request for services and access to information in your record in a reasonable time frame.
- Know who is taking care of you and what his or her job is, know who your doctor is, know if anyone taking care of you is a student or intern.
- Know if any of your care is part of a research study. If so, those studies will be fully explained to you before you consent to the treatment.
- Care that is planned and given in a consistent way in a safe setting.
- Be informed by your doctor what your healthcare needs will be after discharge.
- A statement of charges that is itemized, detailed and understandable, no matter what your source of payment.
- Know the immediate and long-term financial implications of treatment choices in so far as they are known.
- Whenever possible, parents, guardians, immediate family member, a civil union partner, agent or reciprocal beneficiaries have the right to stay with terminally ill patients 24 hours a day.
- Whenever possible, parents or guardians have the right to stay with their children 24 hours a day.
- Interpreters or assistive devices, if you have a hearing impairment or do not speak or understand English.
- To be free from restraints or seclusion when not medically necessary or used for any other reason, so that restraints or seclusion will only be used if necessary to improve your well-being or protect your physical safety and other means have been found to be ineffective.

- The right to work or not work
- The right to share a room with a spouse if medically appropriate and a suitable room is available
- Know what hospital rules and regulations apply to your responsibilities as a patient.
- The right to voice a complaint and expect timely resolution without fear of care or treatment being compromised.
- The right to receive professional assessment of pain and professional pain management.
- The right to be informed in writing of the availability of hospice services and the eligibility criteria for those services.
- The right to know the maximum patient census and the full-time equivalent numbers of registered nurses, licensed practical nurses, and licensed nursing assistants who provide direct care for each shift on the unit where the patient is receiving care. Rutland Regional's phone number for requesting public information is 802.775.7111.

When an individual has concerns about patient care or safety in the hospital, he/she is encouraged to contact the hospital's Patient Relations Department at 802.772.1978. If concerns have not been resolved through the hospital or the listed agencies, the individual may contact The Joint Commission's Office of Quality Monitoring to report the concern at 1.800.994.6610 or e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

In addition to the hospital's complaint/grievance procedures (*Patient Relations at 802.772.1978 or Risk Management at 802.747.3761*), patients who have complaints or concerns may contact the following agencies:

The Division of Licensing and Protection of the Department of Disabilities, Aging and Independent Living investigates hospital complaints under federal law, and also works with the Vermont Department of Health to investigate hospital complaints for the state.

To file a complaint with the Division of Licensing and Protection, call 800.564.1612 (*toll-free in Vermont*) or 802.241.2345 or write to them at 103 South Main Street, Ladd Hall, Waterbury, VT 05611-2306

If you prefer to contact the Board of Health or Health Department directly: Board of Health and Health Department, PO Box 70, Burlington, VT 05402-0070, 802.657.4220, 800.745.7371 (*toll-free in Vermont*).

If you have a complaint about a physician: The Vermont Board of Medical Practice investigates complaints against physicians (*MD*), physician assistants (*PA*), podiatrists and anesthesiologist assistants.

To file a complaint with the Board of Medical Practice: 800.745.7371 (*toll-free in Vermont*) or 802.657.4220. Download forms: [http://healthvermont.gov/hc/med\\_board/complaint.aspx](http://healthvermont.gov/hc/med_board/complaint.aspx), Mailing address: Vermont Board of Medical Practice, Vermont Department of Health, PO Box 70, Burlington, VT 05402-0070

**As a patient in this hospital, you have the responsibility to:**

- Keep your appointments or phone the hospital when you cannot.
- Be considerate of other patients by respecting their privacy and limiting your visitors.
- Observe safety regulations including tobacco-free environment and weapons policy.
- Supply accurate information to appropriate personnel and report unexpected changes in your condition to your doctor.
- Ask questions if instructions are unclear.
- Participate in your treatment plan as recommended by your healthcare team.
- Assure that the financial obligations of your healthcare are fulfilled as promptly as possible.

If you have any questions about your rights and responsibilities, ask your physicians, nurse, social worker, case manager, or other hospital representative.

## **C.A.R.E. Channel and Guided Imagery** *(Continuous Ambient Relaxation Environment)*

The C.A.R.E. channel and Guided Imagery are two 24 hour television channels that have been proven effective for: pain management, patient restlessness, stress reduction, and palliative care. The C.A.R.E. channel includes more than 70 hours of scenic nature video accompanied by soothing instrumental music and includes day & night cycles to support the circadian rhythms. With Guided Imagery there are various Guided Meditation programs, Children's programs, and Nighttime programs to aid with sleep. There is also a Pre-Procedure program to ease tension, a Post-Procedure program to encourage confidence in the healing process, an Inner Calm program to regulate breathing, a Heart Wellness program to focus on the heart and its healthy function, and a Labor and Delivery program for the early stages of labor and managing pain.



## **Advance Directives**

We are committed to honoring your medical choices. We will provide you with the information you need to make knowledgeable decisions. In addition to obtaining your consent for treatment, we accept "Advance Directives" from you to ensure that we follow your wishes if you should become unable to speak for yourself.

Your admission nurse will ask you if you have any Advance Directives so that we can file them in your medical record.

Vermont law provides for Advance Directives. It allows you to appoint someone to speak for you and make sure your wishes – such as the type of care or treatments you would want or not want – are carried out. Advance Directives can be changed or revoked at any time if your wishes should change. Your decision to complete an Advance Directive will not adversely affect your right to receive care.

The hospital has trained staff to explain Advance Directives, should you decide to complete one during your stay. They can also help if you want to make changes to an existing document. If

interested, ask your nurse to contact someone for you, or call our Social Work Department at 802.747.3713 between the hours of 8-4:30pm Monday-Friday.

## **Use of Restraints**

While you are a patient at Rutland Regional Medical Center, you have the right to be free from restraints or seclusion when not medically necessary or used for any other reason, so that restraints or seclusion will only be used if necessary to improve your well-being or protect your physical safety and other means have been found to be ineffective.



## Confidentiality

Your stay and treatment here at Rutland Regional will be handled in such a way as to protect your privacy. Our staff has been trained to respect confidentiality.

## Privacy Policy

We are committed to providing you with high-quality healthcare. We value our relationship with you, a relationship built on trust. We protect your privacy and confidentiality by creating and implementing policies and procedures that limit access to your personal health information.

Unless you notify us that you object, we will use your name, location in the facility, general condition and religious affiliation in our facility directory. This information may be provided to members of your family, friends, members of the clergy and to other people who ask for you by name.

Federal Privacy Rules require us to disclose your personal health information in two instances: to you at your request and to the Secretary of Health and Human Services when requested as part of an investigation or compliance review. In addition, we are required to use and disclose your health information without your authorization for certain purposes:

- When required by state or federal law
- To state and federal public health authorities, including state medical officers, the Food and Drug Administration, and other agencies charged with preventing or controlling disease
- To government authorities, including protective service agencies, authorized to receive reports of abuse and neglect
- To government health oversight agencies, such as the state and federal Departments of Health and Human Services, Medicare/Medicaid Quality Improvement Organizations (QIO), state Boards of Medicine, Nursing, and Pharmacy, and other licensing authorities
- When required by court order in a judicial or administrative proceeding
- To law enforcement officials for certain law enforcement purposes, including the reporting of certain types of wounds or injuries and any crimes against a person under 16 years of age
- To coroners, medical examiners, or funeral directors for purposes of identifying a deceased person or carrying out their duties as required by law
- For purposes of organ or tissue donation and transplantation, consistent with applicable law
- For research approved by an Investigational Review Board or Privacy Board that has reviewed the research proposal and established protocols to ensure the privacy of your health information
- When required to avert a serious threat to health or safety.
- When requested for certain specialized government functions authorized by law, including military and similar situations, e.g., national security

We expect to make other uses and disclosures of your protected health information on the basis of written authorization forms signed by you. You have the right to revoke any such authorization at any time, except to the extent we have already relied on it in making an authorized use or disclosure.

If you have any questions or complaints about this notice or our privacy practices, please contact: Director of Health Information, Health Information Services, 160 Allen Street, Rutland, VT 05701, 802.747.3651

If you believe your privacy rights have been violated, you may send a written complaint to the Rutland Regional Privacy Officer at the above address, or to the Secretary of Health and Human Services (*HHS*), Washington, DC. Rutland Regional will not retaliate against any individual filing a complaint.

## **Agreement to Conditions of Admission**

When you are admitted to the hospital, you are asked to sign the Assignment of Benefits form saying that you agree to certain conditions of admission. Examples of conditions include: release of information for continuity of care, a financial agreement, consent to routine procedures, tests and treatments and the assignment of your insurance benefits to the hospital. By signing this form, you acknowledge that you assume responsibility for the cost of your care. Your signature also gives the hospital and its staff members permission to perform usual/routine tests or treatments necessary to help diagnose problems and provide you with the best possible care.

## **Informed Consent**

During your admission, your physician will meet with you and explain the course of treatment for your particular condition. It is our goal that you be given, in a form or language understandable to you, the information you need to make informed decisions about your treatment and care. Your signature on a consent form gives permission to proceed with your treatment. It also indicates that you have been informed of the potential risks, benefits, complications, likely consequences and alternatives to the proposed treatment, that you understand that results are not guaranteed, and that you have had your questions answered to your satisfaction. Special treatments or procedures such as blood administration, HIV testing or surgery, among others, require that you sign additional specific consent forms.

## **Corporate Compliance**

Our Corporate Compliance Program provides a framework for providing healthcare services in a manner that conforms to laws, regulations and related guidelines and that is also consistent with ethical standards.

The goals of the Compliance Program are to:

- Assist Rutland Regional to meet its fundamental care-giving mission to patients and the community while staying within mandated and voluntary standards of conduct;
- Promote Rutland Regional's commitment to honest and ethical conduct;
- Foster an environment where employees feel comfortable and safe when raising concerns about compliance and corporate integrity;

- Educate individuals at all levels of Rutland Regional regarding each individual's obligation to contribute to the effectiveness of the Program; and
- Implement an effective system of auditing, monitoring, and risk assessment to prevent, detect and resolve conduct that is not in conformity with Rutland Regional policies and procedures or applicable laws, regulations and Guidelines.

The corner stone of the program is establishing effective lines of communication so that leadership communicates the organization's values and expectations to employees, and in return staff communicates concerns and problems to leadership.

Anyone who has concerns about potential violations of the law may report those concerns to the Chief Compliance Officer, John Wallace at 802.772.2557. Concerns may also be reported anonymously on the Rutland Regional Compliance Hotline at 866.403.5245.

## **Protection from Abuse, Neglect and Exploitation**

Abuse, neglect and exploitation of a vulnerable adult is unlawful. It is also unlawful for a healthcare provider to retaliate against a person for filing a report of abuse, neglect, or exploitation or for cooperating in an investigation about a reported incident.

What are Abuse, Neglect, and Exploitation?

- Abuse is any action that threatens a vulnerable adult's physical or emotional health or welfare. *(Ex. When a caretaker uses physical punishment on an elderly patient.)*
- Neglect is the purposeful or reckless failure of a caregiver to provide adequate care to a vulnerable adult. *(Ex. When a caregiver does not adequately feed or tend to the basic hygiene of an elder.)*
- Adequate care may include providing necessary goods and/or services or following a written plan of care needed to maintain health and safety of a vulnerable adult.
- Exploitation is the misuse of a vulnerable adult's money or property. *(Ex. When a caretaker has an elder sign a blank check.)*

Individuals found guilty of abusing, neglecting, or exploiting a vulnerable adult will face a range of consequences including; loss of employment, loss of professional license, fines up to \$10,000, and/or prison up to 25 years.

How to Make a Report of Suspected Abuse, Neglect or Exploitation:

- To make a report contact: The Director of Social Work, Rutland Regional Medical Center, 160 Allen Street, Rutland, VT 05701; 802.747.3713, Monday through Friday 8am-4:30pm.
- Reports can also be made to the State of Vermont Department of Disabilities, Aging and Independent Living (*DAIL*) by contacting the Division of Licensing and Protection, Adult Protective Services, (*APS*) at 1.800.564.1612 or by writing to the division at 103 South Main Street, Ladd Building, Waterbury, VT; 05671-2306

# Patient Care Services

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## Your Hospital Team

All members of your healthcare team are committed to providing you with compassionate, quality care. Staff members are identified with nametags, which contain their name and department. Our staff will work together on all aspects of your care and invite you to become an active part of this team. Please read the accompanying Patient Bill of Rights and Responsibilities to better understand your role as part of this team; and always ask questions regarding medical treatment, tests or instructions if you do not understand them.

## The Medical Staff

Rutland Regional has a medical staff of physicians, podiatrists, dentists and allied health professionals (*physician assistants and nurse practitioners*). Most of the physicians on our staff admit and care for their own patients in the hospital. Some members of the medical staff refer their patients who need admission to either our hospitalist group (see Hospitalists) or to other specialists on our medical staff. Please note that most of these physicians are not employees of the hospital and they will bill separately for their services. (*See Hospital Bills & Insurance for more information.*) Your physician has the overall responsibility for directing your care. He or she is required to obtain your permission (*called informed consent*) before doing any medical and/or surgical procedures. It is the responsibility of the hospital's professional staff to carry out the instructions of this physician. Your doctor will seek input from your treatment team and from you in developing a plan. He or she may have coverage arrangements with other physicians on nights and weekends. Occasionally, we have medical students under the supervision of a member of our medical staff.

## Hospitalists

A hospitalist is a physician who specializes in the care of a patient while admitted to a hospital. The patient's primary care physician can request that a hospitalist see their patient. During hospitalization, the hospitalist stays in close communication with the patient's referring physician to provide the best and most coordinated care possible. A hospitalist can be seen as your own primary care physician while you are in the hospital, providing you with continuous care, comfort and stability.

## The Nursing Staff

Rutland Regional provides nursing care to all patients, 24 hours a day. These caring professionals work hard to address your needs. Nursing students, as part of our teaching-affiliate program, may also participate in your care. If you require more intensive nursing care, your physician will request it. If the services of a special-duty nurse are required, you or your family must make the necessary arrangements.

A button to call your nurse is located on the bed. When you press this button, the nurses' station is alerted that you need assistance and a light flashes above your door. A staff member will respond as quickly as possible.

A Nurse Director is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the Nurse Director 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 area's pastoral care community are available to assist you, whatever your religious tradition. Your priest, minister or rabbi is always welcome to visit you while you are here. Pastoral care contact can be facilitated through anyone on your health care team. Please call x1899 if you would like a Catholic pastoral minister to visit you. On weekends and evenings, Catholic priests are on call at 802.770.5588.

Our Interfaith Chapel is located on the second floor. The Chapel is open 24 hours a day and available for a variety of non-denominational services.

## **Dietitians**

The hospital employs registered Dietitians to ensure your dietary needs are met during your stay. Please refer to the section on Food & Nutrition Services for Patients for more information on when meals are served. If you have questions about your meals or diet, please call x3703.

## **Social Workers**

Social workers in our Social Work Department can help you with social or emotional issues that may arise during your hospital stay. Social workers can also help you with an extended-care placement. Our staff may put you in touch with community-based resources to assist during your post-hospital recovery period. You may be interviewed by a social worker to identify adjustment needs, or you may request that someone contact you if you anticipate any special needs by calling x3713. All staff are master-level clinical social workers.

## **Case Management Department**

The Case Management Department at Rutland Regional is a group of experienced nurses who work directly with the patient's doctor and healthcare team to guide and coordinate medical care. They provide clinical information to the patient's insurance company and assist with acquiring discharge services and appointments. The nurses in this department are knowledgeable about a wide range of topics including cardiology, orthopaedics, infectious and neurological conditions, as well as surgical and oncology care. They are familiar with hospital services and can be a valuable resource to both the patient and their families.

## Housekeeping

A member of our housekeeping staff cleans your room. If your physician is examining you or your roommate, if you have several visitors, or if your door is closed, your housekeeper will return at a more convenient time. If there is a housekeeping problem in your room, please let your nurse know. It will be taken care of as quickly as possible.

## Students

We participate in the education of nurses and allied health professionals. It is possible that some services will be provided to you, or observed by one of these students. All services will be supervised by a licensed professional and are delivered in accordance with the attending physician's orders.

While we very much appreciate our patients' support of our educational mission, please notify your nurse if you object to a student's participation. Your wishes will be honored.



## Volunteers

Volunteers contribute many hours of service to Rutland Regional. These dedicated people, who can be identified by their nametags, assist the hospital staff in many ways. Volunteer opportunities abound. If you would like more information about how to become a volunteer following your hospital stay, call x3857.

## Staff Behind the Scenes

There are many employees and other support staff and health professionals working at Rutland Regional who you may or may not meet personally but who play a major role in the operation of the hospital. Caring and capable professionals who are committed to your speedy recovery fill these jobs.



## Palliative Care Services

Palliative Care is a support service for a patient and patient's family that provides care directed towards comfort and quality of life for patients who have advanced illness. Palliative Care is provided by a specially trained nurse who works together with the patient's usual team of doctors, nurses, social workers and therapists. It is up to the patient and family to decide what kinds of support they would like. Often this includes things such as: pain or other symptom management, including use of complementary therapies; addressing emotional and/or spiritual needs

as related to coping with the effects of serious illness; and counseling and support to patients and their families to help them understand medical information and make decisions about treatments and goals of care. Although Palliative Care focuses on comfort and quality of life, it can be provided at the same time the patient is receiving life-prolonging or aggressive treatment. The patient's physician must write an order for a formal Palliative Care consultation, but please contact the Palliative Care Program Coordinator at 802.772.2471 if you would like more information.



Hospice is a service that focuses on comfort and quality of life for patients who have end-stage illness and limited life expectancy. Typically used as a support to patients and families who are living either at home or in a long-term care facility, Hospice services in Rutland County are provided by Rutland Area Visiting Nurse Association & Hospice (*RAVNAH*). If you would like more information about the ways Hospice can help, you may ask a Case Manager, Social Worker or Palliative Care nurse, or call RAVNAH directly at 802.775.0568.

## Your Discharge

Hospital stays are much shorter than they used to be, and much of your recovery will take place after you leave the hospital. Your doctor, nurse or case manager will determine your discharge needs with you throughout your hospital stay. You will need to make arrangements with a family member or friend to help you get home.

Your doctor and nurse will give you instructions about your care before you leave the hospital. If you have questions about your diet, activity level, or other matters, please be sure to ask them at this time. In some cases, you will receive a follow-up phone call to inquire about your recovery and to answer any additional questions you might have.

There are many occasions when patients need additional treatment or care after their stay in the hospital. Some of these potential services include: rehabilitation, extended care recovery, nursing home placements, home health, hospice, Council on Aging referrals, cardiac rehabilitation and many others. Your Patient Care Team will work closely with you to ensure that your ongoing needs are addressed. If you would like additional information, please contact Social Work. You may receive a Press Ganey survey in the mail after you have left the hospital. Please take the time to fill it out and return it. We need your feedback so we can improve for our community.

## **Medications Upon Admission/Visit Start**

At the time of admission your nurse will ask you for a list of medicines you take at home. The list you provide us with is considered the most accurate account of what is actually being taken at home. Please let us know all the over the counter, samples, prescription medications and herbal supplements you are taking. Many treatment decisions are based upon what medicines your physician believes you are taking. Correct information helps keep safety first.

We will ask you the following information for each medication you take:

**Medication Name and Medication Dose**

**How often you take it**

**Route (*swallowed, inhaled, etc*)**

**Time of last dose taken**

The physician will use this list as he/she considers which medications to order for you while you are in the hospital.

## **Medications Upon Discharge/Visit End**

At the time of discharge you will receive an updated list of medicines to continue taking at home. This list will include:

**Medication Name and Medication Dose**

**How often to take it**

**Route (*swallow, inhale, etc*)**

**Length of time you should take the medication**

**Why you are taking the drug**

**Any relevant information**

Always keep this medication list or medication card with you. Take it to all doctor visits, when you go for testing, and to all hospital visits and share it with your provider. Write down all changes made to your medicines on it. Draw a line through a medication if you stop taking it and write the date it was stopped. A new list will be given to you after each hospital visit.

Medication safety is a top priority. Your doctor, nurse, and pharmacist are all available to answer any questions or concerns you may have about your medicines. Please do not hesitate to ask for information.

## **Personal Belongings**

Collect all of your personal belongings and double check closets and drawers before you leave. If you have valuables stored in the hospital safe, please ask your nurse about getting your valuables.

## **Bridges and Beyond**

Bridges and Beyond is a community volunteer program whose mission is to help support independent living, while improving the quality of life for both the volunteer and the clients they serve. The program provides non-medical support to residents of any age in the Rutland region, which may include such activities as shopping or running errands, local transportation, companionship, some assistance with light household chores, or respite care. There is no fee to receive services through this program, though donations are greatly appreciated. Please contact the Social Work Department, at 802.747.3710 for more information.

## **Lifeline**

Rutland Regional Medical Center's Lifeline program is a personal response system that allows subscribers to remain in their homes with the security of someone available at the touch of a button, 7 days a week, 24 hours a day, 365 days a year. Call 802.747.1816 for an application and more information.

## **Consumer Health/Health Sciences Library**

A medical librarian is on-site to help patients and families learn more about their health and medical conditions. The Library is located on the 5th floor of the hospital. You may call the Librarian at anytime at 802.747.3777 and request help in researching your medical topic. You may also just stop in to visit the Library at your convenience, Monday through Friday between 8:30 and 5pm. The Librarian is happy to prepare a packet of information to be mailed to your home.

The Library has two computers and wireless access. There are many books and videos related to health & wellness, as well as medical and nursing journals, and special information resources not available on the general internet, to help answer your questions.

Reading for pleasure? If you'd like a book to pass the time, visit the book cart just outside the library door, where you can feel free to choose what you like and not worry about returning it.



## **Ethics Consultation Service**

Rutland Regional Medical Center provides an Ethics Consultative Service for patients, families, physicians, and hospital staff. The role of the Ethics Consultative Service is to help individuals, when requested, to work through problems of an ethical nature. The Ethics Consultative Service is provided in a cooperative, non-threatening manner. The Consultative Team does not give opinions on what is right or wrong, but rather acts as a facilitator for people who are trying to work through difficult ethical problems. The individuals who provide this service are members of the hospital Ethics Committee, made up of physicians, nurses, social workers, and other members of the hospital staff. If you wish more information on this service, you may contact a member of the Ethics Consultative Team through the Medical Staff Office (x3835) during weekdays, or through the hospital administrator on-call (*call the hospital operator*) during nights and weekends.

## **Organ Donations**

Rutland Regional actively participates in the local, regional and national effort of organ and tissue donation so members of our community, region and nation will have the hope of life through an organ transplant.

- **Rutland Regional works with the Center for Donation and Transplant (CDT) in Albany, NY to provide information about organ donation to people in our area.**
- **Uniform Donor Cards are available from the hospital, along with brochures, which answer common questions.**
- **If you have further questions, ask your nurse or call Social Work at 802.747.3713.**
- **You may also call directly to the Center for Donation & Transplant at 518.262.5606**

## **Frequently Used Resources** *(Contact Social Work for more information.)*

### **Aging's Helping Hand: 802.775.8069**

A private agency assisting families in exploring the decision making and financial complexities related to nursing home placement and long term planning. This is a fee for service agency.

### **Caregiver Support Group: 802.747.3587**

Mutual support group for caregivers of aging, ill, or disabled persons. Meeting every month at Interage in Rutland.

### **Lifeline: 802.747.1816**

Home monitoring system for elderly or disabled either living alone or needing to be alone for extended periods during the day.

### **Meals on Wheels: 802.775.0133**

Home delivered meals for the elderly and/or disabled.

### **Council on Aging: 802.786.5990**

A United Way sponsored agency providing cost free services to help with a wide range of issues pertaining to the elderly and/or disabled.

### **Professional Nursing Services: 802.775.7272 or toll free: 800.446.8773**

A private, fee for service agency providing nurses, aides, and homemakers.

### **Rutland Mental Health: 802.775.2381; Crisis 24-hour number: 802.775.1000**

Area mental health services

### **Social Security Administration: 802.775.0893**

Assists with a wide range of issues pertaining to those eligible for Social Security or Social Security Disability.

### **The Bus: 802.773.3244**

Wheelchair capable transportation; provider for Medicaid.

### **RAVNAH: 802.775.0568**

Rutland Area Visiting Nurse Association & Hospice assists with direct care in the home for people who are homebound.

### **Washington County Public Health: 1.518.746.2400**

Visiting nurse and rehabilitation services for homebound New York state residents.

### **Women's Network: 802.775.3232, toll free 1.800.228.7295**

Women's shelter network and resources.

### **Bridges and Beyond Volunteer Program: 802.747.3710**

Volunteers providing non-medical support to keep people independent at home. Serves all age groups.

# During Your Stay

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## Food and Nutrition Services for Patients

Wholesome, well-balanced and nourishing meals are an important part of your treatment and recovery. Rutland Regional's Food and Nutrition Services staff makes every effort to provide you with nutritious meals according to your doctor's orders.

Food options for your visitors can be found in the Visitor Information section in this booklet.

Each morning at breakfast you will be asked to select your meals for the following day. A coordinator will collect your menu and assist you with your selection if necessary.

Patients are brought their breakfast between 7:30am and 8:30am. Lunch is delivered between 11:55am and 1pm, and dinner between 4:45pm and 5:45pm. If you have any problems with your menu selections, food delivery or quantity, please contact the Food and Nutrition Services at x3703.

Meals can be delivered earlier or later if you are scheduled for a special test or treatment. Every effort will be made to serve your meal after your test or examination.

## Nutrition Services

Depending on your prescribed diet, a member of our clinical nutrition staff may visit you to individualize your meal plan and offer suggestions for following a healthy diet after you are discharged. If you are going home on a new or special diet, a registered dietitian or coordinator will provide you with an information packet about your diet. They may also meet with you to review your meal plan.

## Snacks

A selection of between-meal snacks and beverages that conform to your diet are available through your nurse. Also, please consult with your nurse before eating items brought to you by visitors.

## Tobacco

Tobacco use is only allowed in the designated area outside the Emergency Department.

## **Fire Safety**

Rutland Regional takes fire safety very seriously. All patient areas are equipped with fire extinguishers. Fire drills are conducted for the staff, and alarms are tested on a regular basis. If you hear a fire alarm, please remain where you are. During drills, all doors to patients' rooms must be closed. Nurses will check on patients regularly during drills. In the unlikely event of a fire, a staff member will give you instructions and assistance if it is necessary for you to be moved.

## **Oxygen**

Special regulations are in effect when patients are receiving oxygen. Electrically-operated equipment and aerosol products are not permitted in these areas.

## **Wheelchairs**

Wheelchairs are available on all nursing units. Since getting into and out of wheelchairs may be hazardous, please ask for help from a member of the hospital staff.

## **Electrical Appliances**

Fire and safety regulations require that our Engineering and Maintenance Department check all electrical appliances and equipment. For your safety, we request that you do not bring electrical appliances from home to the hospital. This includes televisions, radios, and hair dryers.

## **Valuable or Lost Items**

Patients are asked not to bring items of value, such as jewelry, personal papers or large amounts of cash with them to the hospital. If you do arrive with valuables, please send them home with a family member. If you are unable to send your valuables home with someone, please ask the nurse to have them locked in the safe in the Security Office. Rutland Regional does not assume responsibility for items of value. If you lose something, please notify your nurse at once. Every effort will be made to locate your missing item. All objects lost or found should be reported to the Security Office at x1650. Articles are held there for 30 days.

## Special Services

Rutland Regional Medical Center offers a variety of special services to make your stay as pleasant and comfortable as possible. These special services include the following:

- **Baby Photo Service**

If you are interested in newborn pictures, your nurse on the Women's & Children's Unit can explain the picture/baby announcement package and its associated cost.

- **Mail**

Volunteers deliver letters and packages for patients. Letters and parcels that arrive after you have been discharged are forwarded to your home. Stamps and stationery may be purchased in the Gift Shop. Outgoing mail may be left at the nurses' station on your floor or at the mail box at the first floor information desk.

- **Flowers**

Volunteers will deliver flowers to your room. There are situations based on the patient's condition where flowers may not be allowed in the room. Therefore, we will request that a family member take the flowers home. Please note that flowers are not allowed in the Intensive Care Unit. Flowers can be purchased at the Gift Shop

- **Newspapers**

The Rutland Herald is delivered to inpatients on their breakfast trays. Burlington Free Press, Boston Globe, Boston Herald, New York Times, New York Daily News, New York Post, USA Today, and Wall Street Journal are available from our Gift Shop.

- **Reading Material**

Magazines are donated to Rutland Regional by community members for patients to read. The magazine cart is on the second floor across from the elevators. Books are on the fifth floor, outside of the library. Books and magazines can also be purchased from our gift shop.

- **Notary Public**

The services of a notary are available for patients free of charge. To request notary services, ask your nurse.

- **For the Hearing Impaired**

Rutland Regional has a TTY available to assist hearing-impaired persons calling the hospital. That number, which operates 24 hours a day, is 802.775.6551. Arrangements can also be made to have a person who uses sign language assist hearing-impaired or deaf patients. For information, ask your nurse.

- **Interpreters**

If this service is required, notify your nurse. Please inform your nurse if you have a need for any other special accommodations.

## Telephone Information

The Gift Shop has pre-paid phone cards available to purchase.

Important telephone numbers are:

- Rutland Regional Main Number: 802.775.7111
- TTY-TDD For Hearing Impaired: 802.775.6451

*There is a TTY/Hearing Impaired Telephone in the telecommunications office available for bedside use upon request.*

*Your telephone can be adjusted to make the caller sound louder or softer to you by changing the button on the side rear of the earpiece.*

*The small button on the very bottom of the handpiece should always be set on TT.*

Incoming calls will go to your telephone between 7am and 10pm. At night, your incoming calls will be routed to the nurses' station first. You may call out on your telephone at any time.

If you have requested that your admission be handled on a confidential basis, you may not want to make any outside calls. If you call someone who has "Caller ID," they will be alerted to the hospital's main number.

## Cellular Phones

Cell phones may be used in most areas if the phone stays more than 3 feet (1 meter) from all electronic medical devices. In certain restricted areas, cell phones must be turned off before entering the area. If you would like to use your cell phone, please notify your caregiver, keep your ringer on low, and be mindful of how loudly you are talking. For more information on using your cell phone and other wireless devices, please ask your caregiver.

## Two-Way Radios

Patients and their visitors may not use two-way portable radios. Ham and CB radios are also not allowed in any patient areas.



## **Your Room**

Your room assignment at Rutland Regional is based upon your admitting diagnosis and the bed availability at the time you are admitted. Private (*single bed*) and semi-private (*two bed*) rooms are available.

## **Your Hospital Bed**

Hospital beds, which are generally higher and narrower than your bed at home, are electrically operated. Your nurse will show you how to work your bed properly. Bedside rails are for your protection. They may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications.

## **Room Temperature**

All rooms in the hospital are centrally heated and air conditioned. If your room temperature is not comfortable, please notify the nursing staff; and feel free to provide feedback through our patient satisfaction survey.

## **During the Night**

For your safety, please stay in bed after you have been prepared for the night. Strange surroundings and sleeping medications may create a hazard if you get out of bed. Please use your call button at your bedside to request assistance to get up.

## **Television**

Color television sets are provided in each room as part of the basic room rate. Please be considerate of other patients by playing television sets softly and by turning off your set at bedtime. There should be a channel listing on each nightstand with some additional information.

## **Telephones**

Each patient at Rutland Regional has the use of a free bedside telephone with a private line and a separate telephone number. Your family and friends can call you directly by dialing 747 + the number on your telephone. To make long distance calls, dial 9 + 0 + (*area code*) (*seven digits*). Long distance calls must be made collect, using a credit card or billed to a third party. You may select the long distance company you prefer to use. Dial 9+0 and ask the operator for the long distance company of your choice. If you do not have a Rutland area telephone book at your bedside, please check with the nurses' station. A more economical alternative to dialing 9+0 is to either use your personal calling card or a pre-paid phone card.

# Visitor Information

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## Visiting Hours

Rutland Regional Medical Center values families as an important part of the patient care team. We understand that family members may need to stay close to their loved one during this time. Patient support from loved ones is an important part of the recovery process. Our commitment is to create an environment where visitors feel as welcomed and comfortable as possible. Sleep and rest for the patient is also an important part of their recovery.

The nursing staff may need to restrict visiting hours based on the patient's condition. We also respect the rights and needs of the patient who may be sharing a room with your loved one. For those reasons, we may request that visiting be limited based on the needs of the patient. Rutland Regional Medical Center has made arrangements with area hotels for discounted rates for our patients' family members. The nursing staff will be happy to share this information with you. Visiting hours for the Psychiatric Services Inpatient Unit are 4-8pm Monday-Friday and 1-8pm weekends and holidays.

We request that only two visitors be allowed in the room so that the patient can rest during their recovery. Depending on the patient's condition, we encourage only one family member or friend stay with the patient overnight. We do provide public waiting areas that are available throughout the hospital.

From 8pm-6am, the Main Entrance door is locked. All visitors will need to buzz for entrance and will be asked for their destination via an intercom.

Note: No latex balloons are allowed in the facility. No flowers or potted plants are allowed in ICU.



## Chapel

The chapel is currently being relocated. Please check with nursing staff for alternate quiet "reflection areas." Patients may be visited by clergy or clergy representatives if the patient has indicated that this is acceptable. If the patient feels a need for a clergy visit, there is a clergy resource book on every unit. There is a 24-hour Catholic call line to request last rites from a Catholic priest. If a Catholic requests a visit, make sure the nurse knows. Sister Margaret can visit – please leave her a message at 802.747.1899.

## **The Garden of Life**

The Garden of Life is a beautiful collection of gardens on the Rutland Regional Medical Center campus funded through donations in memory of loved ones, the building and grounds endowment and the Rutland Regional Auxiliary. This menagerie of floral and landscape beauty is handicap accessible, has lighted paths, benches, shade trees, water gardens, gazebo and labyrinth. The Garden of Life is a relaxing environment perfect for patients or visitors to take a break, enjoy the soothing scenery and calm a busy mind.

## **Food Court**

The Food Court, located on the first floor, is open 24 hours a day. You will find a selection of freshly grilled sandwiches, hot entrees, full salad bar, homemade soups and a full compliment of cold and hot beverages. Visitors are welcome in the Food Court.

Guest trays are available to all patient guests requesting them. Guest trays cost \$3 and must be paid for in advance. Payments should be made at the register in the Food Court. The Diet Office clerk will send a patient menu for the meal to the floor, or the unit staff will provide a patient menu from the unit's inventory. The guest will make his/her meal selection and the patient menu will be sent to the Food and Nutrition Services office or can be given to the cashier in the Food Court when payment is made. The guest tray will be sent to the unit with the patient trays.

## **ATM and Public Phones**

You will find pay phones on each floor of the hospital. There is an Automatic Teller Machine (*ATM*) located on the first floor.

## **Gift Shop**

The Gift Shop is located at the Allen Street entrance. You will find a variety of flowers, cards and gifts in the Gift Shop. The Gift Shop is open Monday through Friday, 8am-7pm and Saturday and Sunday, 9am-7pm. Please check with the nurse before bringing gifts of food or drink to patients. Latex balloons are not allowed in any department, but mylar balloons are acceptable. Orders for delivery to patient rooms can also be ordered by calling 802.747.1600.



## Parking

Visitors may park in the Allen Street entrance lot located at the north end of the hospital or in the Stratton Road lot which is located at the south end of the hospital. Parking is available 24 hours a day, seven days a week and is free. Patients and visitors are cautioned not to park in reserved areas or certain designated areas.

If you leave a vehicle in one of the lots overnight, please be sure it is locked. If you must leave items in the vehicle, lock them in the trunk or place them out of sight. Ask your nurse or a family member to notify the Security Office at x1650 that you will be leaving a vehicle overnight, where it will be parked, the vehicle description and registration number. If something happens that causes you to need help with your vehicle, please call the Security Department. Rutland Regional does have security patrol for their lots, however, vehicles are left at your own risk.

## Transportation

The Bus runs a regular schedule to and from the hospital from various locations in the Rutland area. There is a small charge for service. The Bus also provides point-to-point Dial-a-Ride service with one day advance notice. This service is tailored to the specific needs of the individual and is especially useful to those for whom fixed route service may not be available. To make arrangements or for more information, call 802.773.8682.

## Cellular Phones

Cell phones may be used in most areas if the phone stays more than 3 feet (*1 meter*) from all electronic medical devices. In certain restricted areas, cell phones must be turned off before entering the area. If you would like to use your cell phone, please notify your caregiver, keep your ringer on low, and be mindful of how loudly you are talking. For more information on using your cell phone and other wireless devices, please ask your caregiver.

## Two-Way Radios

Patients and their visitors may not use two-way portable radios. Ham and CB radios are also not allowed in any patient areas.

## Wi-Fi

Available in 10 locations throughout the hospital for patients and visitors. Wi-Fi can be found in the Library, the ACU Waiting Room, OR Waiting Room, ICU waiting room, Birthing Center waiting room, Food Court and the Community Cancer Center waiting room.



# Hospital Billing & Insurance

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## **Patient Financial Services** *(Billing)*

Financial counselors are available from 8am to 5pm, Monday through Friday, to answer questions you may have about the anticipated cost of care or your bill. They will help you interpret financial and billing policies at Rutland Regional. Feel free to call x6264 or stop by Patient Financial Services anytime during these hours (*see Hospital Bills and Insurance for more explanation*).

## **Hospital Bills and Insurance**

Timely payment for medical services provided to patients is very much appreciated. As a courtesy to you, we will bill your insurance carrier if you have signed a release and completed an Assignment of Benefits form. We understand that government directives and insurance company requirements have complicated healthcare billing. We will do whatever we can to help you understand your bill and arrange for payment for the services we provide. To help us help you, please make sure you are familiar with the terms of your insurance coverage. We respect your right to receive all necessary and appropriate medical treatment regardless of your ability to pay.

## **If You Have Health Insurance**

At the time of admission, the hospital will copy your current insurance identification card. We may also need the insurance forms, which are supplied by your employer or insurance company. You will be asked to give your insurance company permission to pay the hospital directly for your care. As a courtesy to you, the hospital will bill your insurance company directly unless you have not signed the Release of Information and Assignment of Benefits forms. In this case, you will be billed directly.

## **If You Are A Member of an HMO or PPO**

Your health plan may have special requirements, such as a second surgical opinion, prior approval for certain tests or procedures or a co-pay we may collect as you register. It is your responsibility to make sure that your plan's requirements are met. If their terms are not met, you may be held responsible for all or part of the cost of services.

## **If You Are Covered by Medicare**

We will copy your Medicare card to verify eligibility and process your Medicare claim. The Medicare program specifically excludes payment 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 the responsibility of the patient. When you are admitted, you will receive a notice entitled "An Important

Message from Medicare.” This notice explains in detail that you have the right to appeal your discharge, and to have your hospital services covered during the appeal. If you request an appeal of your discharge, an independent reviewer called a Quality Improvement Organization (QIO) will give you a second opinion about whether you are ready to leave the hospital. Here is the contact information for the QIO: Northeast Health Care Quality Foundation, 800.772.0151 or TTY 877.486.2048.

### **If You Have No Insurance**

Rutland Regional has staff available to help you understand and apply for state-sponsored programs if you have no insurance coverage. There is also a financial assistance program available for those who qualify. Feel free to call the Patient Accounts Representative at x1635 or the Social Work Department at x3713 for more information.

### **Your Hospital Bill**

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services, which include items your physician orders for you, such as x-rays or laboratory tests.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologist, anesthesiologist and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.



### **Help Paying Your Medical Bills**

Vermont offers several options to help people get health insurance coverage. These include Medicaid, Dr. Dynasaur, VHAP, Catamount Health, and VHAP-Pharmacy. Together, these programs are called Green Mountain Care. Each program has different eligibility, but Vermonters with incomes up to 300% of the federal poverty level can qualify. To learn more about these programs go to [www.greenmountaincare.org](http://www.greenmountaincare.org) or call 1.800.250.8427. The state also offers help with prescription drugs through the Attorney General’s Prescription Drug Finder.



## About Rutland Regional Medical Center

Founded in 1896, Rutland Regional Medical Center has grown from a 10-bed hospital on Nichols Street with eight attending physicians into Vermont's second largest health care facility. Rutland Regional has 188 licensed beds and more than 120 physicians trained in 35 specialty areas.

Rutland Regional Medical Center is fully accredited by the Joint Commission and is licensed by the State of Vermont. It is a member of the Vermont Association of Hospitals

and Health Systems, the American Hospital Association and the Voluntary Hospitals of America-New England.

- Founded: 1896
- Medical Staff: 120
- Medical Specialties: 35
- Employees: 1,389
- Volunteers: 351
- President: Thomas W. Huebner





## Online Health Information Newsletter

HealthWise is a free monthly e-newsletter where you can sign up to receive the latest in healthcare news on topics. You chose! Topics include nutrition, cardiology, pregnancy, parenting, men's and women's health and many more. There's even My Health Reminders, and My Personal Health Reminders for Loved Ones, to help keep you on track.

Log on to [www.rrmc.org](http://www.rrmc.org) and subscribe with referral code **PATIENT** to begin receiving your free e-newsletter today!

# Helpful Contact Information

*Concerns about patient care or safety in the hospital?*

*Contact Patient Relations at 802.772.1978*

Central Scheduling 802.747.1880

Diagnostic Imaging 802.747.1755

Emergency Department 802.747.3601

Gift Shop 802.747.1660

Registration 802.747.3619

Laboratory 802.747.1771

Library 802.747.3777

Medical Records 802.747.3654

Patient Accounting 802.747.1751

Patient Relations 802.772.1978

Social Work Department 802.747.3713

Tobacco Cessation Program 802.747.3768

Switchboard 802.747.1700



**Rutland Regional Medical Center**

*An Affiliate of Rutland Regional Health Services*



# Rutland Free Clinic

145 State Street, Rutland, VT 05701 • 802-775-1360



*Providing Non-Emergency Medical and Dental Care for Uninsured  
& Underinsured Adults in Our Community since 1996*

**Medical & Dental Exams • Specialty Care & Referral  
Alternative Health Options • Chronic Healthcare  
Restorative Dental Care • Labwork & X-rays**

Assistance with completion of forms for Green Mountain Care, Ladies First,  
QuitLine and Prescription Assistance Programs

*We are supported by grants, donations and the generosity of our volunteers*

