

Alfond Center for Health

Information for Patients and Families



Room # _____

Phone # _____

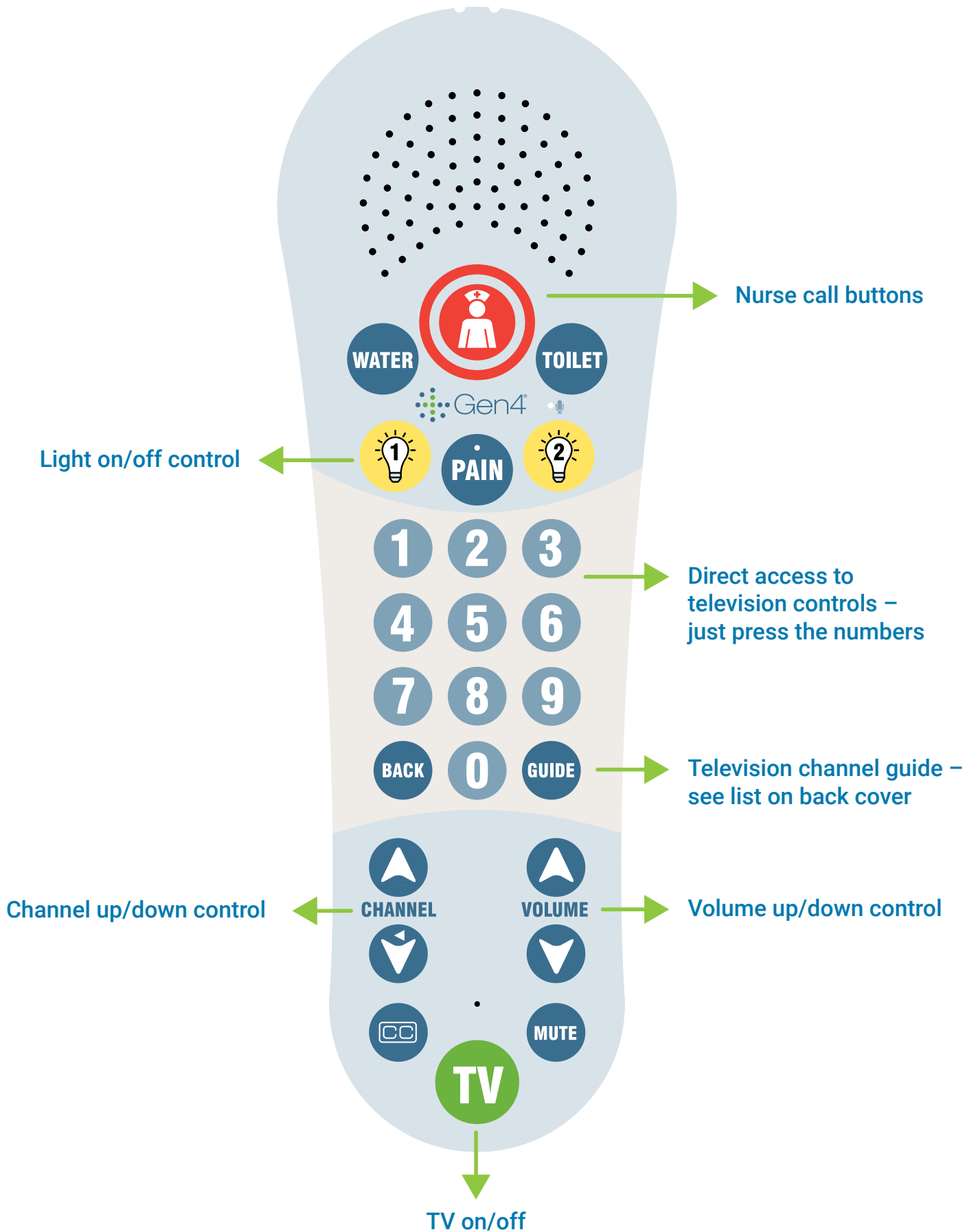
Nurse Station # _____

Nursing Unit _____

Rapid Response #

16444

Remote Control Instructions





Mission

To enhance, every day, the health of our patients, our families and our communities.

Vision

To be the trusted independent health care partner and recognized employer of choice in Central Maine, delivering superior quality care in innovative and sustainable care models to meet the needs of our community.

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You are an Important Member of Your Care Team!

Please:

- **Let us know** how you are feeling and if you need anything.
- **Ask questions** so you will understand.
- **Involve trusted friends and family** to help you.

Numbers to Know

Business Office/Financial Counseling	877-255-4680
Main Number/Operator	626-1000
Patient Advocacy	248-5290
Room Service	624-3663
Spiritual Care	626-1269



Please wear a face mask if:

- You have cold, flu, RSV or COVID symptoms, with or without a fever, including:
 - › Cough or other respiratory symptoms
 - › Sore throat
 - › Shortness of breath
 - › Or you have tested positive for flu, RSV or COVID in the last 10 days.



We have masks for anyone who wants to wear one. If you want your care team to mask, please let us know.

If You Have Special Needs

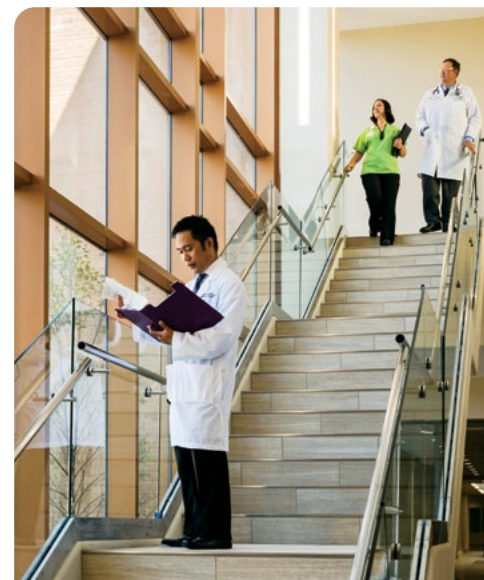
MaineGeneral Health offers a wide range of services for people with special needs in accordance with the Americans with Disabilities Act. If you need special help to feel most comfortable here, please speak to your nurse or another staff member.

Interpreting Services

Video, telephone and in-person interpreting are available for patients who are deaf or have limited English skills.

Notary Services

If you need to have a document notarized, please tell your nurse or call **626-1330**.



We are Here for You!

- **Hourly Rounding:** We try to check in with you every hour between 6 a.m. and 10 p.m. and every two hours from 10 p.m. and 6 a.m. We want to make sure you are comfortable and have everything you need.
- **Bedside Shift Report:** When we change staff shifts, we share important information about your care at your bedside. Please feel free to participate.
- **Leadership Rounding:** Our leadership is committed to making sure we take the best possible care of our patients, so they may stop in to see how you are doing.
- We try to keep your care area **quiet for your rest and healing**. Ear plugs, eye masks and headphones are available upon your request.
- Your care manager will communicate with your primary care office or another care provider, if needed, to help **ensure a smooth transition** from the hospital.
- You will receive a **green folder** with information on **signs and symptoms** to look for and **your medications and possible side effects**. We want to make sure you know how to **take care of yourself at home**.
- You may receive a survey about your care. Please take a few moments to provide feedback. Your participation is greatly appreciated.

Patient Rights & Responsibilities

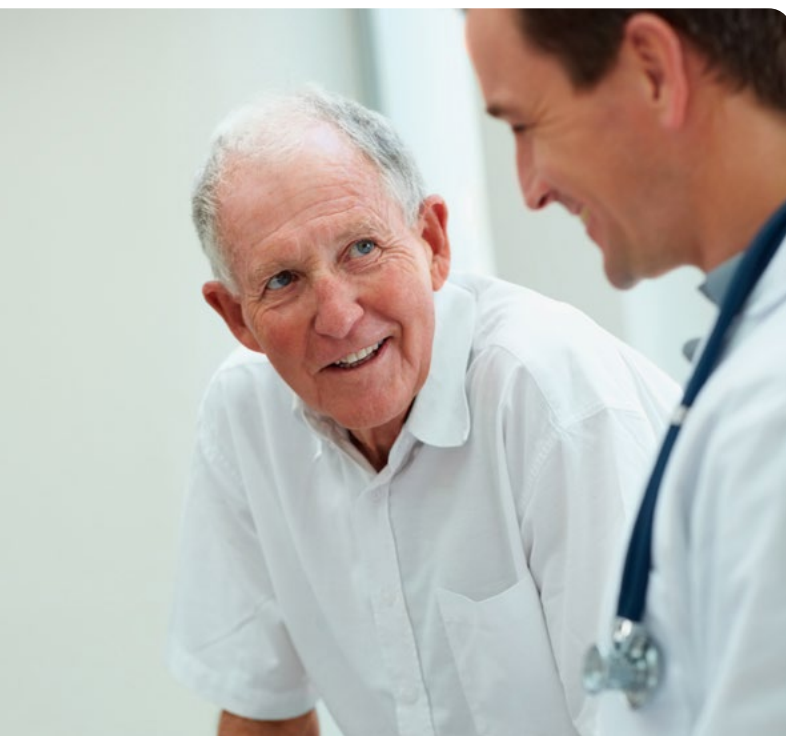
MaineGeneral Health is committed to treating every patient and family member with concern, respect, dignity and an appreciation of your uniqueness.

These patient rights and responsibilities support our commitment to your right to:

- Considerate and respectful care;
- Appropriate assessment and management of pain;
- Easy-to-understand information about your condition, treatment options, outcomes of care (including unexpected outcomes) and what may happen in the future;
- Know the names of everyone on your care team;
- Know all known costs of treatment choices, as well as payment methods;
- Make your own decisions about your care. You also have the right to refuse a recommended treatment or plan of care, to the extent allowed by law and hospital policy;
- Know your risks, benefits and choices if we recommend another care facility for you – or if you request such a transfer;
- Know about any business relationships among the hospital, educational institutions, other health care providers or payers that may influence your treatment and care;
- Agree or refuse to take part in research studies or experiments; and
- Have prompt notice of your hospital admission shared with family members, your representative/ support person and your primary care providers.

If You Have a Concern

- If you have a minor or immediate problem, please speak with a staff member.
- If you have a broader concern, please call our patient advocate at **248-5290**. They are available Monday – Friday, 7:30 a.m. – 4 p.m. Evenings, weekends and holidays, please call the hospital switchboard at **626-1000** and ask to speak with a clinical administrator.



- Patients and family members may also express their compliments and concerns in writing. Please send your letter to:

MaineGeneral Medical Center
Patient Advocate
35 Medical Center Parkway
Augusta, ME 04330

- **If you are not satisfied with the grievance resolution process at MGMC**, you may contact the State of Maine, Department of Health & Human Services, Division of Licensing at [800-621-8222](tel:800-621-8222); TTY: [624-5512](tel:624-5512), or The Joint Commission at www.jointcommission.org using the “Report a Patient Safety Event” link from the “Connect with Us” section on the homepage.
Mail:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
- **If you are a Medicare beneficiary** with a concern about quality of care or a coverage decision, or if you want to appeal a premature discharge, you may write to or call: Livanta – Beneficiary and Family Centered Quality Improvement Organization (QIO) at [866-868-2289](tel:866-868-2289);
- TTY [1-866-868-2289](tel:1-866-868-2289); Fax number for appeals: [1-855-236-2423](tel:1-855-236-2423).

FollowMyHealth® Patient Portal

The portal provides instant access to your health information 24/7 from any computer, tablet or smartphone!

You can:

- Request appointments and referrals
- Renew prescriptions
- View lab and other test results
- Pay bills
- Email care providers using secure messaging
- Update personal information
- And more – all online!

To learn more or get a portal application, ask a member of our staff.

Connect Your Health Information to Other Health Care Web Applications

You can link your health data to compatible health care apps. Learn more at www.mainegeneral.org/followmyhealth.

Financial Counseling

Having trouble paying for health care and medications? Our financial counselors can help you:

- Figure out if you can get help paying your MaineGeneral bills;
- Decide which programs to apply for;
- Apply for MaineGeneral’s free care programs; and
- Apply for state and federal programs like MaineCare. These programs cover the cost of health care services and prescriptions.

Our financial counselors can also offer resources to help you apply for insurance including long-term care.

MaineGeneral Medical Center (MGMC) and our health care practices offer free or

reduced-cost health care to Maine people who:

- Do not have insurance, or
- Have limited insurance coverage, and
- Meet income and asset guidelines.

If you have any questions or want to meet with someone who can help, please call [1-877-255-4680](tel:1-877-255-4680) or [872-4680](tel:872-4680), option 3.

Appointments are recommended so you do not have to wait.

We are available Monday – Friday, 8 a.m. to 4:30 p.m. in Augusta and Waterville.

We are Tobacco-Free

Smoking is not allowed inside our facilities and within 50 feet of all entrances, even in public spaces. No smoking is allowed in cars or parking lots. E-cigarettes and medical marijuana are included in this policy.

For patients who smoke, we can offer medication to ease any discomfort you may have during your stay. Please ask your nurse for more information.

Preventing Slips & Falls

- Use your call button. Do not try to get out of bed by yourself.
- Report any liquid spills to the nursing staff.
- Tell your nurse if you suddenly feel weak or dizzy.
- Wear non-skid slippers when you are on your feet.
- Sit a moment in bed before you try standing up.

- Stand and get your balance before you walk.
- Get out of chairs slowly.
- Be sure your nightgown or bathrobe does not touch the floor.
- Turn on lights before you get out of bed.
- Wear your eyeglasses.
- Use a cane or walker if advised to do so.
- Keep items you need within easy reach.
- Hold grab bars when getting in and out of the shower.
- Use handrails in stairways and hallways, if available.

Preventing Infection

Every member of your care team should clean their hands for your safety when they enter and leave your room. Please feel free to ask them if they have cleaned their hands, especially if you have not seen them doing it.

We bathe all patients with a soap called HIBICLENS®, which reduces your risk of getting an infection. HIBICLENS® is a special bathing soap that kills bacteria on the skin and provides a layer of protection against infection for up to 24 hours.

Things You Need to Know

Making & Receiving Phone Calls

There is no charge for making local calls from your room. Dial 9 plus the number. Guests can also make local calls from phones in the waiting areas.

If you need to make a long-distance call or connect with another MaineGeneral service, please dial 0 and the hospital switchboard attendant can assist you.

You are welcome to use your cell phone in all areas of the hospital. Please keep your cell phone on vibrate and talk softly when you are near others.

Wireless Access

Choose [MGH_Guest](#) from the list of wireless networks and agree to our terms of service to connect to our guest WiFi.

Perfume & Cologne

We ask patients and visitors not to wear perfume or cologne since some patients and staff may be allergic.

Pets

When someone with a service animal is admitted, the patient shall provide the name and contact information for a support person who will assume responsibility and provide care for the service animal while at the hospital and if the owner must be

separated from the animal during their hospital stay.

Personal dogs of inpatients are also welcome to visit. A health form must be completed for the dog and the person taking responsibility for the dog must get a pass from the Welcome Desk at the time of the visit. Please speak with the charge nurse for more information.

Dining Areas/Hours

Peter G. Alfond Cafeteria

The cafeteria is located on the Terrace level. It is set up like a food court with separate stations – grill, deli, salad bar, brick oven pizza, etc. Cash, credit and debit cards are accepted.

Hours: Monday – Sunday, 6 a.m. – 7 p.m.

Main Street Café

Located on the first floor, the Main Street Café features grab-and-go sandwiches, salads, specialty coffees and healthy juices. Cash, credit and debit cards are accepted.

Hours: Monday – Friday, 6 a.m. – 9 p.m.



Vending Machines

Located in the Emergency Department, Critical Care and Maternity & Pediatrics waiting areas. They are also located on the second floor by the north elevators.

Spiritual Care Center

The Spiritual Care Center is open 24 hours a day for patients, family members and other visitors. It is located on the Terrace Level.

Walking Trails

Guests are welcome to enjoy The Hayden Trails, the paved path that loops around the hospital and the rustic trail beyond the staff parking lot. These trails are dedicated in memory of Lew Hayden, who generously donated part of the land on which the Alford Center for Health and the Harold Alford Center for Cancer Care are built.

Labyrinth

The Fred Craigie Labyrinth is next to the rustic trail and is open to the public during the spring, summer and fall. The granite stones form one path which winds along to the center of the labyrinth and then returns along the same path. Walk at a pace that feels comfortable for you, using the time to pray, reflect or simply be aware of what you feel or experience.

Playground

A children's playground is located across from visitor parking and is open to the public during the spring, summer and fall. Children must be supervised at all times while at the playground.

Hotels & Amenities

Many area hotels offer special rates for out-of-town friends or family who want to be near their loved ones. To learn more, please contact the Kennebec Valley Chamber of Commerce at [207-623-4559](tel:207-623-4559) or info@augustamaine.com. The chamber also has a guide that lists area restaurants, churches and other community resources.

Recording & Photography

In the interest of privacy and confidentiality, patients and visitors may not photograph or record any procedure or treatment unless specifically authorized by the treating practitioner. Every person who appears in the picture/recording – including MaineGeneral staff – must sign a consent form before pictures/recordings are taken. Please ask your nurse for these forms.

Pictures/recordings must be for personal use only. They cannot be streamed live or shared on any social media sites without written consent from MaineGeneral's Legal and Marketing & Communications departments. Please call [621-7266](tel:621-7266) to learn more.

Opportunities to Give Back

Recognizing Staff

Patients and family members are welcome to nominate caregivers who make a special impression on them.

We have several award programs:

- AWESOME Award for medical staff
- DAISY Award for Extraordinary Nurses
- Excellence at Work Award for any employee or team
- Lotus Award for medical assistants
- Pink Rose Award for nursing unit assistants/CNAs

If you want to nominate a caregiver who went above and beyond and made a difference, please ask your nurse for a nomination form. You can also go online at www.mainegeneral.org/awards.

Share Your Story

If you received exceptional care and service and would like to share your story, please call our Marketing & Communications department at [621-7266](tel:621-7266) or email public@mainegeneral.org.

Commemorative Giving

Honoring caregivers with a donation in their name is a lasting token of your gratitude for the care you received and your overall experience at MaineGeneral. If you want to show your appreciation for a MaineGeneral doctor, nurse or other care provider, please call the Office of Philanthropy at [861-8676](tel:861-8676). Commemorative donation forms are also available on the Philanthropy website, give.mainegeneral.org.

Volunteering

Family members and patients make wonderful volunteers because they know firsthand about the care we provide and difference we make in people's lives.

Our health care system offers many areas where volunteers greatly enhance the services we provide for patients and families. To learn more about our volunteer opportunities and to complete an online application, call us at **626-1243**, or visit www.mainegeneral.org/volunteer.

Visit Our Website

At MaineGeneral Health's website, www.mainegeneral.org, you can:

- Learn about all of our services;
- Find a care team;
- Check out upcoming classes and events; and
- Visit your patient portal (see p. 6 for more information).

Don't forget to like and follow us on Facebook and Instagram!



Notes

Language Assistance Services

English: MaineGeneral Medical Center offers interpreting services to patients and family members with language and hearing needs. This service is available 24 hours a day, 7 days a week at no cost to the patient. To request an interpreter, or if you need medical information or posted notices in another language, please speak with a member of your care team.

Arabic:

يقدم مركز MaineGeneral الطبي خدمات الترجمة الفورية للمرضى وأفراد العائلة ذوي الاحتياجات من اللغة والسماع. هذه الخدمة متوفرة طوال ساعات اليوم على مدار الأسبوع دون أي تكلفة على المريض. لطلب مترجم فوري أو إذا كنت بحاجة لتوفير معلومات طبية أو إشعارات منشورة بلغة أخرى، يُرجى التحدث مع أحد أفراد فريق رعايتك.

Cambodian: មជ្ឈមណ្ឌលពេទ្យសុខាភិបាល MaineGeneral ផ្តល់សេវាកម្មបកប្រែសំឡេង និងសមាជិកគ្រួសារដល់មាន់កម្មវិធីការព្រឹត្តិការណ៍ និងការស្តាប់ដឹងល្អ។ សេវានេះអាចប្រើបាន 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍ដោយមិនគិតថ្លៃដល់អ្នកជំងឺ។ ដើម្បីសុំសេវាបកប្រែ ឬប្រសិនបើអ្នកត្រូវការព័ត៌មានផ្សេងៗ ឬការជូនដំណឹងជាភាសាខ្មែរស្រស់ សូមទាក់ទងជាមួយសមាជិកនៃក្រុមថែទាំរបស់អ្នក។

Chinese: 缅因州综合医疗中心 (MaineGeneral Medical Center) 为具有语言和听力需求的患者及其家属提供翻译服务。该服务全天候（每周 7 天、每天 24 小时）提供，且对患者免费。如果您需要翻译人员或者其他语言的医疗信息或通知，请与您的护理团队的人员联系。

French: Le Centre Médical MaineGeneral offre des services d'interprétation aux patients et aux membres de leur famille ayant des besoins en matière de langue et d'audition. Ce service est disponible 24 heures sur 24, 7 jours sur 7, sans frais pour le patient. Pour demander un interprète, ou si vous avez besoin d'informations médicales ou d'avis affichés dans une autre langue, veuillez vous adresser à un membre de votre équipe de soins.

German: Das MaineGeneral Medical Center bietet Patienten und Familienangehörigen mit Sprach- und Hörproblemen Dolmetscherdienste an. Dieser Service steht rund um die Uhr und sieben Tage die Woche kostenlos zur Verfügung. Wenn Sie einen Dolmetscher anfordern möchten oder medizinische Informationen oder Aushänge in einer anderen Sprache benötigen, wenden Sie sich bitte an ein Mitglied Ihres Pflegeteams.

Japanese: メイン総合医療センター (MaineGeneral Medical Center) では、言葉や発言に関して通訳の必要性を感じる患者とその家族を対象に通訳サービスを提供しております。このサービスは1日24時間、すべての曜日に提供されており、患者に対し一切費用は発生しません。通訳者をご希望であれば、また医療情報や掲示される通知を別の言語に翻訳したものが必要であれば、担当の医療チームにお気軽にご要望をお伝えください。

Korean: 메인제너럴 의료 센터(MaineGeneral Medical Center)는 언어 지원이 필요하거나 청각 장애가 있는 환자와 가족에게 통역 서비스를 제공합니다. 이 서비스는 주 7일, 하루 24시간 환자 비용 부담 없이 이용할 수 있습니다. 통역사를 요청하고 싶거나 의료 정보 또는 다른 언어로 작성된 안내문이 필요한 경우 간호팀 직원과 상의하십시오.

Nilotic: Maine General Medical Center (Panakim ë kãrj Kedhie de Maine) ee gëm në luocci de wëërë thök tënë kɔc tuany ku kɔc ke bëi kɔɔr kuɔɔny de thok ku niööp de guöp. Yen luocci kënnë ee t̥abac në thæɛr kaa 24 yiic në köölic, në nin kaa 7 ke wik yiic ke c̥in wëu ye keek t̥äü-p̥iny t̥ënë raan tuany. Na kɔɔr ba raan ye thok waaric thiëëc, ka na kɔɔr wël juëc kök ke y̥ilac ka wël c̥i keek göt në thoj dët peei yiic, ke y̥in limku ba jam wennë raan t̥ö në akutnhom de gëldu yic.

Oromo: Giddugalli Yaalaa Fayyaa MaineGeneral dhukkubsattootaa fi miseensota maatii fedhii afaanii fi dhageettii qabaniif tajaajila turjumaanaa ni kenna. Tajaajilli kun guyyaatti sa'aatii 24, torbanitti guyyaa 7 baasii tokko malee dhukkubsataadhaaf ni argama. Turjumaana gaafachuuf, ykn odeeffannoo fayyaa ykn beeksisa maxxanfame afaan biraatiin yoo barbaaddan, maaloo miseensa garee kunuunsa keessanii waliin haasa'aa.

Polish: MaineGeneral Medical Center (Centrum Medyczne MaineGeneral) świadczy usługi tłumaczenia ustnego dla pacjentów i członków ich rodzin z potrzebami językowymi i słuchowymi. Usługa ta dostępna jest 24 godziny na dobę, 7 dni w tygodniu i nie wiąże się z żadnymi kosztami dla pacjenta. Aby skorzystać z pomocy tłumacza lub jeśli potrzebujesz informacji medycznych lub opublikowanych powiadomień w innym języku, porozmawiaj z członkiem swojego zespołu opieki.

Russian: Медицинский центр «МайнеДженерал» (MaineGeneral Medical Center) предлагает услуги устного перевода пациентам и членам их семей с проблемами языка и слуха. Эта услуга доступна круглосуточно, ежедневно и бесплатна для пациента. Чтобы запросить услуги переводчика или если вам нужна медицинская информация или необходимо прочесть уведомления на другом языке, обратитесь к своему медицинскому персоналу.

Spanish: El MaineGeneral Medical Center ofrece servicios de interpretación a pacientes y familiares con necesidades lingüísticas y auditivas. Este servicio está disponible 24 horas al día, 7 días a la semana, sin costo alguno para el paciente. Para solicitar un intérprete, o si necesita información médica o avisos publicados en otro idioma, hable con un miembro de su equipo de atención.

Tagalog: Nag-aalok ang Medical Center ng MaineGeneral (MaineGeneral Medical Center) ng mga serbisyo ng pag-interpret sa mga pasyente at mga miyembro ng pamilya na may pangangailangan sa wika at pandinig. Available ang serbisyo ng ito 24 na oras sa isang araw, 7 araw sa isang linggo nang walang gastos sa pasyente. Para humiling ng interpreter, o kung kailangan mo ng medikal na impormasyon o mga nakapaskil na paunawa sa ibang wika, mangyaring kausapin ang miyembro ng iyong team ng pangangalaga.

Thai: MaineGeneral Medical Center (ศูนย์การแพทย์เมนเจนเนอรัล) ให้บริการล่ามสำหรับผู้ป่วยและสมาชิกในครอบครัวที่มีความต้องการด้านภาษาหรือการได้ยิน บริการนี้พร้อมให้บริการตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์ โดยไม่มีค่าใช้จ่ายสำหรับผู้ป่วย หากต้องการขอลามหรือรับข้อมูลทางการแพทย์และประกาศในภาษาอื่น โปรดพูดคุยกับสมาชิกในทีมดูแลของคุณ

Vietnamese: MaineGeneral Medical Center (Trung Tâm Y Tế MaineGeneral) cung cấp dịch vụ phiên dịch cho bệnh nhân và thành viên gia đình có nhu cầu về ngôn ngữ và thính giác. Chúng tôi cung cấp dịch vụ này hoàn toàn miễn phí cho bệnh nhân, 24 giờ mỗi ngày, 7 ngày/tuần. Để yêu cầu dịch vụ phiên dịch hoặc nếu cần thông tin y tế hoặc thông báo bằng ngôn ngữ khác, vui lòng thông báo cho thành viên của nhóm chăm sóc sức khỏe của quý vị.

