Lawrence General Hospital is clinically affiliated with Beth Israel Deaconess Medical Center and with Floating Hospital for Children at Tufts Medical Center.

Patient & Visitor Guide
Thank you for choosing Lawrence General Hospital for your health care needs.

During your stay or visit here, you or your loved one will receive expert medical care, administered by our staff of dedicated professionals. Our patients are assured access to the latest technology, the highest quality care in the region, and caring, personalized treatment. In addition to our excellent local specialists, we are also proud to offer physicians, specialists and services from both Beth Israel Deaconess Medical Center and Floating Hospital for Children at Tufts Medical Center on-site at Lawrence General. As a nurse myself, I know that traveling into Boston places an extraordinary burden on both patients and their families during health care emergencies. That’s why we’re committed to providing the best care possible to you and your family when you need it, close to your home.

While you are with us, we are confident you will experience first hand our core values of quality, integrity, service and compassion. These have been our values for nearly 140 years, and we continually strive to keep our promise of service excellence to every patient and visitor.

As the leading provider of health care in the Merrimack Valley and southern New Hampshire, we hope you view us as your high quality, high value, regional medical center. As always, we welcome your feedback during and after your stay, and we stand committed to exceeding your expectations.

Sincerely,

Dianne J. Anderson  
President and Chief Executive Officer
# Table of Contents

ABOUT LAWRENCE GENERAL HOSPITAL .............................................................. PAGE 5
YOUR HEALTH CARE TEAM ............................................................................. PAGE 6
CONVENIENCES FOR YOU ................................................................................. PAGE 6
CONVENIENCES FOR YOUR VISITORS ............................................................ PAGE 7
THINGS TO REMEMBER .................................................................................... PAGE 8
FINANCIAL MATTERS ....................................................................................... PAGE 9
FOR YOUR HEALTH & PROTECTION ................................................................. PAGE 9
QUESTIONS ABOUT YOUR HEALTH CARE .................................................... PAGE 10
WE CARE WHAT YOU THINK ........................................................................... PAGE 11
YOUR RIGHTS AS A PATIENT ......................................................................... PAGE 12
YOUR RESPONSIBILITIES AS A PATIENT ....................................................... PAGE 13
YOUR RIGHTS & RESPONSIBILITIES AS A VISITOR ..................................... PAGE 14
DIRECTIONS ....................................................................................................... PAGE 15
IMPORTANT PHONE NUMBERS ....................................................................... PAGE 16
DIALING INSTRUCTIONS ................................................................................ PAGE 17
CAFETERIA, GIFT SHOP & CAFÉ HOURS ....................................................... PAGE 17
TELEVISION CHANNELS ................................................................................ PAGE 18
Lawrence General Hospital is a regional health care resource for the Merrimack Valley and southern New Hampshire, and is the largest private employer in Lawrence.

Lawrence General Hospital was founded in 1875, and is the only private, non-profit community hospital in the immediate Merrimack Valley & southern New Hampshire regions. Driven by our mission of providing access to high quality, high value medical care for the community, Lawrence General serves nearly 300,000 patients annually, offering community-based care as well as acute inpatient, outpatient and emergency care for the whole family.

Lawrence General Hospital is proud to be clinically affiliated with both Beth Israel Deaconess Medical Center and Floating Hospital for Children at Tufts Medical Center. In 2013, Lawrence General Hospital provided over $14 million in Community Benefits to the Merrimack Valley. For more information on Lawrence General Hospital please visit www.lawrencegeneral.org.

Lawrence General Hospital is accredited by The Joint Commission, and has earned The Joint Commission’s Gold Seal of Approval for demonstrating compliance with their national standards for health care quality and safety in hospitals.

Lawrence General Hospital continues to be regionally and nationally recognized as a leading community hospital providing affordable, quality health care to the patients of our region.

Our Services & Centers:
- Ambulatory Care Center
- Birthing Care, Mother-Baby Care, and Special Care Nursery
- Cancer Care
- Cardiovascular Center
- Critical Care
- Diabetes and Nutrition Education Center
- Emergency Center
- Imaging and Radiology Services Center
- Infusion Services
- Laboratory Services
- Minimally Invasive Thoracic Surgery Clinic
- Nuclear Medicine
- Occupational Health
- Regional Center for Rehabilitation Services
- Pediatric Care
- Sleep Center
- Surgical Day Care Center
- Travel Clinic
- Weight Management & Bariatric Center
- Women’s Health Imaging
Your Health Care Team

A TEAM OF EXPERTS: At Lawrence General Hospital, your health care is delivered by a team of experts under the guidance and management of your physician. Our multidisciplinary approach to health care offers a dedicated staff of physicians, specialists, nurses, hospitalists, technologists, aides, case managers, social workers, dietitians, therapists and other support personnel, who work together to ensure that every patient receives the best care possible. If at any time during your stay you have any questions or concerns, please use the call bell so that your nurse or a member of your health care team can immediately address them for you.

NURSES: The nursing team at Lawrence General Hospital provides and coordinates patient care, educates patients about various health conditions, and advocates for patients and family members. Nurses can help you with questions related to your diagnosis/illness, listen and respond to any concerns you might have, assist with your comfort and pain management, and anything else that may your recovery. Throughout your stay, your nurses will be available so that all of your needs are met. Making sure you receive the best patient care is not only their priority, but their passion as well.

HOSPITALISTS: Hospitalists are physicians who specialize in the care of inpatients at hospitals. Our hospitalists will work in conjunction with your primary care doctor and specialists to design and oversee your individualized treatment plan. Because they remain on-site, hospitalists are always available to address urgent issues and share information with you. And through our affiliation with Floating Hospital for Children at Tufts Medical Center, we offer pediatric hospitalists on-site 24 hours a day to provide expert medical care in coordination with your child's pediatrician.

RESIDENTS: During your stay, you may meet some of our medical residents. These physicians are medical school graduates training to become family practitioners. They are enrolled in a three-year collaborative program run by Lawrence General Hospital, Greater Lawrence Family Health Center, and the country’s top medical schools.

SPIRITUAL CARE: Through our Spiritual Care Services office, Catholic, Protestant, and interfaith chaplains, as well as a Rabbi, are available to offer support to you and your family. You may also arrange to have your own clergy visit you. A peaceful interfaith chapel is located on the first floor, and is always open for patients and visitors. Spiritual Care Services can be reached by calling ext. 2349.

HOURLY TLC ROUNding: Lawrence General Hospital nurses and staff provide Hourly TLC Rounding on your unit to ensure that you always receive excellent care, and that you have all of your needs met by our staff. We remain committed to exceeding your expectations and managing your health and comfort.

Conveniences for You

INTERPRETER SERVICES: Lawrence General Hospital provides qualified medical interpreters to patients and their family members or companions who do not speak English, have Limited English Proficiency (LEP) or are deaf or hearing impaired at no cost. Face-to-face interpretation is the primary method of interpretation. In addition, interpretation by telephone is always available for more than 100 languages. Video remote interpreting for American Sign Language is available in situations in which the patient requests it, or for the purpose of decreasing the patient and provider’s waiting time for an interpreter. TTY machines and Sorenson Video Relay Systems (SVRS) are available to all deaf and hearing impaired patients, free of charge. If you or a family member requires an interpreter, please ask your nurse or physician, or request an interpreter by calling ext. 2676.

CASE MANAGEMENT: Lawrence General Hospital has case managers who are available to assist patients and their families with a variety of needs, including discharge planning, family meetings, and assistance with solving any issues related to testing, payment, care, etc. Case managers participate in daily rounds with Lawrence General physicians and collaborate with other members of your health care team to ensure that you are receiving the appropriate care that’s best for you. They can also assist patients in communicating with third parties, such as insurance companies or alternative treatment facilities and services, should the patient require additional or follow up care. To speak with a case manager, please contact Integrated Care at ext. 2550.
SOCIAL SERVICES: Lawrence General Hospital has social workers available to help patients and their families cope with a variety of issues that they might be facing, including emotions and everyday life problems. They can assist with therapy and counseling needs, interventions, care coordination, stress management, support groups and information and referral services to help you and your family gain access to community, state and federal programs that may be available. Our social workers collaborate with Lawrence General physicians and staff to ensure the delivery of comprehensive, patient and family-centered care when you need it most. All social workers are licensed by the Commonwealth of Massachusetts and regulated by the Board of Registration in Social Work. To speak with a social worker, please contact Integrated Care at ext. 2550.

VALET PARKING SERVICES: Lawrence General Hospital offers free valet parking services to its patients and visitors for their convenience Monday through Friday from 6:00 am to 5:00 pm. Simply check in with Valet Parking located at the Main Entrance upon arriving at the hospital. After 5:00 pm, please call the Lawrence General Security Office at ext. 2200.

TELEPHONE: To make free local calls on your room phone, press 9 + area code + phone number. You can call out at any time. No incoming calls are connected between 10:00 pm and 7:00 am.

LONG DISTANCE CALLS: Press 9 + 0 + area code + phone number, then use your calling card or call collect. Long distance calls cannot be billed to your room.

TELEVISION: There is a television in your room. The hospital provides the service to you and your visitors for free. If there is a problem with your TV, please call Engineering at ext. 2570. For the comfort of other patients, please monitor the volume on your TV to maintain a restful and healthy environment.

MAIL & FLOWERS: Lawrence General Hospital Volunteers will deliver any mail or flowers to your room. To send outgoing mail, give it to a staff member or volunteer to mail for you. Stamps are sold in The General Store, which is located in the Main Lobby on the first floor. For health reasons, patients in the Critical Care Unit cannot receive flowers.

NEWSSTAND: The Eagle Tribune is delivered for free, compliments of Lawrence General. The Boston Globe, Boston Herald, current magazines, and paperbacks may be purchased in The General Store & Gift Shop located on the first floor.

PATIENT MEALS: We provide patients with a restaurant-style menu option, offering a wide range of healthy selections available to you throughout the day. A Nutrition Services host will visit your room to take your order for each meal. Please speak to your Nutrition Services host should you have any questions or needs between meals.

READING MATERIAL: Our lending library is available on weekdays, and includes large print materials. Contact the Volunteer Office at ext. 2645 to access the library.

SAFE STORAGE: If you have valuables that you cannot leave at home, the hospital will store them in a safe, but we cannot assume responsibility for them. You may claim valuables during business hours at the cashier’s window, located on the first floor near the Main Lobby; or, you may ask to speak to the nursing supervisor.

LOST & FOUND: Patients and visitors can contact the hospital at 978-683-4000, ext. 4344, 24 hours a day, 7 days a week to report a missing item.

Conveniences for Your Visitors

VISITING HOURS: Visiting hours are flexible throughout the day, and vary depending on the patient and the clinical unit, so please check with the clinical nurse manager for hours. Visitors should check your schedule before planning a visit, in case there are times when you will be away from the room for tests. Clinical nurse managers can be reached by dialing 0 on the patient’s phone and requesting that they be paged.

PEDIATRICS AND MATERNITY VISITS:
Pediatrics: Parents are welcome to be with their children at any time.

Maternity: We encourage family involvement as directed by the patient and keeping in mind the patient’s condition and safety. Family visiting the units must respect the quiet hours from 8:00 pm to 7:00 am and the comfort and confidentiality of the other patients on the floor. Children under the age of 14 must be accompanied by an adult, other than the patient, who is responsible for their care.
CRITICAL CARE VISITS: We ask that visitors check with the nursing staff before entering patient care rooms to visit on the Critical Care Unit (CCU). Visiting hours in this area are flexible based on patient acuity. We ask that families choose one representative who will call the nursing unit for information about their loved one.

PATIENT INFORMATION LINE: Relatives and friends checking on a patient’s condition can call our Main Information Desk at 978-683-4000, ext. 2411.

FREE, SECURE PARKING: Complimentary visitor parking is located across the street from the hospital’s Main Entrance.

VALET PARKING SERVICES: Lawrence General Hospital offers free valet parking services to its patients and visitors for their convenience Monday through Friday from 7:30 am to 5:00 pm. Simply check in with Valet Parking located at the Main Lobby upon arriving at the hospital. After 5:00 pm, please call the Lawrence General Security Office at ext. 2200.

PARKING SHUTTLE: Lawrence General offers free shuttle service to visitors and patients Monday through Friday from 6:00 am – 6:30 pm, Saturday & Sunday from 12:00 pm – 3:00 pm. The LGH Courtesy Shuttle visits the Main Lobby Entrance, the Visitor & Outpatient Parking Lot, and 25 Marston Street throughout the day for patient and visitor drop off and pick up.

ATM: Cash machines are located on the basement level across from the Cafeteria, and in the Emergency Center at the check out area.

VENDING MACHINES: Vending machines are located on the sub-basement and basement levels, as well as the 4th and 5th floors in the Hamblet Building. For directions to the closest vending machine, please ask the nurse or a staff member at the Nursing Station.

CAFETERIA: Our Cafeteria is open daily and offers a wide variety of choices for patients, visitors and staff. The Lawrence General Cafeteria is located on the basement level. Hours are Monday through Friday from 6:00 am – 6:30 pm, Saturday and Sunday from 7:00 am – 6:30 pm.

THE MERRIMACK CAFÉ: Located on the first floor behind the Main Lobby, The Merrimack Café is open Monday through Sunday from 8:00 am – 5:00 pm for patients and visitors. The Merrimack Café offers grab and go sandwiches, specials, pastries and muffins, traditional sandwiches and salads, as well as a full-scale Starbucks offering espresso and gourmet coffee drinks.

RESTROOMS: Public restrooms are located on the first floor across from Patient Registration/Admitting, as well as in the Main Lobby. Additional handicap restrooms are located on the third floor in Surgical Day Care, and the fourth floor in the Stevens Building.

Things to Remember

CALLING FOR ASSISTANCE: Your nurse will show you how to use the call button, bed controls, and lights. He or she will also advise you on safety procedures such as assistance when using the bathroom.

EQUIPMENT HELP: If there is a problem with any equipment in your room, or if you have a housekeeping request, call Environmental Services, ext. 2249.

PATIENT MEALS: We provide patients with a restaurant-style menu option, offering a wide range of selections available to you throughout the day. A Nutrition Services host will visit your room to take your order for each meal. Please speak to your Nutrition Services host should you have any questions or needs between meals.

DIETITIAN SERVICES: Our registered dietitians offer counseling on special diets. If you need further guidance following your discharge from the hospital, our outpatient registered dietitian is available by appointment and can be reached at 978-683-4000, ext. 2584.
Financial Matters

**HOSPITAL BILL:** Your bill will be submitted directly to your insurance carrier. If there is a remaining balance beyond insurance coverage, you will receive a statement for that amount. If you would like to receive an itemized bill, you may request one from Patient Accounts. Payment plans are available. For questions regarding your hospital bill, please call Patient Accounts at 978-683-4000, ext. 2850 Monday through Friday between 8:00 am and 4:00 pm.

**PHYSICIAN BILLS:** You may also receive bills from others involved in your care, such as your personal physician, radiologist, pathologist, anesthesiologist, or other specialist. You must arrange for insurance filing directly to the practitioners to pay for any remaining balance.

**FINANCIAL ASSISTANCE:** If you are uninsured, there are several options that may help cover the cost of health care services for you and your family. The Financial Counseling Office can inform you of the options available, eligibility requirements, additional financial assistance for which you may qualify. They will also help you apply. Please contact the Financial Counseling Office to speak with a patient financial counselor as soon as possible to determine which program is right for you.

You may contact the Financial Counseling Office at 978-683-4000, ext. 2820 or ext. 2833, or visit the office located in the Main Hospital Campus, 1st floor, Monday through Friday between 8:00 am and 4:30 pm.

For Your Health and Protection

Lawrence General Hospital is a 100% tobacco-free campus. Smoking and the use of other tobacco products are not permitted in the buildings, or anywhere on hospital property. Your physician can suggest ways to help you stay tobacco-free during your stay. We encourage you to make a positive choice for your health and consider remaining tobacco free after you leave us.

**INFECTION CONTROL:** Lawrence General Hospital is committed to protecting the health of our patients and observes standard precautions in the care of every patient. Our health care providers use professionally recognized safety techniques and equipment during routine treatments and procedures to minimize the risk of infection and to prevent the transmission of disease. Hand washing and hand sanitizer are the most important measures we can take to prevent the transmission of diseases. Should you have any concerns, please let us know - we are committed to ensuring you receive the very best quality of care while at Lawrence General.

**VALUABLES:** It is best to leave jewelry and other valuables at home. Personal items such as eyeglasses, dentures, etc. can be stored in your nightstand when not in use. Please do not leave these personal items in your bed clothes or on your meal tray.

**APPLIANCES:** Please leave electronic items at home, including electric razors, iPods, MP3 players, laptops, tablets, radios, hair dryers, televisions, and cell phones. Battery operated radios are permitted. For patients in Pediatric Care, please check with the nurse before bringing in a battery-operated toy.

**CARRY-IN FOOD:** Please ask visitors not to bring food or beverages that are not permitted on your diet. If you are unsure of your dietary restrictions, check with your doctor, nurse, or dietitian.

**BALLOONS:** Gift balloons must be mylar only. Latex rubber balloons pose risks, including choking and allergic reaction.

**USE OF WIRELESS TECHNOLOGY:** Wireless technologies, such as cell phones, PDAs, two-way pagers, two-way radios and/or any other device that may emit electromagnetic interference are allowed in the Main Lobby, Russell Lobby, The Merrimack Café, Cafeteria, patient & family waiting areas, and in patient rooms, but must be at least three feet from any medical equipment. Wireless devices must be turned off in the Emergency Center, Surgical Services, Cardiac Catheterization Laboratory, treatment and diagnostic procedure areas, Radiology examination and procedure rooms, Critical Care, Telemetry, and in the Special Care Nursery.
PRIVACY PROTECTION: All records related to your care are kept strictly confidential. Detailed Your Rights as a Patient information about privacy practices and the law governing them — the Health Insurance Portability and Accountability Act of 1996 (HIPAA) — is given to you upon admission. Our Hospital Privacy Statement is also available on our website. If you have questions regarding any of this information, you may call our Patient Privacy Officer at 978-683-4000, ext. 8196.

Do You Have Questions About Your Health Care?

You are the most important member of your health care team. We encourage you and your family or companion to take an active role by asking us questions. Below are some questions you may want to ask any member of your health care team — there is a "Notes" section in the back of this guide for your convenience.

TESTS
What is the test for? When will I get results?

TREATMENT
Why do I need this treatment? Are there any alternatives? What are the possible complications?

MEDICINES
What is the purpose of this medicine? Are there any side effects? Will this medicine interact with medicines that I’m already taking?

LEAVING THE HOSPITAL
How will I feel after I leave? When will I start feeling better? Will I be able to take care of myself? What danger signals should I watch for?

DIET AND ACTIVITIES AFTER YOU LEAVE
Can I resume my normal diet? When can I resume my normal activities? What activities should I avoid?

YOUR NEXT DOCTOR VISIT
When should I see the doctor again? Which doctor should I see?

Creating the Best Experience for Our Patients

Lawrence General Hospital is committed to delivering high quality care to patients and their families.

We hope that you found the hospital clean, quiet and restful. We also hope that your health care team was courteous, respectful and responsive to your needs; that they listened carefully and explained things in a way you could understand; and that your pain or discomfort was well managed.

If we do not meet your expectations, please let us know right away by telling the nurse manager on your unit/floor or by calling the LGH CareLine at ext. 2273.

For Your Safety

It is our goal to provide our patients with the best care in the safest environment possible. To help us meet that goal, we ask that you:

S end all your valuables home with family or friends
A ddress any concerns you or your family may have about safety
F ormalize a complete list of all your current medications
E xpect us to ask your full name and date of birth before all tests, treatments, and medications
T ell us if you have had a recent fall or if you feel unsteady
Y our safety is very important to us
Lawrence General Hospital Cares What You Think

PATIENT SURVEYS: Lawrence General Hospital takes patient satisfaction very seriously. After your stay at the hospital, you may receive a patient satisfaction survey in the mail. This survey will ask questions about the quality of your care and your overall satisfaction with your patient experience at Lawrence General. The results of these surveys are important to us and help us continue our mission of providing exceptional care.

PATIENT FAMILY ADVISORY COUNCIL: Our Patient Family Advisory Council adds an important dimension to our ability to deliver exceptional health care. The members of the Council represent a diverse group of patients, family members, community representatives, physicians, nurses, managers and others. They meet every other month and participate directly in decisions leading to improvements in the patient experience at Lawrence General.

If you are interested in serving on the Patient Family Advisory Council or would like to learn more, call us at (978) 683-4000, ext. 2273. Leave a message with your name and phone number, and a representative from our Service Excellence Office will contact you.

EXCELLENCE ABOVE ALL: At Lawrence General Hospital, we strive to provide excellent service, and our staff takes great pride in making your experience as comfortable and stress-free as possible. We also like to acknowledge employees who go above and beyond their normal duties to enhance the patient experience. If someone at Lawrence General has made your stay with us better through the care and attention they provided to you, please let us know! Ask your nurse or physician for an Excellence Above All comment card and tell us who helped to make your stay at Lawrence General more pleasant.

ETHICS COMMITTEE: Lawrence General Hospital has an Ethics Committee that serves to protect, respect, support and promote the rights of patients in a manner consistent with Lawrence General Hospital’s mission, vision and values. This committee serves as a resource for any health care provider, patient, family member or visitor who may request review of, and consultation for, any ethical concern or issue arising from clinical care. If you have any questions or concerns, or need assistance in resolving unusual or complicated ethical issues, please contact the confidential Ethics Line at ext. 5300.

DONATING TO LAWRENCE GENERAL HOSPITAL: Contributions from friends in the community help us provide expert care and the latest technology. Whether you would like to support our annual fund, make a capital or planned gift, donate to honor a caregiver or clinical unit at Lawrence General, or donate in memory of a loved one, we can assist you. To discuss giving opportunities, please contact the Advancement Office at 978-683-4000, ext. 2020. Online gifts may also be made securely at www.lawrencegeneral.org/donate.

THE GIFT OF TIME: Our dedicated volunteers are an essential part of the hospital’s culture of exceptional, personalized care. Volunteering offers an opportunity to learn, contribute to your community, and meet new people. To find out how you can help, contact Volunteer Services at 978-683-4000, ext. 2645.
As a patient at our hospital, you have a right:

- To prompt, lifesaving treatment in an emergency
- To reasonable access to care, including protective services
- To privacy and safety during your medical treatment
- To confidentiality in, and access to, all records concerning your medical history and treatment
- To a collaborative role in your care, including participation in treatment decisions and review of treatment outcomes
- To care which reflects our Code of Ethics, while respecting your personal values
- To answers, when questions arise in the course of your care
- To alternatives if you choose not to be treated by a particular staff member
- To a prompt response to all reasonable requests
- To proper pain assessment and management
- To designate a decision maker for yourself, should you be unable to understand a proposed treatment or communicate your care preferences
- To the protection of your rights during research, investigation, and clinical trials
- To an itemized explanation of your hospital bill upon request
- To information on financial assistance and free health care upon request
- To an interpreter
Your Responsibility as a Patient

As a patient at our hospital, you have a responsibility:

- To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and herbal supplements you are taking, and any other matters relevant to your health
- To report any unexpected changes in your condition to your doctor
- To provide a copy of your Advance Directive if you have one, and to notify your doctor if you want to change or revoke this document
- To ask for an explanation if you do not understand something about your care or your care providers’ expectations of you
- To follow the treatment plan prescribed by the doctor primarily responsible for your care. This includes following instructions of nurses and other health personnel as they carry out your care plan and enforce hospital rules and regulations
- To keep appointments, and to notify your doctor or the hospital if you need to reschedule
- To follow hospital rules and regulations with regard to your care and conduct
- To be considerate of the rights of other patients and hospital personnel by controlling noise levels and number of visitors
- To be respectful of property belonging to other patients and the hospital
- To meet any care related financial obligations as promptly as possible

HEALTH CARE PROXY: By law, the Commonwealth of Massachusetts provides a way for your health care wishes to be carried out should you ever become unable to speak for yourself. This is known as the Health Care Proxy, and allows you to name another person to act as your agent. To assist you with this process, Lawrence General has assembled information that may be helpful to you in naming an agent, including a form you may use for this purpose. If you did not receive this information and form, please ask your nurse, physician or patient representative for a Health Care Proxy form. If necessary or requested, staff at the hospital can assist you and your family.

Other Resources

The Commonwealth of Massachusetts Department of Public Health
Phone: 1-617-624-6000
TTY: 1-617-624-6001
www.mass.gov/dph
www.massmedboard.org

The Joint Commission
Phone: 1-800-994-6610
www.jointcommission.org

For more information on patient rights under state and federal laws, or to resolve a complaint about your care, please call the hospital’s CareLine at 978-683-4000, ext. 2273.
Your Rights and Responsibilities as a Visitor

We ask that all patient visitors observe the following safe conduct regulations. Please:

• Respect our patients’ right to privacy, especially if visiting a patient who has a roommate.

• Knock on the door of the patient’s room before entering.

• Limit the number of visitors to any patient who has a roommate to a maximum of two at any one time.

• Assist us in controlling noise on the nursing units for the comfort and benefit of all our patients.

• Understand that the patient you are visiting must give permission in order for us to discuss their medical condition with you.

• Be considerate of the rights of our patients and hospital staff by treating them with courtesy and respect at all times.

• Expect that as the visitor of a patient you will be treated with courtesy and respect. Please be aware that there is always a nurse manager or administrative nursing supervisor available should you have any issues.

• Do not visit if you are not feeling well, or if you have an illness which could be spread to our patients. If you are not sure, please check with your health care provider.

• Comply with our policy: children under the age of 12 must be attended by a responsible adult at all times while in the hospital. We welcome children as visitors but require supervision for safety and security reasons.

• Be respectful of the property of other persons and of the hospital.

• Dress appropriately, including shirts and shoes.

• Do not smoke on hospital grounds. Lawrence General Hospital is a tobacco-free campus.

• If the patient you are visiting has a STOP sign on their door, go directly to the Nurses Station to inquire about special instructions or precautions prior to entering or leaving the patient’s room. These signs designate a need for additional preparation and are for the protection of the patient and their visitors.

• Do not sit on a patient’s bed or use the patient’s bathroom. This is for infection control purposes and protects patients and their visitors. There are visitor bathrooms located throughout the hospital.

• Check with the Nursing Staff prior to bringing food or beverages to the patient. Many patients are on a special diet prescribed by their attending doctor or they may be fasting for a procedure or test.

• Cooperate if asked to step out of the patient’s room. At times you may be asked to leave the patient’s room (briefly) to allow for patient care, comfort and privacy.

• Respect our rules prohibiting the following items and behaviors at Lawrence General Hospital:

  Alcoholic beverages
  Disruptive behavior
  Excessive noise
  Smoking
  Street drugs
  Weapons

The safety of our patients, their visitors and our staff members is a priority at Lawrence General Hospital. Visitors who do not comply with safe conduct regulations may be asked to leave or be escorted off hospital grounds. We thank you for your cooperation and hope that these guidelines will make your visit pleasant.

Lawrence General Hospital cares for patients without regard for age, sex, race, creed, color, national origin, ancestry, disability, or sexual orientation.
Directions and More Information

Driving north on Route 495, take exit 44-45 Marston / Merrimack Street. Driving south on Route 495, take exit 45 B-A

As you exit, follow the signs for Marston Street, Lawrence. Follow the blue H signs — until you begin to climb a hill.

For emergency drop off, continue straight on Marston/Prospect Street.

For parking, turn left onto General Street and observe signs.

Please note that the only entrances open on weekends and holidays are the Main and Emergency Entrances.

The courtesy parking shuttle takes you from the parking areas to the Main Entrance. Hours are:

- Monday - Friday: 6:00 am to 8:30 pm
- Saturday and Sunday: 12:00 pm to 8:30 pm

Want to Know More?

HOSPITAL INFORMATION:
To find out more about Lawrence General Hospital, visit our website at www.lawrencegeneral.org. Our website also offers information on a wide range of health topics, including links to additional educational resources. Up to the minute information can also be found on our Facebook page at www.facebook.com/lawrencegeneral.

DONATIONS: Contributions from friends in the community help us provide expert care and the latest technology. Whether you would like to support our annual fund, make a capital or planned gift, donate to honor a caregiver or Clinical Unit at Lawrence General, or donate in memory of a loved one, we can assist you. To discuss giving opportunities, please contact the Advancement Office at 978-683-4000, ext. 2020. Online gifts may also be made securely at: www.lawrencegeneral.org/donate.

THE GIFT OF TIME: Our dedicated volunteer staff is an essential part of the hospital’s ongoing effort to provide our patients with exceptional, personalized care. Volunteering offers an opportunity to learn, contribute to your community, and meet new people. To find out how you can help, contact Volunteer Services at 978-683-4000, ext. 2645.

Valet Parking Services are available for patients and visitors at the Main Entrance, or by calling the Lawrence General Security Office after 5:00 pm at ext. 2200. Hours are:

- Monday - Friday: 7:30 am to 5:00 pm
## Important Phone Numbers

**Main Number: 978-683-4000**

Please call during business hours, weekdays 8:00am to 4:30pm, unless special hours are noted.

<table>
<thead>
<tr>
<th>TO ASK ABOUT</th>
<th>CALL</th>
<th>EXTENSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions Process</td>
<td>Admitting</td>
<td>2870</td>
</tr>
<tr>
<td>Chaplain Visits</td>
<td>Spiritual Care Services</td>
<td>2349 Monday through Friday, 8:00 am – 6:00 pm</td>
</tr>
<tr>
<td>Cleaning / Equipment</td>
<td>Environmental Services</td>
<td>2249</td>
</tr>
<tr>
<td>Eligibility for Financial Assistance / Free Care</td>
<td>Financial Counseling</td>
<td>2820 Monday through Friday, 8:00 am – 4:30 pm</td>
</tr>
<tr>
<td>Lost &amp; Found</td>
<td>Monday through Friday</td>
<td>4344</td>
</tr>
<tr>
<td></td>
<td>Weekends (Security)</td>
<td>2200</td>
</tr>
<tr>
<td>Making a Gift to Lawrence General Hospital</td>
<td>Advancement Office</td>
<td>2020</td>
</tr>
<tr>
<td>Meals</td>
<td>Food &amp; Nutritional Services</td>
<td>2585</td>
</tr>
<tr>
<td>Patient Billing</td>
<td>Patient Accounts</td>
<td>2850 Monday through Friday, 8:00 am – 6:00 pm</td>
</tr>
<tr>
<td>Compliments/Complaints/ Patient Rights</td>
<td>CareLine</td>
<td>2273</td>
</tr>
<tr>
<td>Plans After Discharge</td>
<td>Case Management</td>
<td>2550</td>
</tr>
<tr>
<td>Reading Materials</td>
<td>Volunteer Office</td>
<td>2645</td>
</tr>
<tr>
<td>Speaking with an Interpreter</td>
<td>Interpreter Services</td>
<td>2676</td>
</tr>
<tr>
<td>Substance Abuse / Domestic Violence / Mental Health Needs</td>
<td>Social Services</td>
<td>2550</td>
</tr>
<tr>
<td>TV Service</td>
<td>Engineering (Leave a message)</td>
<td>2570</td>
</tr>
<tr>
<td>Valet Parking</td>
<td>Main Lobby 8:00 am - 5:00 pm</td>
<td>2411</td>
</tr>
<tr>
<td></td>
<td>Security after 5:00 pm</td>
<td>2200</td>
</tr>
</tbody>
</table>
Dialing Instructions

<table>
<thead>
<tr>
<th>WHEN CALLING</th>
<th>DIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the Hospital</td>
<td>The 4-digit extension</td>
</tr>
<tr>
<td>Local calls</td>
<td>9 – area code – local number</td>
</tr>
<tr>
<td>Long distance calls</td>
<td>9 – 0 – area code and phone number. You can make calls collect, or</td>
</tr>
<tr>
<td></td>
<td>use a calling card.</td>
</tr>
<tr>
<td>Telephone problems</td>
<td>Press 0 for the Lawrence General Hospital Operator</td>
</tr>
</tbody>
</table>

Cafeteria, Café & General Store Hours

CAFETERIA HOURS: The Lawrence General Hospital Cafeteria is located on the Basement Level of the hospital and is open:

- Monday - Friday: 6:00 am – 6:30 pm
- Saturday - Sunday: 7:00 am – 6:30 pm

THE MERRIMACK CAFÉ: Located in the Main Lobby, The Merrimack Café offers grab and go breakfast, lunch & dinner options, and hosts a full scale Starbucks’ Coffee, including espresso and gourmet coffee drinks. The Merrimack Café is open:

- Monday - Friday: 8:00 am – 5:00 pm

THE GENERAL STORE & GIFT SHOP: Located in the Main Lobby, The General Store & Gift Shop offers a variety of items for visitors, patients and their families, as well as gifts, flowers and cards. The General Store is open:

- Monday - Friday: 10:00 am – 5:00 pm

Vending machines are located on the sub-basement and basement levels, as well as the 4th and 5th floors near the Hamblet elevators (blue elevators).
## Television Channels

<table>
<thead>
<tr>
<th>TV STATION</th>
<th>CHANNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;E</td>
<td>34-1</td>
</tr>
<tr>
<td>ABC FAMILY</td>
<td>34-2</td>
</tr>
<tr>
<td>AMC</td>
<td>34-3</td>
</tr>
<tr>
<td>WBZ (4)</td>
<td>34-4</td>
</tr>
<tr>
<td>BRAVO</td>
<td>34-5</td>
</tr>
<tr>
<td>CTN</td>
<td>34-6</td>
</tr>
<tr>
<td>CNN</td>
<td>34-7</td>
</tr>
<tr>
<td>WCVB</td>
<td>34-8</td>
</tr>
<tr>
<td>DISCOVERY</td>
<td>35-1</td>
</tr>
<tr>
<td>E!</td>
<td>35-3</td>
</tr>
<tr>
<td>ESPN</td>
<td>35-4</td>
</tr>
<tr>
<td>Food</td>
<td>35-5</td>
</tr>
<tr>
<td>HALLMARK</td>
<td>35-6</td>
</tr>
<tr>
<td>HGTV</td>
<td>35-7</td>
</tr>
<tr>
<td>HISTORY</td>
<td>35-8</td>
</tr>
<tr>
<td>LIFETIME</td>
<td>36-1</td>
</tr>
<tr>
<td>WFXT (FOX)</td>
<td>36-6</td>
</tr>
<tr>
<td>MNBC</td>
<td>36-3</td>
</tr>
<tr>
<td>NATIONAL GEOGRAPHIC</td>
<td>36-4</td>
</tr>
<tr>
<td>NICK JR</td>
<td>36-5</td>
</tr>
<tr>
<td>NICKELDEON</td>
<td>36-6</td>
</tr>
<tr>
<td>SPIKE</td>
<td>36-7</td>
</tr>
<tr>
<td>WHDH</td>
<td>36</td>
</tr>
<tr>
<td>TBS</td>
<td>37-1</td>
</tr>
<tr>
<td>WSBK (38)</td>
<td>37-7</td>
</tr>
<tr>
<td>TLC</td>
<td>37-3</td>
</tr>
<tr>
<td>TNT</td>
<td>37-4</td>
</tr>
<tr>
<td>WLVI (56)</td>
<td>37-5</td>
</tr>
<tr>
<td>TV LAND</td>
<td>37-6</td>
</tr>
<tr>
<td>USA</td>
<td>37-7</td>
</tr>
<tr>
<td>NESN</td>
<td>37-8</td>
</tr>
<tr>
<td>GALA</td>
<td>38-1</td>
</tr>
</tbody>
</table>
Lawrence General Hospital has been a vital part of the Merrimack Valley since 1875, and is a leader in delivering quality, affordable, patient-centered health care.