



Lawrence  
General  
Hospital



# Welcome

Thank you for choosing Lawrence General Hospital for your health care needs. This hospital serves as an extraordinary community resource to residents of the Merrimack Valley and beyond. It is our expectation that all patients — regardless of race, ethnicity, gender, gender identity, age, disability and/or socioeconomic status — receive the highest quality care possible during their stay or visit here. Our focus on health equity and diversity, equity and inclusion (DEI) is to impact the health and well-being of all of our patients and communities in achieving the highest level of health.



You will encounter physicians, nurses, specialists, and staff who are involved with your care plan and it is their goal to provide as much personalized treatment as possible. We encourage you to ask our providers anything that comes to mind about your care and treatment. If there are aspects of your visit or stay that are confusing or not to your satisfaction, please reach out to our patient advocate at 978-683-4000, Ext. 8329. We want to make sure you are as comfortable and satisfied as possible. Any feedback you provide is incredibly important during and after your stay.

It is my commitment that each patient and visitor leave the Lawrence General Hospital knowing they experienced our core values of quality, integrity, service, and compassion firsthand. These have been goals of Lawrence General for nearly 150 years, and we continually strive to keep our promise of service excellence to every patient and visitor.

Sincerely,

**Dr. Abha Agrawal, FACP, FACHE**  
President and Chief Executive Officer

The patient guide is online at  
[www.lawrencegeneral.org/PatientGuide](http://www.lawrencegeneral.org/PatientGuide)



- Open the QR Code reader on your phone.
- Hold your device over the QR Code so that it's clearly visible within your smartphone's screen.
- The phone may automatically scan the code. Otherwise, press a button.



# 10 Things to know about your stay

## 1 Your Room

- Television: The hospital provides free television service in every patient room. If there is a problem with your TV, please call Ext. 2570.
- C.A.R.E. Channel is also available and provides images of nature and music to enhance relaxation and healing.

## 2 Patient Meals

For meals, call Ext. 2597.

- Breakfast: 7 a.m. – 7 p.m.
- Lunch, Dinner: 10:30 a.m. – 7 p.m.

## 3 Need Immediate Attention?

Press your call light button to contact a nurse. If a rapid response is required, the rapid response team is notified immediately.

## 4 Hospital Quiet Hours

1-4 p.m. and 8 p.m. – 6 a.m.

*Lights will be dimmed on units and in patient rooms*

## 5 Wi-Fi

Free Wi-Fi access is available to patients and visitors. Select the “LGH-Guest” network.

## 6 Lost & Found

Patients and visitors can leave a message at 978-683-4000, Ext. 4344, 24 hours a day, 7 days a week to report missing items.

## 7 Visiting Hours

Visiting hours are flexible throughout the day and vary depending on the patient and clinical unit. Visiting hours are subject to change and are limited during national emergencies.

## 8 Interpreter Services

Face-to-face interpretation is the primary method of interpretation. Interpretation by telephone, video remote or TTY is also available. Request an interpreter by calling Ext. 2676.

## 9 Housekeeping














Housekeeping can be reached by calling Ext. 2249 if you need anything cleaned during your stay.

## 10 Financial Services

For questions regarding your hospital bill, please call Patient Accounts at 978-683-4000, Ext. 2850.



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## About Us

Lawrence General Hospital is a regional health care resource serving the Merrimack Valley and southern New Hampshire; it is the largest private employer in Lawrence.

The hospital was founded in 1875 and is the only private, nonprofit community hospital in the immediate Merrimack Valley region. Driven by our mission to provide access to compassionate, high quality, high value medical care for the entire community, Lawrence General serves nearly 300,000 patients annually, offering acute inpatient, outpatient, and emergency care.

We are accredited by The Joint Commission and have earned the Gold Seal of Approval for demonstrating compliance with their national standards for health care quality and safety in hospitals.

## Services and Centers

- Ambulatory Care Center
- Birthing Center and Special Care Nursery
- Cancer Care Services
- Cardiovascular Center
- Critical Care Unit
- Nutrition Education Center
- Emergency Center
- Imaging and Radiology Services Center
- Infusion Services
- Laboratory Services
- Minimally Invasive Thoracic Surgery Clinic
- Nuclear Medicine
- Occupational Health
- Palliative Care
- Physical Therapy and Rehabilitation
- Pediatric Center
- Sleep Center
- Surgical Services
- Travel Clinic
- Vascular Care
- Weight Management and Bariatrics



# Your Health Care Team

Health Care Team	Description
<b>Hospitalists</b>	Hospitalists are on-site physicians specializing in the care of inpatients who work closely with your primary care doctor and specialists to design and oversee your individualized treatment plan. The health information you provide is important!
<b>Nurses</b>	Nurses can help you with questions related to your diagnosis/illness, respond to any concerns you might have, assist with your comfort and pain management, and anything else that may improve positive health outcomes for patients. Nurse managers are available to contact on each patient floor.
<b>Patient Advocate</b>	If we are not meeting your expectations in the quality of care, safety and/or services you are receiving, please discuss your concerns with any member of the medical staff or a unit manager. Patients or family members may also contact the Patient Advocate to express concerns or share compliments. Our representatives are available Monday-Friday at Ext. 8329.
<b>Residents</b>	These physicians are medical school graduates training to become family practitioners. They are enrolled in a collaborative program run by the hospital, Greater Lawrence Family Health Center and the country's top medical schools.
<b>Spiritual Care</b>	Spiritual Care can be reached by calling Ext. 2349 for the interfaith chaplain or Ext. 2344 for the Catholic chaplain. A peaceful interfaith chapel is also located on the first floor and is always open for patients and their visitors.
<b>Volunteer Services</b>	Volunteers can enhance your patient experience. You may receive a visit from one of our volunteers offering puzzles, reading materials, pet therapy, and — not to mention — a comforting face.
<b>Interpreter Services</b>	We provide qualified medical interpreters to patients and their caregivers who do not speak English, have limited English proficiency, or are deaf or hard of hearing. If you require an interpreter, call Ext. 2676.
<b>Social Workers</b>	Social workers address patient issues such as substance abuse, domestic violence, child abuse, elder abuse or a lack of PCP or insurance. They also provide support to trauma patients and assist with difficult cases for those who lack guardianship or mental health resources. Contact Integrated Care at Ext. 2550.
<b>Complex Case Manager</b>	If you require special care after your hospital stay, the complex care manager will set you up with medical services for discharge including DME, VNA, and home infusions.
<b>Ethics</b>	The ethics committee is comprised of volunteers from many hospital departments. The committee comes together to consult on ethical dilemmas brought forth by any member of the health care team — be it a physician, nurse, nutritionist, respiratory therapist, social worker, patient and/or family member.

*It is our policy to effectively provide high quality care to all patients regardless of their cultures, age, races, gender, gender identity, sexual orientation, socioeconomic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person.*



*You are at the center of your care!*



*Your team may include your doctor, case managers, social workers, and other professionals based on what you need.*





## Creating the Best Experience for Our Patients

Patients will receive a satisfaction survey asking for feedback on all aspects of their experience at Lawrence General.

We hope that you find the hospital clean, quiet, and restful; that your health care team is courteous, respectful, and responsive to your needs; that they listen carefully and explain things in a way you can understand; and that your pain or discomfort is well managed.

## Conveniences for Patients

**ITEM STORAGE:** If you have items that you cannot leave at home, such as valuables (jewelry, watch, cash, credit/debit cards, etc.), the hospital will store them with its Public Safety Department. 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. Lawrence General is not responsible for lost or stolen items. There will be no reimbursement for such items.

**MAIL & FLOWERS:** Volunteers will deliver any mail or flowers you receive to your room. To send outgoing mail, give it to a staff member or volunteer. For health reasons, patients in the Intensive Care Unit cannot receive flowers. Gift balloons must be Mylar only.

**NEWSPAPER:** *The Eagle-Tribune* is delivered for free, compliments of Lawrence General.

**TELEPHONE:** To make free local calls on your room phone, press 9 + area code + phone number. No incoming calls are connected between 10 p.m. and 7 a.m. For long distance calls, press 9 + 0 + area code + phone number, then use your calling card or call collect.

**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.

**PHYSICIAN BILLS:** You may also receive bills from others involved in your care, such as your personal physician, radiologist, pathologist, anesthesiologist, or other specialists. You must arrange to pay these bills directly to the practitioners.

**FINANCIAL ASSISTANCE:** If you are uninsured, there are several options that may help cover the cost of health care services. The Financial Counseling Office can inform you of the options available, eligibility requirements, additional financial assistance you might qualify for, and help you apply. To speak with a Patient Financial Counselor, call 978-683-4000, Ext. 2820 or Ext. 2833.



## Conveniences for Visitors

**CAFETERIA:** Our cafeteria is located on the basement level of the hospital and is open Monday through Friday from 7 a.m. – 3 p.m.

**PARKING:** Free, secure visitor parking is located across the street from the hospital's main entrance. Free valet parking is also available to patients and visitors Monday through Friday from 8 a.m. to 4 p.m. Simply check in with the valet attendants located outside the main entrance to the hospital or call Ext. 2525.

**PATIENT INFORMATION LINE:** Relatives and friends looking to check on a patient's condition can call our main information desk at 978-683-4000, Ext. 2411.

**VENDING MACHINES:** Vending machines are located on the sub-basement and basement levels, as well as the 4th and 5th floors near the Hamblet building elevators.

**VISITING HOURS:** Visiting hours vary throughout the day and depend on the patient and the clinical unit you are visiting. Please check with the clinical manager for hours before arriving. Visiting hours are limited during national emergencies.

## Health and Protection

**TOBACCO USE PROHIBITED:** Lawrence General is a tobacco-free campus. Smoking and the use of other tobacco products is not permitted in the buildings or anywhere on hospital property.

**INFECTION PREVENTION & CONTROL:** Good hygiene and cleanliness help prevent infection. Our health care providers utilize professionally recognized safety techniques and equipment during routine treatments and procedures to minimize the risk of infection and to prevent the transmission of disease. Remember: It is important that staff, visitors and patients always perform hand hygiene using soap and water or alcohol-based sanitizer before entering a room, before/after touching wounds or invasive devices or bodily fluids, after touching the environment, when exiting a room, before eating, and after using the restroom.

**CARRY-IN FOOD:** Please ask visitors not to bring in 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.





# 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:

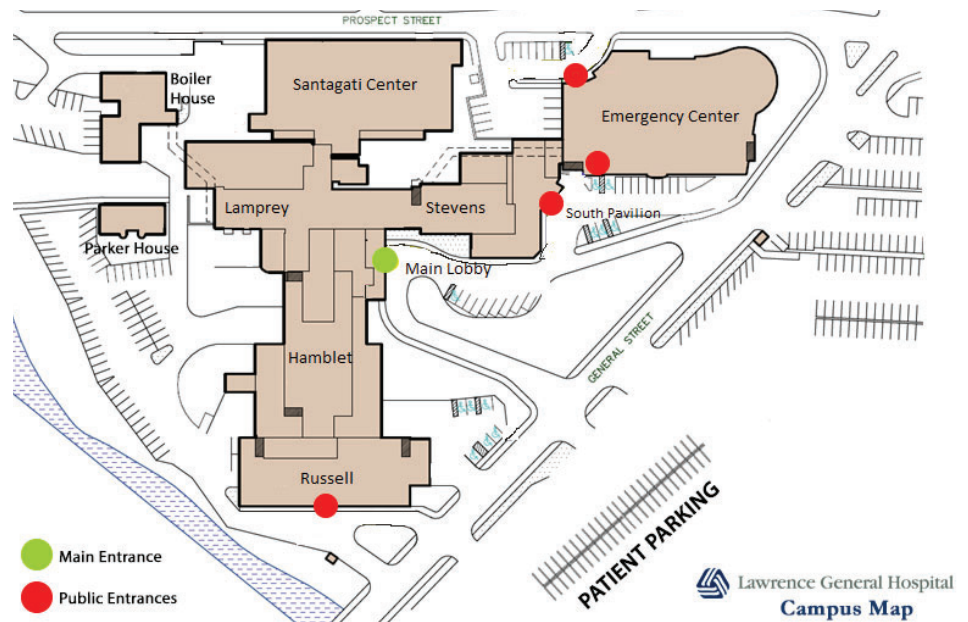
- Can I resume my normal diet? When can I resume my usual activities? What activities should I avoid?
- How will I feel after I leave? When will I start feeling better? Will I be able to take care of myself? What danger signals should I watch for?
- What is the purpose of this medicine? Are there any side effects? How will this medicine interact with medicines that I'm already taking?
- What is the test for? When will I get results?
- Why do I need this treatment? Are there any alternatives? What are the possible complications?
- When should I see the doctor again?

## Campus Map, Valet Parking Information

Please note that the only entrances open on weekends and holidays are the main and emergency entrances.

Valet Parking Services are available for patients and visitors at the main entrance.

Monday - Friday: 8 a.m. to 4 p.m.





## Important Phone Numbers

Main Number: 978-683-4000

Please call during business hours, weekdays 8 a.m. to 4:30 p.m., unless special hours are noted.

TO ASK ABOUT	CALL	EXTENSION
Admissions process	Admitting	2870
Chaplain visits	Spiritual Care Services	2344 (Catholic), 2349 (Interfaith) Monday – Friday, 8 a.m. – 5 p.m.
Cleaning or equipment	Environmental Services	2249
Eligibility for financial assistance or free care	Financial Counseling	2817
Ethics Committee	(Leave message)	5300
Patient rights	Care Line	2273
Lost & Found	Lost & Found Office (M-F) Public Safety (Weekends)	4344 3999
Making a gift to Lawrence General Hospital	Development Office	2020
Meals	Nutritional Services	2597
Patient billing	Patient Accounts	2850
Patient compliments, grievances and/or complaints	Patient Advocate	8329
Plans after discharge	Case Management	2550
Reading materials	Volunteer Office	2645
Security or safety concerns	Public Safety	3999
Speaking with an interpreter	Interpreter Services	2676
Substance abuse, domestic violence or mental health needs	Social Services	2550
TV service	(Leave message)	2570

## Dialing Instructions

WHEN CALLING	DIAL
Within the hospital	The 4-digit extension
Local calls	9 – area code – local number
Long distance calls	9 – 0 – area code and phone number. You can make calls collect, or use a calling card
Telephone problems	Press 0 for the Lawrence General Hospital operator



## Cafeteria

The Lawrence General Hospital Cafeteria is located on the basement level of the hospital and is open **Monday – Friday from 7 a.m. – 3 p.m.** It is closed on holidays.

## Merrimack Café

The Merrimack Café is located on the first floor across from the main elevators, just past the main lobby and is open **seven days a week from 7 a.m. – 3 p.m.** It is open on holidays.

## Vending Machines

Vending machines are located on the sub-basement and basement levels, as well as the 4<sup>th</sup> and 5<sup>th</sup> floors near the Hamblet elevators (blue elevators). We also have vending options on the first floor, just beyond the main lobby.



*The Merrimack Café*



# Your Rights as a Patient

## Right

## Description



To care regardless of race, color, creed, religion, national origin, age, sex, sexual orientation, gender identity or expression, marital status, veteran status, disability, status with regard to public assistance, membership or activity in a local commission, political affiliation or place of residence.



To obtain the name and specialty of the doctor or other person responsible for your care or the coordination of your care.



Upon request, to receive an explanation as to the relationship, if any, of this hospital and your doctor.



To prompt lifesaving treatment in an emergency without discrimination on account of economic status or source of payment.



To participate in the development and implementation of your inpatient care plan and your discharge planning.



To have a family member or representative of your choice and your own physician notified of your admission to the hospital.



To choose who may visit you during your hospital stay subject to certain clinical restrictions and limitations. You may also deny or withdraw consent at any time.



To personal dignity and, to the extent reasonably possible, to privacy during medical treatment and other care.



To a prompt response to all reasonable requests.



To pain management.



To expect that your values, beliefs, and cultural and religious background will be respected and that you may exercise those beliefs as long as they do not interfere with the well-being of others.



To receive all information necessary for you to give consent or refuse treatment prior to any procedures or treatment (informed consent).



To participate in consideration of ethical issues that arise and to be included in any ethical discussion in the provision of your care.



To request pastoral or other spiritual services.



To refuse to participate as a research subject.



To request and receive information about financial assistance and free health care.



To prompt and safe transfer to a facility that agrees to provide treatment, if refused treatment for economic status or lack of a source of payment.



To leave against medical advice, unless you have a contagious infection that may endanger others or are unable to maintain your own safety, as defined by law; but if you leave, you will be asked to sign a form stating that your departure is against medical advice and that your doctor and the hospital will not be responsible for any harm that your discharge may cause.



# Your Rights as a Patient

## Right

## Description



To obtain a copy of any rules or regulations of this hospital that may apply to your conduct as a patient.



All records and communication concerning your care and treatment are confidential and no other person or agency other than those directly concerned or authorized by law may have access to those records without your permission.



Upon request, to inspect your medical records, request an amendment to, or receive an accounting of disclosures regarding personal health information, and for a reasonable fee, receive a copy of your record.



To receive a copy of your medical record free if you show that your request is to support a claim or appeal under any provisions of the Social Security Act in any federal or state financial needs-based benefit program.



If you are a female rape victim of childbearing age, to receive medically and factually accurate written information prepared by the Commissioner of Public Health about emergency contraception, to be promptly offered emergency contraception, and to be provided with emergency contraception upon request.



Upon request, to receive an itemized explanation of your medical bill.

LGH adopts and augments the Patients' Bill of Rights, under Section 70E of Chapter 111, of the Massachusetts General Laws, supports the standards of the American Hospital Association (approved 2/6/1973) and executes the Health Care Proxy Law (M.G.L. Chapter 201D).

*These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.*

## Other Resources

### The Commonwealth of Massachusetts Department of Public Health

- 1-800-462-5540
- [www.mass.gov](http://www.mass.gov)

### The Joint Commission

- 1-800-994-6610
- [www.jointcommission.org](http://www.jointcommission.org)

### Massachusetts Board of Registration of Medicine

- 781-876-8200
- [www.mass.gov/orgs/board-of-registration-in-medicine](http://www.mass.gov/orgs/board-of-registration-in-medicine)

## We're here to listen!

How are we doing when it comes to meeting your needs? Please let us know by responding to a brief follow-up survey on your phone, or by U.S. Mail, text or email in the next couple of days.

Your feedback helps us improve the patient experience for everyone!





## Your Responsibilities as a Patient

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

- To keep appointments made for you at the facility and to telephone when you cannot keep them.
- To provide LGH with all personal information necessary to the delivery and administration of care.
- When you come to the hospital, bring with you information about past illnesses and medical history, hospitalizations, medications and other matters relating to your health.
- To communicate to the doctors, nurses and staff significant matters that concern you or that may affect your condition or the care rendered.
- To cooperate with those involved in your care and to respect and follow reasonably prescribed instructions.
- To take an active role in the medication process. Help the staff to prevent medication errors by providing current information, asking questions and being an informed consumer.
- To be considerate of other patients and to see that your visitors are as well. Particular attention should be paid to rules governing visiting hours, noise, smoking and the use of personal electronic devices.
- To respect LGH property.
- To provide whatever financial and health insurance information is necessary for processing of your bill and to be prompt about payment of outstanding charges.
- To ask your doctor or nurse what to expect regarding pain and pain management, discuss pain relief options with your doctor and nurse, work with your doctor to develop a pain management plan, ask for pain relief when pain first begins, help your doctor and nurse assess your pain, tell your doctor or nurse if your pain is not relieved, and tell your doctor or nurse about any worries you have about taking pain medication.
- To support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.



# Your Responsibilities as a Visitor

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

- Know that visiting hours vary throughout the day and depend on the patient and the clinical unit you are visiting. Please check with the clinical manager for hours before arriving.
- 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.
- 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.
- 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 facility.
- 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





# Your Responsibilities as a Visitor

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 to allow for patient care, comfort, and privacy.
- Respect our rules prohibiting the following items and behaviors:
  - 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. 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 cares for patients without regard for age, sex, race, creed, color, national origin, ancestry, disability, or sexual orientation.

## Compliance & Privacy Protection

All records related to your care are kept strictly confidential for patient privacy.

Detailed information about privacy practices and the law governing them — the Health Insurance Portability and Accountability Act of 1996 (HIPPA) — is given to you upon admission.

Our hospital Notice of Privacy Practices is also available on our website.

For questions regarding any of this information, you may call our Compliance & Privacy Officer at 978-946-8111.

Lawrence General Hospital is committed to the highest standards of integrity but should a matter concerning compliance arise, please feel free to use the hospital's anonymous & confidential compliance hotline at 888-228-4298.