

Alfond Center for Health

Information for Patients and Families



Room # _____

Phone # _____

Nurse Station # _____

Nursing Unit _____

Rapid Response #

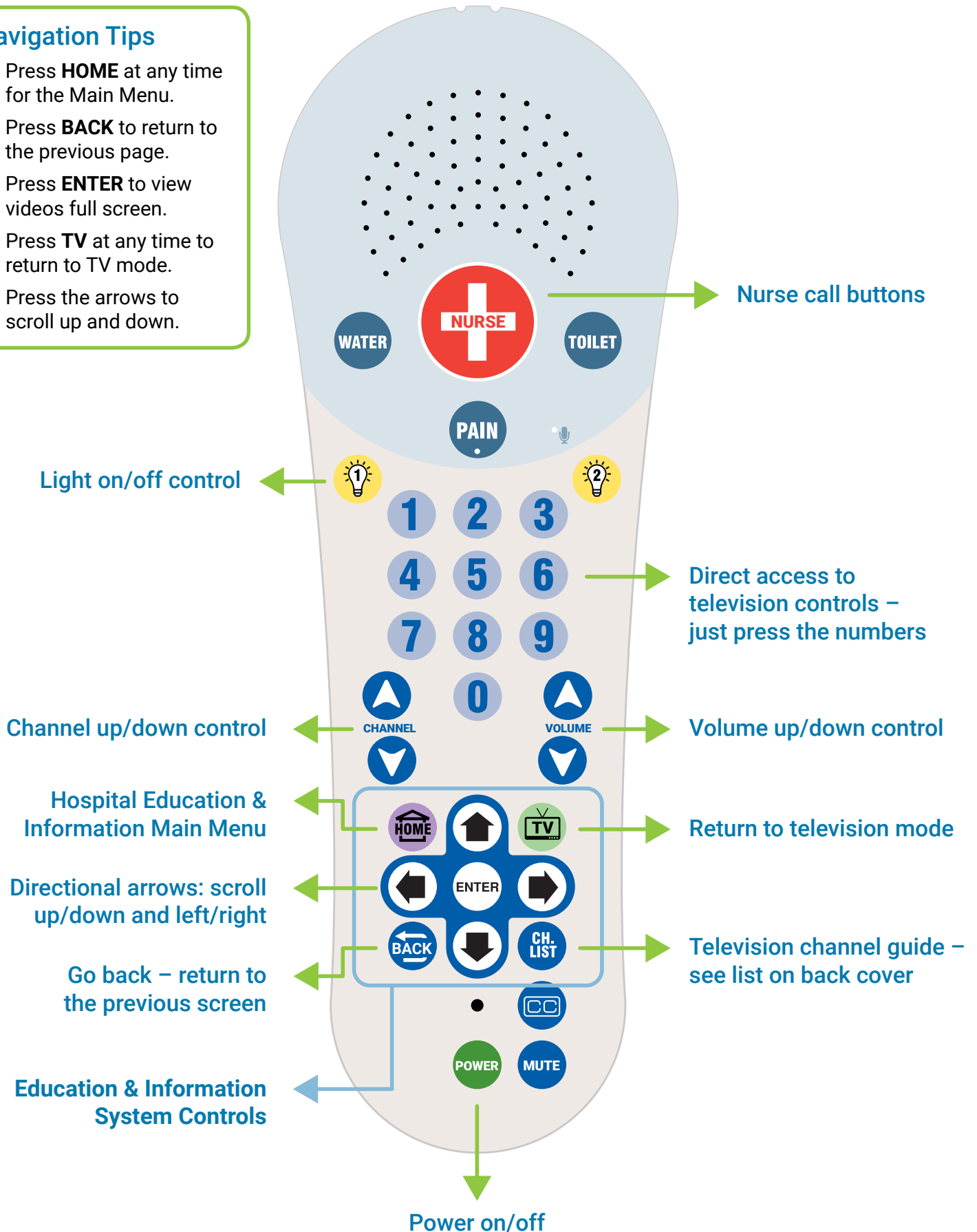
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MaineGeneral
Medical Center 
www.mainegeneral.org

Explore our Education & Information System!

Navigation Tips

- Press **HOME** at any time for the Main Menu.
- Press **BACK** to return to the previous page.
- Press **ENTER** to view videos full screen.
- Press **TV** at any time to return to TV mode.
- Press the arrows to scroll up and down.





Mission

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

Vision

To be the leading regional health care system in Maine, recognized for clinical excellence and service, high value, and impact on community health.

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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 that 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



Valet Parking

MaineGeneral is pleased to offer free valet parking to patients, family members and guests. In addition to safely parking and retrieving your vehicle for you, our valets will open car doors, help with wheelchairs, hold umbrellas and make sure you get to your desired destination. Due to safety concerns, we cannot park vehicles with animals inside them. We also will not park vehicles containing weapons unless they are secured in the trunk or a lock box.

This service is offered at the main entrance from 6 a.m. to 6 p.m., Monday-Friday. After 6 p.m., please call Security at [626-2687](tel:626-2687). There is no service on weekends and holidays.

If You Have Special Needs

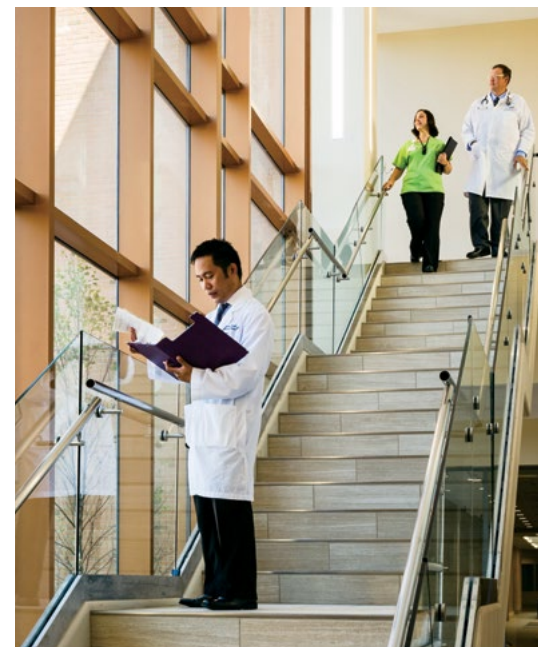
MaineGeneral Health offers a wide range of services for people with special needs in accordance with the Americans with Disabilities Act.

Interpreting Services

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

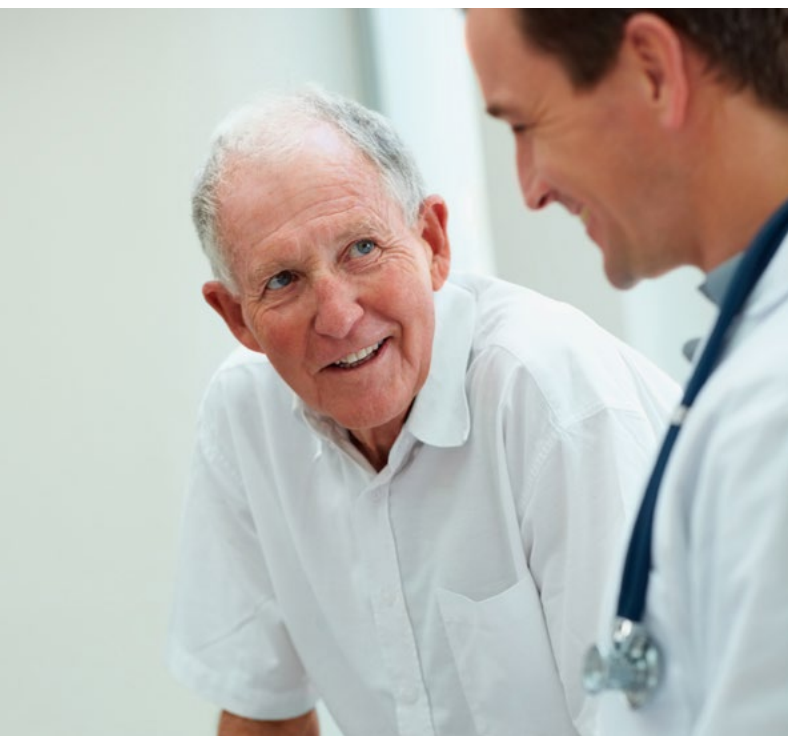
Notary Services

If you need to have a document notarized, please tell your nurse or call [248-5290](tel:248-5290). If you need special help to feel most comfortable here, please speak to your nurse or another staff member.



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 at home about your care. Please take a few moments to fill it out. We learn from you and are committed to your safety, comfort and care.



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:

You have the 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 one of our Patient Advocates 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 the advocate cannot meet your needs**, you may also report concerns to: 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 to The Joint Commission at [800-994-6610](tel:800-994-6610).
- **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 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).



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

Just choose **MGH_Guest** from the list of wireless networks, agree to our terms of service and you are ready to go!

Visiting

Visitors are welcome any time, though our units can choose not to have guests if a patient needs rest or does not want to be disturbed. Guests will be asked to leave if their actions or behavior disturbs others.

Dogs that have had their shots, are on a leash and are well-behaved are allowed on certain patient floors. Please check with your nurse before bringing in a pet.

MaineGeneral Medical Center's main entrance is locked at 8 p.m. Late guests must stop at Security, which is located inside the Emergency Department. Security will check with the nurses to see if the patient is awake and may have guests.

Children under 13 are welcome to visit as long as adults are with them while they are here.

Friends and family with contagious diseases should stay home until they feel better. They will not be allowed on some units, in the interest of patient health and safety.

Since some patients and staff may be allergic to strong scents, please do not wear perfume or cologne when you come to visit.

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.

ATMs

Automated teller machines (ATMs) are available outside the cafeteria on the terrace level and in the Emergency Department waiting area on the first floor.

Gift Shop & Renew! A Shop for Women

Located on the first floor, these stores carry a wide array of gift, clothing, jewelry and personal care items. The stores are run by the MaineGeneral Medical Center Auxiliary. Profits from all sales are donated to the medical center for special projects.

**Both shops are open
Monday – Friday,
9 a.m. – 4 p.m.**

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.

Library

The library and resource center is open Monday through Friday, 8 a.m. to 4:30 p.m. It is located on the second floor. Patients and family members are welcome to come look for and borrow health-related resources. Computers and copiers are also available. Call **626-1325** to learn more.

Helpful Resources

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.

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 to the 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 just 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.

Financial Counseling

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

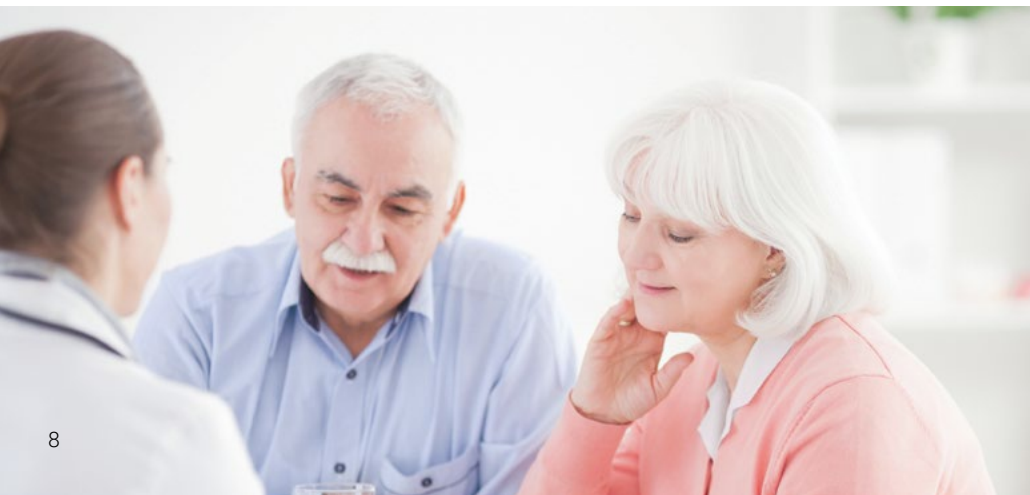
- Figure out if you can get help paying your MaineGeneral bills;
- Learn how to get insurance;
- Decide which programs to apply for;
- Apply for MaineGeneral's free care programs; and
- Apply for state and federal programs like MaineCare. These programs cover the cost of health care services and prescriptions.

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 you, 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 here Monday – Friday, 8 a.m. to 4:30 p.m. in both Augusta and Waterville.



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 department at **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**. 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, give us a call or visit www.mainegeneral.org and click on Volunteer.



Meds to Beds

Get your prescriptions delivered to you before you leave the hospital.

Kennebec Pharmacy is pleased to offer to fill your discharge prescriptions and deliver them to you before you leave – no need to stop at a pharmacy on the way home from the hospital.

This service is offered only through Kennebec Pharmacy. It is not connected with any hospital services. MaineGeneral does not handle, store or dispense any Kennebec Pharmacy products. Kennebec Pharmacy works with your health care provider and your insurance to fill your prescription and deliver it directly to your bedside Monday through Friday, 9 a.m. to 5 p.m.

Co-pays are due when your medication is delivered. Methods of payment include cash, check, credit/debit card or a flex spending account card. Please contact Kennebec Pharmacy at 626-9066 for alternative payment options.

Kennebec Pharmacy will call you 2-3 days after you leave the hospital to see if you have any questions or problems with your medication.

Kennebec Pharmacy is open Monday through Friday, 9 a.m. to 6 p.m. and Saturday and Sunday, 8 a.m. to noon. Walk-in and drive-through services are available.

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** to learn more.

Visit Our Website

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

- Learn about all of our services;
- Find a care provider;
- Check out upcoming classes and events; and
- Visit your patient portal (see p. 8 for more information).

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



Discrimination is Against the Law

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (207) 248-5290

Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្តល់ភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (207) 248-5290. ។

Chinese

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (207) 248-5290。

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (207) 248-5290.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (207) 248-5290.

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。(207) 248-5290) まで、お電話にてご連絡ください。

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (207) 248-5290 번으로 전화해 주십시오.

Nilotic

PIŊ KENE: Na ye jam nē Thuɔŋjaŋ, ke kuɔny yenē kɔc waar thook atō kuka lēu yōk abac ke cīn wēnh cuatē piny. Yuɔpē (207) 248-5290.

Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (207) 248-5290.

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (207) 248-5290.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (207) 248-5290.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (207) 248-5290.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (207) 248-5290.

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาไทยได้ฟรี โทร (207) 248-5290.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (207) 248-5290.

TV Channel Guide

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138	ESYLIST
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144	MEXICAN
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For help with your TV, please dial **#801** from your in-room telephone.