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Backus
a GUIDE for patients and visitors

Donna Romito, MD, pulmonologist on the Backus Medical Staff
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# Table of Contents

- Message from the President ................................................................. 2
- About Us ......................................................................................... 2
- Mission, Vision, Values ................................................................... 3
- Patient Safety .................................................................................. 3
- Hearing Impaired/Interpretation Services ......................................... 5
- Parking ............................................................................................ 6
- Privacy Rights ................................................................................ 6
- Registration ..................................................................................... 7
- Advance Directives ......................................................................... 8
- Smoking Policy ............................................................................... 9
- Meals .............................................................................................. 9
- Television & Radio ......................................................................... 10
- Telephone/Cell Phones ................................................................ 11
- WiFi ............................................................................................... 11
- Personal Belongings ....................................................................... 12
- Patient Rights/Responsibilities ..................................................... 13
- Visiting Hours ............................................................................... 15
- Gift Shop ...................................................................................... 16
- Overnight Accommodations ......................................................... 17
- Going Home .................................................................................. 18
- Your Medical Records .................................................................. 19
- Support Groups ............................................................................ 22
- Backus Home Health Care ............................................................ 24
- Rehabilitation Services ................................................................ 25
- Hospice Southeastern Connecticut ................................................ 26
- Health News .................................................................................. 29
- Office of Philanthropy and Development ...................................... 29
- Directions ..................................................................................... 30
- Important Phone Numbers ............................................................ 31
Message from the President

Thank you for choosing The William W. Backus Hospital. We offer this patient handbook to help guide you through your hospitalization, and answer any questions you might have. The hospital is a large and sometimes complex place, and this handbook contains a wide range of information from pre-registration to discharge to help improve your experience at Backus. You can also visit us online at backushospital.org, which contains a wealth of information including our physician directory, Facebook and e-newsletter sign-up. Of course we realize no publication or website can take the place of one-on-one interaction, and our staff prides itself on being able to support you and your family during your stay. Please don’t hesitate to ask questions of our staff members; we strive to put our patients first – always.

Dave Whitehead
President and Chief Executive Officer
The William W. Backus Hospital

About us

For more than 116 years, Backus Hospital has provided quality healthcare to the residents of eastern Connecticut. The 213-bed, not-for-profit, acute care community hospital is the primary source of health services for nearly a quarter-million people. Since its founding in 1893, Backus has continually provided programs and services, and formed strategic alliances with other healthcare organizations and providers to meet the healthcare needs of the region. In addition, Backus is a Comprehensive Community Hospital Cancer Center, a state-designated Primary Stroke Center, and is the only trauma center east of the Connecticut River.
Mission statement
Backus Hospital delivers and coordinates a continuum of high quality healthcare that is sensitive to the needs of individuals in eastern Connecticut. The hospital is committed to being responsive and accountable to those for whose benefit it exists, and to improving the health of its communities.

Vision statement
Backus Hospital will be one of New England’s most progressive community hospitals because of:

- Its positive impact on community health.
- The high quality, safety and comprehensiveness of its programs and services compared to peers throughout the United States.
- Its financial strength.
- The reputation in its own community for compassionate, reassuring and personal care.

Values
- Commitment to quality and patient safety.
- Ethical and compassionate behavior in all relationships.
- Respect of individuals’ rights and dignity.
- Service to the community
- Positive financial results.
- Strong leadership that enables a creative and innovative staff.
- Competent, committed employees working collaboratively in a safe working environment.

Patient safety – you are part of the healthcare team
During your stay, be comfortable knowing that patient safety is a top priority at Backus Hospital. Avoiding potential errors during patient care is a key strategy that is everyone’s responsibility. From the moment a patient enters the doors of the hospital, safety is a concept that is practiced, taught and reinforced. Not only do healthcare providers at the hospital provide a safe environment, but as a patient or family member, you are also part of the healthcare team and included in our commitment to safety. Therefore, your input in enhancing patient safety is important to us. Making safety part of the hospital culture is the mission of the Division of Organizational Excellence and Patient Safety Committee – a diverse group that includes physicians, nurses, hospital administration, the Director of Patient Safety and many others.
Ask questions and speak up

• Ask questions about your care and treatment
• Tell us if you don’t understand what we are saying
• Actively participate in your care – tell us what you need or want
• Share your medical history
• Tell us about your prior medical problems and any surgeries
• Make sure we know about any allergies
• Read your discharge instructions and make sure you understand them – ask any questions before you go home

During your stay you will notice many of the programs we have in place to help keep you safe.

Identification

The staff caring for you at the hospital will be frequently checking your identification band as well as asking your name and date of birth. We want to make sure that you receive the right medications, tests and procedures.

Medication

While you are in the hospital make sure you know about the medications you are taking, and why the doctor feels you need them. If you take medications at home, please make sure that we are aware of what you normally take (including vitamins, supplements and herbs).

When you go home you will be given a list of all your medications. Remember to take this list with you whenever you see a healthcare provider.

Infection control

Clean hands help prevent the spread of infection. Staff members will clean their hands often, either by washing with soap and water or using Purell.

We need your help as well. Ask your visitors to clean their hands before they enter your room. If family or friends are sick, please ask them to come visit once they are feeling better. Depending on your condition, your family or friends may also be asked to wear a gown and mask when visiting.

Fall prevention

Being in the hospital usually means you are weaker than normal. If the staff feels that you are at risk for a fall you will be given a green wristband to wear.

We will be working to make sure you don’t fall. You should have a call button within reach at all times. Please call us before you get up so we can help you out of bed. When you walk, wear non-skid socks or shoes. Do not get out of a wheelchair alone unless the brakes are locked. Make sure you are wearing your glasses if you need them. If you have any questions please ask your nurse for
assistance. If you fall, remain still while waiting for assistance to avoid further injury.

**Pressure ulcers (bed sores)**

Being sick or injured can make your skin more fragile. This means that you can be more susceptible to pressure ulcers (areas in which the skin breaks down due to pressure). To help avoid problems, the nursing staff will encourage/assist you to turn and reposition yourself frequently. If you are able to be out of bed they will encourage you to get up and move around. If you notice any areas of discomfort please notify the nurse immediately.

**If you have difficulty speaking English**

Language interpretation for patients whose primary language is not English are available 24 hours per day through telephone translation. The service allows healthcare providers to speak into a phone, and patients hear the words translated in their own language. Then the patients respond to translators, who relay the message in English to the nurse or doctor. Ask your nurse for more details about our translation services. Interpreters are also available via video conference, or MARTII (see below), which instantly connects patients to interpreters.

**If you have a hearing problem**

Backus Hospital is committed to providing quality services to everyone, including patients and family members or companions who are deaf or hearing impaired. The hospital has established a program to ensure that qualified interpreters and other appropriate auxiliary aids and services are readily available. These aids and services include My Accessible Real-Time Trusted Interpreter (MARTII), which instantly connects patients to interpreters via video conference, qualified sign language and oral interpreters, TTYs, amplified phones, assistive listening devices and other technology, and will be provided to hospital patients and their companions free of charge when necessary for effective communication. For information on accessing these services, please contact the program information office at (860) 889-8331, ext. 2222 (voice) or at (860) 885-3596 (TTY).
Before you arrive

Packing

We want you to feel comfortable while at the hospital and many services are provided for patients. To help you prepare for your hospitalization, keep the following in mind while packing:

• Feel free to bring pajamas or a nightgown, robe, slippers, toothpaste, deodorant and other toiletries. Please wear a bathrobe whenever you leave your room.

• Bring a list of medications you are taking. You should receive a medication card to list your medications in the patient packet you received upon arrival; you can download one at backushospital.org.

• To avoid the loss of dentures or hearing aids, do not place them in a napkin, on your meal tray or under your pillow. Your nurse can provide a container.

• Please do not bring any plug-in electrical appliances for safety reasons. This includes hair dryers, electric razors, radios and CD players. You may bring battery-operated appliances and provide your own batteries.

• Do not bring in jewelry, valuables, or large sums of money.

Parking

The main parking lot for patients and visitors is directly in front of the hospital. Parking spaces are available behind the hospital should patients require treatment at the Emergency Department or Same Day Surgery. At the Medical Office Building, parking is available adjacent to that building for patients with doctor appointments or for testing. Public bus transportation is available with a bus stop in front of the hospital.

Privacy rights

At Backus Hospital, we respect the privacy and confidentiality of your health information. We may use and disclose your health information for purposes of treatment, payment and healthcare operations. Unless you object, we may use and disclose certain limited information about you in our directory while you are a patient. This information may include your name, your location in the hospital, your general condition and your religious affiliation. Our directory does not include specific medical information about you. A copy of the entire privacy notice can be obtained at any registration desk or on the hospital website at backushospital.org.

To file a complaint with us, you should contact the Privacy Officer, The William W. Backus Hospital, 326 Washington Street, Norwich, CT 06360. Phone (860) 823-6530 or e-mail privacyofficer@wwbh.org. We will not retaliate against you in any way for filing a complaint.
If you believe your privacy rights have been violated, you may file a complaint in writing with us or with the Office of Civil Rights in the U.S. Department of Health and Human Services at Government Center, J. F. Kennedy Federal Building, Room 1875, Boston, MA 02203. Voice phone (617) 565-1340; Fax (617) 565-3809; TTY (617) 565-1343.

As our guest

Registration

To help expedite your visit to the hospital, our Registration Access Department may contact you by phone prior to your arrival to confirm the following:

• Name, address, social security number and date of birth
• Employer Information
• Insurance Information
• Subscriber Information
• Medicare or Medicaid Assistance (if applicable)

If the doctor sends you to the hospital for preoperative testing, please bring the above information with you to the main Registration reception desk for processing.

Please note that minors (under the age of 18) must have a parent or guardian authorize the service and accompany them to the hospital for the procedure. If that is not possible, arrangements must be made prior to the arrival date.

Co-payments are due at the time service is rendered. Our Registration staff will gladly process your payment at the time you are checked in.

If you were pre-registered by phone, you may go directly to the area as directed by our Registration Access staff. If you are uncertain of the location, please stop at the main Registration reception desk for directions.

The Registration Department is located on the main floor of the hospital (up one level from the entry level) and is open for registration from 7 a.m. to 6 p.m. Monday through Friday and 7 a.m. to 1 p.m. on Saturday.

The main Registration area is closed Sundays and holidays. If you need assistance during these hours, please go directly to the Emergency Department Registration area.

Your healthcare team

Your healthcare team includes your doctor, a registered nurse, a patient care technician and possibly a dietitian or other specialists. A case manager or social worker will be assigned if necessary.
**Hospitalists**

Hospitalists are board-certified doctors who work full-time to provide inpatient care, working in concert with primary care physicians who choose to participate in this program at Backus Hospital. These inpatient care physicians are one of the nation’s fastest-growing patient care trends. During your stay, Hospitalists communicate with your doctor to report on your treatment and condition. Hospitalists also make appropriate arrangements for you to resume seeing your regular doctor after you leave the hospital. The Hospitalist Coordinator can be reached at (860) 889-8331, ext. 6420.

**Advance directives**

When you are admitted, you should provide the hospital with a copy of any legal documents you may have regarding your healthcare. These documents may include an "advance directive" such as a **living will** or appointment of a **healthcare representative**. If you do not have an advance directive or wish to receive additional information or assistance, a referral will be made for you to our Care Management Department.

A **living will** is a legal document that specifies the medical care you would like to receive if you are ever permanently unconscious or otherwise dying and unable to speak for yourself. A Living Will takes effect only when the patient is incapacitated and can no longer express his or her wishes.

Appointment of a **healthcare representative** enables you to authorize a family member(s) or friend(s) to convey your wishes to your doctor about the use of life support systems in the event that you are not able to express your wishes yourself. The best way to communicate your wishes to your health care representative is to make a living will and then give a copy of it to your health care representative.

While these documents remain in effect until changed by you, a copy needs to be presented to the hospital each time you are admitted. Patients with a legal guardian, conservator or power of attorney need to bring a copy of the document with them when they register at the hospital.

**Your room**

After arriving at the hospital, you will be taken to your room and shown around by a member of your healthcare team. If you need help or want to talk to a nurse, use the call bell/intercom system attached to the bed in your room to alert a nurse, who will come to your room as promptly as possible. If you think you are experiencing an emergency, please tell the person answering the call that it is an emergency. Otherwise, please allow a few minutes for the nurse to arrive. If you have any questions regarding your room or healthcare team, please ask.
Safety first

Please follow your physician’s instructions about whether you should stay in bed, use of a wheelchair or whether you should be up and about. Let the nursing staff know if you are leaving your room. To avoid injuries:

• Do not attempt to get in and out of a wheelchair by yourself.
• Check with your physician or a nurse before taking a bath or shower.
• Do not lower the side rails on your bed. Ask a nurse for assistance.
• If you fall, remain still while waiting for assistance to avoid further injury.

Fire drills

The hospital conducts a minimum of 12 fire drills annually. All tests and emergencies are announced as a “signal 33.” Do not be overly alarmed if you hear sirens. Patients should remain in their rooms unless otherwise instructed by staff. A nurse will close your door and open it when the alarm is cleared. If there is an actual emergency, appropriate action will be taken to ensure your safety. Anyone who discovers a fire or smoke situation should activate the nearest fire alarm and dial 77.

Smoking policy

Backus and its offsite locations are entirely tobacco-free. In the interest of health and wellness, inpatients, visitors and staff are prohibited from smoking in all Backus Hospital areas, both inside and outside. This includes satellite locations outside of the main hospital campus. If you are interested in receiving a “Stop Smoking Assistance Packet,” please request one from a nurse.

Meals

Each morning you will be given a menu from which to select your next day’s meals. Meals are served during the following hours:

Breakfast  7-8 a.m.
Lunch      11:30 a.m. to 1 p.m.
Dinner     4:30-6 p.m.
**Television and radio**

Color television sets are installed throughout the hospital with cable TV service provided free of charge courtesy of the Backus Office of Philanthropy and Development. The same pillow speaker sound system used for TV also provides radio reception at no charge. Ask your nurse for a headset so you do not disturb others. Here are your channel listings:

<table>
<thead>
<tr>
<th>Channel</th>
<th>Station/Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>PBS (WGBH 2 Boston, MA)</td>
</tr>
<tr>
<td>3</td>
<td>CBS (WFSB 3 Hartford, CT)</td>
</tr>
<tr>
<td>4</td>
<td>NBC (WVIT 30 New Britain, CT)</td>
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<tr>
<td>5</td>
<td>QVC</td>
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<tr>
<td>6</td>
<td>PAX (WHPX 26 New London, CT)</td>
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<tr>
<td>7</td>
<td>UPN (WCTX 59 New Haven, CT)</td>
</tr>
<tr>
<td>8</td>
<td>ABC (WTNH 8 New Haven, CT)</td>
</tr>
<tr>
<td>9</td>
<td>FOX (WTIC 61 Hartford, CT)</td>
</tr>
<tr>
<td>10</td>
<td>NBC <em>(WJAR 10 Providence, RI)</em></td>
</tr>
<tr>
<td>11</td>
<td>WB (WTXX 20 Waterbury, VT)</td>
</tr>
<tr>
<td>12</td>
<td>Educational Access</td>
</tr>
<tr>
<td>13</td>
<td>CPTV (WEON 59 Norwich, CT)</td>
</tr>
<tr>
<td>14</td>
<td>Public Access</td>
</tr>
<tr>
<td>15</td>
<td>C-SPAN</td>
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<tr>
<td>16</td>
<td>ABC (WCVB 5 Boston, MA)</td>
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<tr>
<td>17</td>
<td>CBS (WPRI 12 Providence, RI)</td>
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<tr>
<td>18</td>
<td>Univision (WUVN 18 Hartford, CT)</td>
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<tr>
<td>19</td>
<td>The C.A.R.E. Channel</td>
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<tr>
<td>20</td>
<td>Discovery Channel</td>
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<tr>
<td>21</td>
<td>Spike TV</td>
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<td>22</td>
<td>USA Network</td>
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<td>23</td>
<td>Lifetime Television</td>
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<td>24</td>
<td>Bravo</td>
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<td>25</td>
<td>Versus</td>
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<td>ESPN</td>
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<td>ESPN 2</td>
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<td>28</td>
<td>A&amp;E</td>
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<td>29</td>
<td>Animal Planet</td>
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<td>30</td>
<td>The Learning Channel</td>
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<td>31</td>
<td>MTV</td>
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<tr>
<td>32</td>
<td>The History Channel</td>
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<tr>
<td>33</td>
<td>YES</td>
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<tr>
<td>34</td>
<td>TBS</td>
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<tr>
<td>35</td>
<td>Cable News Network</td>
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<tr>
<td>36</td>
<td>The Weather Channel</td>
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<tr>
<td>37</td>
<td>CNN</td>
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<tr>
<td>38</td>
<td>CBS News Network</td>
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<td>39</td>
<td>NBC News Network</td>
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<td>40</td>
<td>FOX News Network</td>
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<td>41</td>
<td>ABC News Network</td>
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<td>42</td>
<td>FX</td>
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<td>43</td>
<td>The Newborn Channel</td>
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<td>44</td>
<td>Home &amp; Garden Television</td>
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<tr>
<td>45</td>
<td>Nickelodeon</td>
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<td>46</td>
<td>E! Entertainment Television</td>
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<td>47</td>
<td>EWTN</td>
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<tr>
<td>48</td>
<td>American Movie Classics</td>
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<td>49</td>
<td>VH-1</td>
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<td>50</td>
<td>Comedy Central</td>
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<td>51</td>
<td>TV Land</td>
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<td>52</td>
<td>Sci-Fi Channel</td>
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<tr>
<td>53</td>
<td>CNN-Headline News</td>
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<tr>
<td>54</td>
<td>Comcast SportsNet</td>
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<tr>
<td>55</td>
<td>The Travel Channel</td>
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<tr>
<td>56</td>
<td>CNBC</td>
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<tr>
<td>57</td>
<td>Cartoon Network</td>
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<tr>
<td>58</td>
<td>Turner Movie Classics</td>
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<td>59</td>
<td>BET</td>
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<tr>
<td>60</td>
<td>Shop NBC</td>
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<tr>
<td>61</td>
<td>Oxygen</td>
</tr>
<tr>
<td>62</td>
<td>C-SPAN2</td>
</tr>
<tr>
<td>63</td>
<td>Government Access/CTN</td>
</tr>
</tbody>
</table>

Note: Channels marked with an asterisk (*) are provided by the hospital's philanthropy office.
Telephone
You may receive outside telephone calls from 6:30 a.m. until 10 p.m. You may make local calls by dialing 9 followed by the telephone number you wish to call. To place long distance calls, dial 5 and wait for the dial tone. Then dial 0, the area code, and then the number. Toll calls may be placed collect or charged to your home or telephone credit card. Insurance companies will not pay for personal telephone calls. You may reach a local information operator by dialing 5 followed by 411. If you need assistance, dial 0 and the hospital operator will help you. Special telephones and TTY telecommunications units are available for hearing-impaired patients. Please ask your nurse for information.

Cell phones
Cell phone use is limited to designated areas only. The designated areas include the main lobby, the cafeteria, the Emergency Department waiting room, the hospital annex and any outside location on the hospital campus. Otherwise, cell phones should be completely turned off.

HUSH
At Backus Hospital, we know that a quiet, restful atmosphere free from unnecessary noise is essential to healing. That's why we promote HUSH, “Help Us Support Healing.” Some hospital sounds – such as alarms on devices like IV pumps – are necessary and enhance safety. But others are unneeded and can be disturbing to patients who require rest.

We encourage you to help us:

- Let us know if you are disturbed by noise that could be reduced or eliminated.
- Be considerate of other patients when talking with visitors, watching TV or having phone conversations.
- Headsets are available for use with the pillow speakers to listen to music or watch television while not disturbing others. Ask your nurse and a headset will be provided.

Tune into the C.A.R.E. Channel (19) for relaxation and comfort. It includes beautiful nature images and instrumental music composed and produced to provide you with a healing environment.

Together, we can make your hospital experience more quiet and more restful.

WiFi
You can find wireless Internet access points for your laptop computer at Backus Hospital. The free service is available in all areas of the hospital.
Personal belongings
The hospital is not responsible for personal valuables including, but not limited to, jewelry, cash and medications. Personal items should be taken home for you by a family member or friend. You may ask to have your valuables deposited in the hospital vault; in such instances, our Security Department will secure the items on behalf of the patient. For large sums of money, the Security Department reserves the right to convert most or all of the funds into a money order. With regard to medications, the hospital pharmacy will supply any medications your physician may order for you while you are in the hospital.

Security services
The hospital maintains a security program, which includes around-the-clock patrols by uniformed security personnel of the entire premises, including parking lots, corridor/office spaces and patient care areas to protect you and your property. If you ever require the assistance of a security officer, please call the security office at 6364. For your comfort, escorts are available to walk you to your vehicle. Dial “0” to request an escort.

If there is no answer, please dial 0 for the hospital operator. For emergencies requiring an immediate response, dial 77.

Surveillance
This facility employs video surveillance equipment for security purposes. This equipment may be monitored and recorded at any given time.

Transfer to another room
During your stay at the hospital, you may be transferred to another room. The Registration Desk will have updates of these changes for visitors or family.

Clergy
The hospital’s Pastoral Care Department, staffed by Roman Catholic and Protestant chaplains, is available to assist all patients and their families with spiritual needs. If you would like to see a Chaplain, ask a member of the nursing staff or the hospital operator to call beeper #0220. The hospital also maintains a chapel open to the public on the ground floor.
At your service

Patient rights

You and The William W. Backus Hospital are partners in your medical care, and the hospital encourages your active participation in your care. Please do not hesitate to ask questions or bring your concerns to the attention of your caregivers.

We appreciate this opportunity to provide an outline of your rights as a patient. These rights are designed to help protect your interests and provide you with quality care.

As a patient at The William W. Backus Hospital, you have the right:

• To considerate, respectful and safe care, free from any form of harassment, discrimination, abuse or neglect.
• To receive information about your health status, care and treatment in words you or your family can understand.
• To have a family member or a representative of your choice and your own physician notified promptly of your admission to the hospital. To know the names of the people taking care of you.
• To be involved in decisions about your care, treatment and services.
• To create Advance Directives, including a Living Will, and to have those wishes respected. Every effort will be made to honor Advance Directives at all times, except in the case of medical or surgical interventions which cause an unintended condition or reaction that is believed to be both temporary and reversible in the clinical judgment of the treating physician.
• To receive information necessary to give informed consent before the start of any procedure and/or treatment.
• To be informed about the outcomes of your care, including unanticipated outcomes.
• To receive information about pain and pain relief measures, and to receive quick and appropriate response to complaints of pain.
• To expect that the hospital will make a reasonable response, within its capacity, to your requests for medically indicated services.
• To refuse care, treatment and services to the extent permitted by law, and to be informed of the possible medical consequences of this refusal.
• To privacy concerning your medical care, and confidentiality concerning all communications and records pertaining to your care.
• To provide your consent for any recording or filming that is not made for your identification, diagnosis or treatment.
• To have access to your medical record in accordance with hospital policy.
• To be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
• To express any complaint about your care, and have the hospital review and, if possible, resolve your complaint, within 7 days. Complaints or grievances may be filed during regular business hours by contacting the Patient Advocate at extension 6828. During other hours, contact the Nursing Supervisor.

Regardless of whether you have first used the hospital's grievance process, concerns may also be addressed to:

Connecticut Department of Public Health
Complaint/Compliance Unit
Division of Health Systems Regulation
410 Capitol Avenue
Hartford, CT 06134
Telephone: (860) 509-7400; TTY: (860) 509-7191

If you have any concern about patient care or safety in the hospital that you believe the hospital has not addressed, you are encouraged to contact The Joint Commission, the hospital’s accrediting agency, by calling (800) 994-6610 (toll-free) or by e-mailing complaint@jointcommission.org.

• To examine and receive an explanation of your bill, regardless of source of payment.
• To expect reasonable continuity of care.
• To receive information about the care you will need after you leave the hospital.
• To obtain information about any professional relationship between the hospital and other healthcare agencies, and among any individuals treating you.
• To be advised if the hospital proposes to engage in or perform human experimentation affecting your care or treatment, and to refuse to participate in such research projects.
• To receive, upon request, a copy of the hospital's Administrative Policy regarding Patient Rights.

Patient responsibilities
As a patient at Backus Hospital, you have the responsibility:

• To follow hospital rules and regulations.
• To give information about past illnesses, hospitalizations, medications and other matters relating to your health.
• To tell your doctor or nurse if you are in pain; to ask what to expect regarding pain relief; and to talk with your doctor or nurse about any worries you may have about pain or pain medication.
• To cooperate with our staff, and to ask questions if you do not understand any instructions or information.
• To be considerate of other patients, guests and hospital staff, and to see that your visitors are considerate as well.
• To keep your appointments or to call the hospital if you must postpone them.
• To follow the treatment plan you and your doctor make, and to report any changes in your condition.
• To take reasonable measures to protect your personal belongings.
• To be respectful of others’ property, and the property of the hospital.
• To fulfill the financial obligations of your healthcare.
Visitors

We welcome visitors. For the sake of our patients, we ask guests to observe certain considerations. Visitors should enter at the main entrance. Two visitors are allowed at a time; additional visitors may wait in the lobby. Due to the possibility of medically controlled diets, visitors should check with a nurse before bringing candy, liquids or food to a patient. Flowers and Mylar balloons are permitted in most hospital rooms, except for the Critical Care Unit. Latex balloons are prohibited throughout the facility for safety reasons. People who have infections, colds or rashes should not visit.

Visiting hours

General medical-surgical patients: Noon-8 p.m. daily, including weekends and holidays. Two visitors permitted at one time. Children younger than 14 may visit relatives for a maximum of 15 minutes during visiting hours and must be accompanied by an adult.

Birthing Center patients: 1-8 p.m. daily, including weekends and holidays. Two visitors permitted at one time. Fathers of newborn babies are not considered visitors and may be present 24 hours a day. Siblings of the newborn may visit during regular visiting hours. Those younger than 14 must be accompanied by an adult. No other children may visit. Grandparents are welcomed for a short visit after the third hour of birth on the day of delivery, then from 1-8 p.m.

Gynecological surgical patients: 1-8 p.m. daily, including weekends and holidays. Two visitors permitted at one time. Children younger than 14 must be accompanied by an adult.

Pediatric patients: Noon-8 p.m. daily, including weekends and holidays. Two visitors permitted at one time. A total of no more than three people, including parent and/or surrogate may visit at one time. Children younger than 14 are permitted to visit at the discretion of the nurse in charge. Parents or surrogate parents of pediatric patients may visit 24 hours a day. A parent or surrogate parent of the child may stay overnight.

Critical Care Unit: Visitors are limited to the patient’s immediate family, two at a time, but the CCU is flexible for the needs of the patient. Visitation is not allowed between 7-9 a.m. and 3-5 p.m.

Psychiatric Inpatient Services: 7-8 p.m., Monday through Friday; 1-3 p.m. and 7-8 p.m. on weekends and holidays. Specific visitor information can be found in the Inpatient Psychiatric Program Patient Handbook.
Dining

A vending area, on the ground floor in the A wing, offers snacks, beverages and cold sandwiches 24 hours daily. Another vending machine is located in the Emergency Department waiting area. The cafeteria is open from 6:30 a.m. to 6:30 p.m. Breakfast is served from 6:30-10:30 a.m., lunch is served from 11 a.m. to 1:40 p.m. and dinner is served from 5-6:30 p.m. No hot food is available from 1:40-5 p.m. The cafeteria is on the ground floor in the E wing.

Center for Healthcare Integration (CHI)

CHI supports modern medicine with complementary therapies for inpatients, such as massage, pet therapy and healing touch. For more information on complementary therapies offered at Backus, call (860) 889-8331, ext. 2483.

Gift Shop

Visitors are most welcome to browse through the Gift Shop, operated by the Backus Auxiliary, across from the Registration Department on the main level of the hospital. Fresh flowers, snacks and a variety of gifts are always available. The Gift Shop is open Monday through Friday, 9:30 a.m. to 7:30 p.m. Saturday 9:30 a.m. to 4 p.m. and Sunday hours are 1-4 p.m. Hospital volunteers will deliver any gift shop purchases, including reading materials and toiletries, to a patient. The Gift Shop extension is 2265.

Auxiliary

The Backus Auxiliary is open to both men and women. Annual dues are $20, $10 for seniors. A lifetime membership is available for $100, payable in four quarterly payments of $25. For more information about joining, please call the Auxiliary office at (860) 889–8331, ext. 2259, and leave a message for the membership chairman with your name and phone number. The Auxiliary operates the Gift Shop; operates the refreshment canteens; and provides many other services at the hospital.

For your convenience

Mail and flowers: Mail and flowers are delivered to your room every day. If you wish to mail a stamped letter, please give it to a nurse or volunteer.

Newspapers: Newspapers may be purchased weekday mornings from the Gift Shop. Special deliveries are available by calling ext. 2265. On weekends, please ask a member of the nursing staff for help.
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Ajay Dalal, MD, general and neuroradiology.
William Donovan, MD, MPH, general and neuroradiology.
Nathaniel Dueker, MD, general and musculoskeletal radiology.
Phillip Kohanski, MD, general and PET scanning/nuclear medicine.
Herb Lustberg, MD, general and interventional radiology.
Jeffrey Rudikoff, MD, chief radiologist.
Jenifer Siegelman, MD, MPH, general and body imaging.
Stacy Spooner, MD, general, breast and musculoskeletal imaging.
Gail Weingast, MD, general women’s imaging, ultrasound and cross-sectional imaging.

To schedule an appointment at any of our locations call 860.823.6304

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(860) 576-0670

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Nursing & Rehabilitation Centers
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Bayview Health Care offers comprehensive health care programs to meet your needs. Our facility offers Skilled Long Term Care, Short Term Rehabilitation, a new secure Dementia Care Unit, Respite and Hospice with counseling and support. Our top priority is sensitivity to the individual needs of our residents, patients and their families.
Volunteer services

Volunteers are vital and respected members of the Backus family. Whether you are a retiree willing to share your skills, a younger person seeking to gain experience or currently between jobs, volunteering at Backus can be the right opportunity for you. Backus volunteers are warm and caring individuals who give back to their community, and provide an extra dimension of care to our patients and families. To become a Backus volunteer, please contact the Volunteer Services Office at (860) 823-6320 for more information or to request and application. Volunteer applications may also be downloaded from backushospital.org/volunteers.

Patient representative program

To help you feel welcome and more at ease during your stay, Backus Hospital has a Patient Representative Program, which is overseen by our Volunteer Services Department. A patient representative visits patients within 24 to 48 hours of admission, asks them whether they have any special needs, questions or concerns, and forwards issues that can’t be addressed immediately to the appropriate staff. If you have questions or concerns during your stay, please call ext. 6320.

Lifeline

Lifeline is available at home for patients requiring 24-hour protection. To order Lifeline, call (800) 579-3341. The service provides a button that can be worn around the neck or wrist. For assistance, a person would push the button, sending a signal to a speaker in the home. A Lifeline representative will then speak to the person in need, determining whether to call a person on their personal call list or to call 911. The button is waterproof and can be worn in the bath or shower. For more information online, go to lifelinesys.com.

Overnight accommodations for family

There are many hotels in the Norwich area. Please consult the Backus Information Desk or the Yellow Pages for a complete list.

Lost and found

To report items that have been lost or found, please call Security at (860) 889-8331, ext. 6364.
Going home

Before you leave

Patients discharged by their physician are requested to vacate their room by 11 a.m.

This allows time for rooms to be cleaned and prepared for the arrival of new patients. Your nurse will provide you with discharge instructions before you leave. Ask for written discharge instructions if they aren’t provided to you. It is important to follow discharge instructions related to medications, home nursing, special equipment or therapy that might be included in your recovery routine. A discharge escort can be arranged if needed. Patients whose diagnosis requires them to learn self-management skills will be taught these skills prior to discharge by certified teaching nurses from our Nursing Education Department. In-hospital instructions will include the family whenever possible. Some examples of teaching programs provided are diabetes education, ostomy care education, cardiac and pulmonary education. Teaching nurses are also available for outpatient instructions and counseling. Dial ext. 2495 or ask your nurse for assistance.

Financial considerations

The Patient Accounts Department will assist you in processing your insurance and hospital bill. There may be more than one type of charge resulting from your hospital stay. During your hospitalization it is possible that the specialized skills of other physicians and professionals are required. You may receive separate billing for these services that are paid directly to these providers. Examples of these services would be Diagnostic Imaging, Pathology or Anesthesiology. Questions regarding these billings or services should be directed to the specific provider or service. If you have questions, call our Patient Accounts Department at (860) 823-6394.

Insurance

All patients who have hospitalization insurance, whether treated as an inpatient or an outpatient, must provide proof of insurance coverage for each hospital visit. It is the patient’s responsibility to provide the hospital with a signed insurance claim form and card, if required, each time he or she is treated at the hospital. Patients whose insurance cannot be verified will be asked to make payment in full or arrange for an acceptable payment plan at the time of service or discharge. Patients who have hospitalization insurance are requested to assign benefits to the hospital. If benefits are not assigned to the hospital, the patient will be asked to make payment arrangements at the time of discharge.
Medicare, Medicaid and private insurance
Patients covered by these insurance policies must show their insurance card upon each visit to the hospital. Any deductibles, co-insurance, spend-downs not covered by other insurance are due and payable when services are rendered. Patients requesting admission for inpatient care, whose physician has determined do not meet the criteria for inpatient care, will be required to sign a letter accepting financial responsibility.

Charitable care
Backus Hospital provides Free Bed Funds and other financial assistance programs for certain qualified patients who are unable to pay all or part of their bill for inpatient, outpatient and emergency services rendered at the hospital. The Free Bed Funds originate from gifts made to the hospital. The interest earned on these funds enables the hospital to provide some services to qualified individuals at no cost or at a reduced cost. If you are coping with a financial hardship, and are facing debts owed to Backus Hospital, Free Bed Funds may be available to you. To obtain further information, including an application, please contact our customer service representatives at (860) 889-8331, ext. 2917, Monday through Friday from 7:30 a.m. to 4 p.m.

Access to care
Backus partners with United Community & Family Services to offer access to care services in its emergency department. The service helps people without insurance apply for insurance. For more information call (860) 889-8331, ext. 3804.

Your medical records
Medical records are the property of the hospital. You have the right to inspect and, upon written request, obtain a copy of your health information except under certain limited circumstances. Under Connecticut law, if the hospital makes a copy of your medical record we will not charge more than 65 cents a page, plus postage, plus a reasonable fee if you want x-ray films or tissue samples. You can contact the Medical Records Department by calling (860) 889-8331, ext. 6382.
Patient experience survey
We want our patients, and their families and loved ones, to have the best possible experience – always.

That is why we conduct surveys of recently discharged patients, and we use our patients’ responses to continually assess how we can provide the best care possible, all the time.

We invite you to review the surveys, and the questions they ask. If you or a family member receives a Patient Experience survey in the mail, we encourage you to complete it and send it back in the postage paid envelope. (To ensure accuracy, Backus Hospital uses an independent firm, the National Research Corporation/Picker, to issue and tabulate the surveys. Please note that only surveys that have been mailed to homes can be processed properly.)

Most important, we want you to know that you can always talk with any of your caregivers about any question you may have. At Backus Hospital, we work hard to be your partner in healthcare, and that means providing the very best patient experience – always.

Questions
If you have any questions or concerns during business hours, please call (860) 889-8331, ext. 6812 and we will promptly respond to your inquiry or suggestion. After hours, ask a nurse supervisor.

Care Management/Social Services

Phone: (860) 823-6319

The Care Management Department’s mission is to provide a collaborative, multi-disciplinary approach to efficiently assess, coordinate and implement a quality, efficient healthcare plan while following ethical and regulatory guidelines. This approach is respectful of a patient’s right to self determination and strives to exceed the needs of our patients and their families as they transition through the continuum of care. We do this through patient-centered care coordination, financial coordination and psycho-social coordination and offer the following services:

• Comprehensive needs assessment
• Discharge planning – coordination of post hospital care and services
• Utilization review – communication with insurance companies
• Assistance with financial concerns
• Assistance with basic human needs
• Information and referral for community resources
• Emotional counseling and support
• Crisis intervention
Physical therapy

Backus Hospital provides a number of physical therapy options for patients. These include cardiac rehabilitation, outpatient pulmonary rehabilitation, cardiopulmonary rehabilitation, physical therapy, occupational therapy, speech/language pathology as well as other rehabilitation services. For more information, call (860) 823-6317 or see page 25.

Extended care facilities

If you require a list of extended care facilities or home healthcare providers, please contact Care Management at (860) 889-8331, ext. 6319. We encourage you to consider Backus Home Health Care which offers Backus Care in the comfort of your home.

Safety at home

Home Safety Guides are available from Backus Home Health Care, an affiliate of Backus Hospital. The guide serves as a safety checklist that is monitored on an ongoing basis. The guide also offers common sense advice that virtually anyone can utilize in his or her day-to-day-life. Safety issues include:

• Electrical safety. This includes ensuring that cords are not under rugs, outlets are not overloaded and flammable materials are far enough away from heaters.

• Fire safety. Smoke detectors are crucial in any home.

• Suitable communication. Homebound patients should always have telephones nearby with easily accessible phone numbers. They are encouraged to have cordless phones that can be moved from room to room. Some patients are encouraged to purchase Lifeline services, either necklaces or bracelets, so if they fall they can push a button and medical assistance will come if needed.

• Environment and mobility safety. Backus Home Health Care nurses evaluate whether staircases are in good condition, whether they have hand railings, and if need be, send out a physical therapist to help educate the patient on the safest way to move around.

• Utilities. Electricity, heating and plumbing should be in good working order.

• Kitchen safety. Make sure cleaning products are not stored near food, and that flammable objects are far enough away from the stove.

• Bathroom safety. Grab bars and non-skid mats are essential safety tools.

• Medication safety. Make sure that medication is not outdated, has proper labels and is stored properly, particularly in an area where children can't reach them.

• Oxygen safety. Never smoke in the vicinity of oxygen tanks.
Support groups

Backus Hospital has a number of support groups for patients and their families. Most are free and do not require registration. An updated listing of support groups appears each month in Healthy Connections, our Hospital’s monthly health magazine, and online at backushospital.org.

**Al-Anon Meetings:** For family and friends of problem drinkers. Meets every Friday, Sunday and Monday at 6:30 p.m. in the Activity Room of the Backus Center for Mental Health. Call (888) 825-2666 for more information.

**Brain Injury:** Circle of Support is for persons who have experienced a brain injury, and for their families and friends. Usually meets the first Thursday of the month from 1-2:30 p.m. in the Radiation Therapy Conference Room of the Medical Office Building. Call (860) 892-2750 for more information.

**Breast Cancer:** For breast cancer patients and their families, facilitated by a Backus social worker. Usually meets the third Tuesday of the month from 7-8:30 p.m. in the Radiation Therapy Conference Room of the Medical Office Building. Call (860) 889-8331, ext. 2777 for more information.

**Cardiac Support Group:** For patients with cardiac problems and their families, the meetings focus on heart disease, cardiac systems and new changes in patient care. Usually meets the second Wednesday of every month, 6-7 p.m. in the Backus Medical Office Building. For more information, call (860) 889-8331, ext. 2554.

**Cancer:** Cancer patients, survivors, caregivers, significant others and families are invited to discuss how cancer has affected their lives. Usually held on the third Tuesday of the month, noon-1 p.m. in the Backus Medical Office Building Conference Room. Call (860) 889-8331, ext. 2777 for more information.

**Celiac Support Group:** For people unable to tolerate gluten in their diet, held the fourth Thursday of the month, 6:30 p.m., in the Backus Medical Office Building, room 130. Call (860) 889-7776 for more information.

**Diabetes Support Group:** For diabetes patients and their family members to provide support to one another while facing the challenges of living with diabetes. Registration is required. Call (860) 892-6906 for more information or schedule.

**Head and Neck Cancer Support Group:** For cancer patients, survivors and caregivers. Education and support during and after treatment. Usually held the third Tuesday of the month. For more information, call (860) 892-2777.

**Hospice:** Hospice Southeastern Connecticut, an affiliate of Backus Hospital, offers several ongoing bereavement support groups. Call (860) 848-5699 for more information.

**Laryngectomy:** The Tri-County New Voice Club hosts this support group for laryngectomy patients and their families. Usually held on the second Sunday of the month from 2-4 p.m. in the Radiation Therapy Conference Room of the Medical Office Building. Call (860) 892-2750 for more information.
**Lyme Disease Support Group:** Talk with others about how Lyme disease has impacted your life and learn the latest on diagnosis and treatments. Usually meets the first Thursday of the month, 6:30-7:30 p.m., Backus Hospital Medical Library.

**Lymphedema Support Group:** Offers an opportunity to share experiences and learn about risk reduction and treatment of lymphedema. Meets quarterly, 4-5:30 p.m., Backus Outpatient Care Center conference room 1. For more information, call (860) 823-6317.

**New Mom's Support Group:** A place to ask questions and talk to other new moms, held Tuesday and Thursday of each week from 11 a.m. to 12:30 p.m. Call (860) 425-3863 for more information.

**Overeaters Anonymous:** Offers unconditional acceptance and support to group members. Meets Mondays at 6 p.m. in room B204 and Wednesday at 5:30 p.m. in the Activity Room of the Partial Hospitalization Department of Psychiatric Services at Backus. Call (860) 859-1090 or (860) 464-7178 for more information.

**Pregnancy and Infant Loss Support Group:** "Angels Remembered" is a support group for parents who have experienced pregnancy or early infancy loss. Held the second Tuesday of each month from 7-8:30 p.m. in the Backus Hospital Medical Office Building Conference Room. Call (860) 889-8331 ext. 4239 for more information.

**Prostate Cancer:** The "Man to Man" group meets every other month at Backus, to discuss the diagnosis and treatment options of prostate cancer. Spouses and significant others are welcome. Meets the second Tuesday of the month. For information call (800) 227-2355.

**Stroke Support Group:** Sharing and Caring support group is for people who have had a stroke and their family and friends. Usually held the second Thursday of the month from 1-2 p.m. at the Backus Outpatient Care Center. Call (860) 889-8331, ext. 3480 for more information.

For a full calendar of events and support groups, visit backushospital.org.

**Affiliates**

Backus Hospital strives to provide the best care possible to its patients. To make its care as complete as possible, it has affiliations with other organizations.
Backus Home Health Care

Backus Home Health Care is a Medicare-certified, state licensed provider of home health care for patients throughout eastern Connecticut.

The William W. Backus Hospital has a long-standing reputation for providing quality health services to the residents of Eastern Connecticut. Today, that same quality of care can be delivered in the comfort of your own home through Backus Home Health Care.

You can trust us to provide the services you need, performed by accountable, trustworthy, competent staff – licensed, experienced nurses and therapists, social workers, home health aides and homemakers – all of whom take an active role in meeting your healthcare needs.

Backus Home Health Care wants what is right for you. As your needs change, we will adjust our services accordingly, always providing the best care your situation requires.

Services offered by Backus Home Health Care include:

• Skilled Nursing care for acute and chronic conditions
• Specialized Rehabilitation Services:
  - Physical Therapy
  - Speech Therapy
  - Occupational Therapy
  - Home Health Aide Services
• Medical Social Workers
• Behavioral Health Nursing
• Cardiac Telemonitoring
• Medication Administration
• Advanced Wound Care

12 Case Street
Norwich, CT 06360
(860) 889-7198
Fax (860) 892-6694
backushomehealth.com
Rehabilitation services

Contact: Joan Pinney, Director of Rehabilitation Services
Phone: (860) 823-6317
Email: jpinney@wwbh.org
Location: 111 Salem Turnpike (Backus Outpatient Care Center), Norwich

Mission statement

The Backus Department of Rehabilitation Services is a dedicated, dynamic, interdisciplinary team of healthcare professionals consisting of physical, occupational, speech therapists and physiatry who provide customized, coordinated holistic care to patients, their families, and the community to maximize their functional independence and enhance their quality of life. All patients and staff are treated with dignity, respect and kindness. The Department is committed to staff, community and patient education and to sharing our specialized knowledge and skills with patients, families and the medical community.

About our department

Rehab services is comprised of three therapies - physical therapy, occupational therapy and speech/language pathology; consultation with a physiatrist (doctor of physical medicine) is also available. The goal of all services is to improve function. Therapies are provided to outpatients and inpatients on referral by their physicians. The primary focus of Backus outpatient therapies is the care of people with complex physical and cognitive disabilities which require multiple therapies. Therapists provide outpatient specialties in wound care, lymphedema, hands/arms dysfunction, voice/swallowing dysfunction, pediatric speech, cognitive retraining, prosthetic training, and balance/vestibular disorders.

Rehabilitation services offered

Outpatient physical, occupational and speech therapy services are provided in a team-oriented approach for adults and children with:

- Amputations
- Traumatic brain injury, post-stroke, other neurological problems
- Wounds
- Injuries to the arm, shoulder, or hand
- Difficulty with daily activities
- Difficulty with speaking or swallowing
- Balance and dizziness problems
- Lymphedema (read our Certified Lymphedema Specialist)
- Other physical and cognitive disabilities
Hospice Southeastern Connecticut

Hospice Southeastern Connecticut, located in Norwich, is a Medicare Certified Hospice and offers all of the components required by the National Hospice and Palliative Care Organization. Care is primarily provided in the home, but when this is not possible, hospice staff follow the patient in local facilities. For more information, call (860) 848-5699.

What do we do?
When someone learns they have a limited life expectancy hospice care can assist the patient and family during this difficult time of transition. Working with the hospice team, hope and comfort replace fear and anxiety. It is possible to introduce hospice without taking away hope.

Who is on the team?
Our interdisciplinary team of experts focuses on achieving quality end-of-life time. Together with the patient and family we address pain and symptom control, psychosocial or emotional distress and spiritual issues that occur during such a difficult time. Our interdisciplinary team includes:

- The Patient’s Personal Physician
- Medical Directors (hospice physicians)
- Certified Hospice Nurses
- Social Workers
- Home Health Aides
- Physical, Occupational and Speech Therapists
- Registered Dieticians
- Pharmacists
- Multi-denominational Clergy
- Trained Volunteers
- Bereavement Counselors

What is the cost?
Hospice Southeastern Connecticut provides care regardless of the individual’s insurance or ability to pay. We receive Medicare, Medicaid and private insurance reimbursement and participate in most managed care plans offered in Connecticut. Third party reimbursement covers only part of the cost of hospice care. As a non-profit organization, we rely heavily on donations, grants, fundraising events, and memorials.

Whom do we serve?
Hospice services are available to patients of any age with any disease that is life limiting regardless of insurance or ability to pay. Patients with both cancer and non-cancer illnesses are eligible for hospice care. Services are primarily provided in the home, however care is also available in hospitals, nursing homes and assisted living facilities when home care is no longer possible.
How can you access services?

Anyone can refer a person to us for care. Referrals to hospice may come from the family, clergy, physician, or friend. The earlier hospice can be involved, the more assistance the team can provide to the patient and family.

What are Bereavement Services?

Hospice Southeastern Connecticut’s Bereavement Program believes that grief following the death of a family member or significant other is a normal, adaptive, and necessary process. We provide a variety of services to individuals to assist and support them during the first thirteen months of bereavement following the death of a family member or significant other.

Backus Hospital ethics committee

The Bioethics Committee is available 24 hours per day to patients, family members, physicians and Hospital staff. The committee is comprised of a member of the clergy, lawyer, social worker, Hospital administrator, nurses and physicians. It provides a forum for the discussion and resolution of ethical problems and conflicts that may be referred by patients, patients’ families, employees and physicians. If you want to request an ethics consult, notify the nursing supervisor, who will refer the matter to the proper personnel.

Accreditations

The American College of Radiology

American College of Surgeons, Commission on Cancer

College of American Pathologists

The Joint Commission

Backus on the internet

Visit Backus Hospital online at backushospital.org to learn more about our organization, or to research health topics that are important to you. Follow us on Facebook and Twitter, or sign up for our e-newsletter.

Offsite Backus facilities

Backus Outpatient Care Center
111 Salem Turnpike, Norwich
(Endocrinology/Diabetes)
Hours: Monday-Friday, 8 a.m. to 4 p.m.
(860) 892-6906

(Wound Care)
Hours: Monday-Friday, 8:30 a.m. to 4:30 p.m.
(860) 425-8700

(Rheumatology/Arthritis)
Hours: Monday-Friday, 8:30 a.m. to 4 p.m.
(860) 425-8710

(Outpatient Physical and Occupational Rehabilitation Services)
Hours: Monday-Friday, 8 a.m. to 4:30 p.m.
(860) 823-6317
(Anticoagulation Clinic)
Hours: Monday, Tuesday, Wednesday, Friday, 8 a.m. to 4 p.m.;
Thursday, 12 to 7 p.m.
(860) 892-2711
(Blood Drawing Station)
Hours: Monday - Friday 7 a.m. to 5 p.m.; Saturday, 7 a.m. to noon
(860) 425-8720

**Case Street Blood Drawing Station**
8 a.m. to 4:30 p.m., Monday through Friday
12 Case St., Suite 101
Norwich, CT
(860) 889-8331, ext. 8122

**Jewett City Blood Drawing Station**
7-9 a.m., Monday through Friday
70 Main St.
Jewett City, CT
(860) 376-0462

**Plainfield Blood Drawing Station**
7 a.m. to 3:30 p.m., Monday through Friday
Saturday, 7 a.m. to 11 a.m.
122 Plainfield Road
Moosup, CT
(860) 564-2198

**Colchester Backus Health Center**
163 Broadway
Colchester, CT
(860) 537-4601
Hours: Monday through Friday, 8 a.m. to 6 p.m.,
Saturday and Sunday, 9 a.m. to 5 p.m.
Lab hours: Monday through Friday, 8 a.m. to 4:30 p.m., Saturday 9 a.m. to noon.

**Ledyard Backus Health Center**
743 Colonel Ledyard Highway
Ledyard, CT
(860) 464-3100
Hours: Monday through Friday, 8 a.m. to 6 p.m., Saturday, 9 a.m. to 5 p.m.

**Montville Backus Health Center**
80 Norwich-New London Turnpike
Montville, CT
(860) 848-1297
Hours: Monday through Friday, 8 a.m. to 6 p.m., Saturday 9 a.m. to 2 p.m.
Lab hours: Monday through Friday, 8:30 a.m. to 4:30 p.m.
Plainfield Backus Health Center
120-122 Plainfield Road, Moosup
(860) 564-2198
Primary care and walk-in hours: Monday through Friday
8:30 a.m. - 5 p.m.
Lab hours: Monday through Friday, 7 a.m. - 3:30 p.m.; Saturday, 7 a.m. - 11 a.m.

Health news
For the latest health information, turn to our free monthly magazine, Healthy Connections. Look for it around the first of each month in local newspapers. The award-winning publication, produced by the Backus Corporate Communications Department, has a monthly circulation of 43,000. Its purpose is to provide information on health trends that affect your daily life, and to help improve the health of the community. Healthy Connections is also available at backushospital.org.

In addition to Healthy Connections, Backus Hospital offers other convenient ways to stay on top of health news that matters to you. Sign up for our free electronic newsletter, HealthE*Connections, which focuses on local events, trends and technology, or follow us on Facebook or Twitter. Visit backushospital.org to sign up. Also, check out our blogs, podcasts, online annual report and videos at backushospital.org.

Office of Philanthropy and Development
The Backus Office of Philanthropy and Development's mission is to solicit and receive contributions on behalf of the hospital, which is a not-for-profit entity that uses these donations to improve patient care. The Development Office strives to ensure the hospital's ability to improve the health and wellness of patients for generations to come, and accomplishes this goal by soliciting contributions through an annual appeal, memorial and tribute program, a variety of planned giving opportunities, a bequest program, gifts that establish endowed funds and special events.

We greatly appreciate the generous financial support of individuals, businesses and corporations in our community. Please call (860) 823-6325 for additional information, or visit backushospital.org/support. Contributions may be sent to:

Backus Office of Philanthropy and Development
120 Lafayette Street
Norwich, CT 06360
Directions

FROM THE NEW HAVEN AREA AND SOUTHWESTERN CONNECTICUT: Take I-95 North to Exit 76 for I-395 North. Follow 395 to Exit 81-East for the Routes 2 and 32 connector in Norwich. Follow the connector until you exit to your right onto Washington Street. The hospital entrance is on the right.

FROM THE HARTFORD AREA: Take Route 2 East to Norwich. Exit right onto Washington Street. The hospital entrance is on the right.

FROM BRADLEY INTERNATIONAL AIRPORT WINDSOR LOCKS, CT: Follow airport signs for I-91 South. Follow I-91 South to Hartford; watch carefully for SHARP left exit to Route 2 East. Take Route 2 East to Norwich. Exit onto Washington Street. The hospital entrance is on the right.

FROM THE GROTON AREA: Take I-95 South and go over the Gold Star Memorial Bridge. On the New London side of the bridge, take Exit 84 for Route 32 North. Follow Route 32 to I-395 North. Follow I-395 to Exit 81-East for the Routes 2 and 32 connector in Norwich. Follow the connector until you exit to your right onto Washington Street. The hospital entrance is on the right.

FROM THE NEW LONDON AREA: Take Route 32 north to I-395 North. Follow I-395 to Exit 81 East for the Routes 2 and 32 connector in Norwich. Follow the connector until you exit to your right onto Washington Street. The hospital entrance is on the right.

FROM NORTHEASTERN CONNECTICUT: Follow I-395 South to Exit 81-East for the Routes 2 & 32 connector in Norwich. Follow the connector until you exit to your right onto Washington Street. The hospital entrance is on the right.

FROM THE WESTERLY, RHODE ISLAND AREA: Take Route 2-North/West to Norwich. Route 2 becomes Washington Street in Norwich. Backus Hospital is located at 326 Washington Street, on your left.

FROM THE PROVIDENCE, RHODE ISLAND AREA: Take Route 6-West to I-395 South. Follow I-395 to Exit 81-East for the Routes 2 & 32 connector in Norwich. Follow the connector until you exit to your right onto Washington Street. The hospital entrance is on the right.

FROM T.F. GREEN AIRPORT, WARWICK, RI: Follow airport signs for I-95 South. Take I-95 South to Exit 5A for Exeter, RI. At the end of the exit, bear right onto Route 3 South. Remain on Route 3 until caution light at intersection of Route 3 and Route 165. Go right on Route 165. Stay on Route 165 (you will cross RI-CT line) until it merges with Route 138 WEST. Follow Route 138 West until you reach I-395 South in Griswold. Take I-395 South to Exit 81-East for the Routes 2 & 32 connector in Norwich. Follow the connector until you exit to your right onto Washington Street. The hospital entrance is on the right.
Essential information during your stay

Hospital main phone number: (860)-889-8331

Patient phone extension___________

Hospital address: The William W. Backus Hospital
326 Washington Street
Norwich, CT 06360

My room number:___________
My physician(s):____________________________________________

Important hospital phone numbers

Patient Telephones.................................................................(860) 823-6300
Arthritis Center ........................................................................(860) 425-8710

Backus Health Center

Colchester .................................................................(860) 537-4601
Gales Ferry .................................................................(860) 464-3100
Montville .................................................................(860) 848-1297
Plainfield .................................................................(860) 564-2198

Backus Home Health Care .................................................................(860) 889-7198

Backus Outpatient Care Center .......................................................(860) 892-6906

Backus Physician Services

12 Case St. .................................................................(860) 204-9126
330 Washington St .................................................................(860) 425-5300
Cancer Center ........................................................................(860) 892-2777
Center for Mental Health .................................................................(860) 823-6321
Community Health Education .................................................................(860) 823-6313
Diabetes Management Center .................................................................(860) 892-6906
Human Resources ........................................................................(860) 823-6314
Medical Laboratory ........................................................................(860) 823-6307
Physical Rehabilitation ........................................................................(860) 823-6317
Prenatal Clinic/Classes ........................................................................(860) 425-3863
Radiation Therapy ........................................................................(860) 892-2777
Volunteer Services ........................................................................(860) 823-6320
Wound Care and Hyperbaric Oxygen Therapy Center .................................................................(860) 425-8700
X-Ray/Diagnostic Imaging ........................................................................(860) 823-6304

Other Calls ........................................................................(860) 889-8331
Need a lab?
We’ve got 8

The William W.
Backus Hospital
326 Washington St.
Norwich

Norwich Drawing
Station
12 Case St.
Suite 101
Norwich

Medical Office
Building
330 Washington St.
Norwich

Colchester Backus
Health Center
163 Broadway
Colchester

Montville Backus
Health Center
80 Norwich/NL Tpke.
(Rt. 32)
Uncasville

Plainfield Backus Lab
Blood Drawing Station
122 Plainfield Ave.
Moosup

Jewett City
Drawing Station
70 Main St.
Jewett City

Backus Outpatient
Care Center
111 Salem Tpke.
Norwich

HOUSE CALLS
COURIER SERVICE
OUTPATIENT

860.889.8331, ext. 6307
www.backushospital.org/labs
Norwich Medical Associates

Norwich Medical Associates is an Internal Medicine practice specializing in adult primary care services. Our physicians, Dr. Yahya Qureshi and Dr. Salman Zafar provide inpatient acute care at William Backus Hospital and long term care at Norwichtown Skilled Nursing Facility.

Our outpatient services include coumadin clinic for anticoagulation, ear irrigation, holter monitor, and ambulatory blood pressure monitor.

We are currently accepting new patients.

Office hours: Monday thru Friday
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Most insurances are accepted.

To schedule an appointment, please call:
860-889-0147 or 860-887-9015

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For more information, call 860-823-6307

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backushospital.org/labs

backushospital.org/imaging

Backus Diagnostic Imaging and Women’s Center

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To schedule an appointment, call 860.823.6304

Backus Outpatient Care Center
111 Salem Turnpike, Norwich

Choose wisely. Choose Backus