



# Patient Information Guide

## Griffin Hospital



# Table of Contents

Page 2	Patient Care Conferences, Information About Your Room, Patient-Directed Visitation
Page 3	Our Culture of Safety & Fall Prevention Program
Pages 4-5	Our Planetree Model of Care
Page 6	Our Care Partner Program
Pages 7-8	Pain Control
Page 8	Additional Services for Patients and Visitors
Pages 9-12	Your Rights, Responsibilities, and Role as a Partner in Your Care
Pages 13-14	“Speak Up” to Help Prevent Errors in Your Care
Page 15	Smoking Cessation
Page 16	Patient Experience Survey
Page 17	DAISY Award
Page 18	Patient-Family Partnership Council
Page 19	Health Record / Patient Portal
Page 20	Volunteer Opportunities
Page 21	Advance Care Planning
Page 22	LGBTQ+ Services



**GRIFFIN HEALTH**

# Patient Care Information

## Patient Care Conferences

You will have a Patient Care Conference within 48 hours of your hospital admission. This conference includes your primary nurse, attending physician (and your family, if they are available) and provides an opportunity to share information and coordinate your care.

Additionally, we conduct interdisciplinary patient rounds five times a week at bedside. These rounds include physicians from our hospitalist service, residents, nurses, and other individuals directly involved with your healing. The team develops a coordinated plan of action for your care that they will share with you.

## Nursing Bedside Report

At the Nursing change of shift (usually around 7 a.m., 3 p.m., 7 p.m. and 11 p.m.) the Nursing staff will discuss your care at the bedside and encourage your participation in these discussions if you are awake.

## Your Room

**Call Bell** - Use this to call us if you need help. Your call will go to the Unit Coordinator, who will send someone to help you.

**Bed Controls** - Ask your nurse to demonstrate how to operate the bed controls, which are located on the side of your bed.

**Television** - Volume and channel controls are on your television and remote control. Griffin provides TV service free of charge to its patients.

**Telephone** - For local calls, patients should dial “9” then the area code and the seven-digit local number. For long distance, dial “86” and then “0” and the seven-digit number.

**Housekeeping** - Each day, your room is cleaned by Environmental Services. Please notify your nurse if you have any special housekeeping requests.

If you need additional services, towels, toiletries, etc., please dial 7495 on your room phone to contact Environmental Services.

## Patient-Directed Visitation

Griffin Hospital’s visiting guidelines allow family and friends to be with you as much as needed. However, if you feel you need more rest, you can limit the number of visitors and specify visiting times if you choose.

Patients can designate specific visitors, including, but not limited to, a spouse, domestic partner (including same-sex domestic partners), another family member, or a friend. Patients may also with-draw or deny your consent for visitors at any time.

Temporary changes to these guide-lines, including restricted hours or visiting either for individual patients or for hospital departments, may be implemented.

## Language/Hearing/Vision Services

Please alert your nurse if you need help with any language, hearing, or vision issues. Medical interpretation services are provided free of charge and are available throughout the hospital.

## Your Discharge

Case Managers and Social Workers are available to assist with your discharge needs. Our goal is to have you discharged by 11 a.m. on your scheduled day. Our team will collaborate to determine the safest and most appropriate discharge plan for you, identify resources you may need, and offer support.

## Patient Satisfaction

At Griffin Hospital, our goal is to create an exceptional healthcare experience for our patients and their visitors. If at any time during your stay with us, you are not happy with any aspect our care, please tell us so we can try to remedy the situation. In addition, you may also receive a mail or text survey when you return home. The survey will only take about 10 minutes and will help us learn how we can better meet your needs.



# Our Culture of Safety

Griffin Hospital is committed to ensuring a safe environment for our patients, visitors, and staff. As part of our hospital-wide culture of safety, our goal is to provide patient-centered care that is safe, equitable, timely, effective, and efficient. We strive to empower you, our patient, to be a partner in your care by providing you with information and education, and we encourage you to ask questions about your treatment and to be actively involved in your care and safety.

If you have any safety concerns, we encourage you to speak to your nurse, physician, or any other hospital staff member. If you feel uncomfortable speaking to your nurse or physician, you may call extension 7111.

We also encourage you to read the fall prevention information below, as well as the information contained in the Your Rights, Responsibilities, and Role as a Partner in Your Care document enclosed in your Patient Information Packet.

## Fall Prevention

Griffin Hospital is focused on preventing falls, which are the leading cause of injury, hospitalization, and death in older adults.

Approximately 20-30% of falls result in moderate to severe injuries, such as hip fractures or head trauma, which can lead to decreased mobility, loss of independence, and an increased risk of premature death.

Because the risk of falling increases dramatically during hospitalization, we will conduct a fall risk assessment when you are admitted. To help us keep you safe, please tell your nurse if you have any of the following conditions that may increase your risk of falling:

- A recent history of falls
- Dizziness
- Diminished vision
- Problems with walking and balance
- Lower body weakness or numbness
- Urinary frequency and urgency
- A history of heart arrhythmias
- A history of stroke or seizure

Please be aware of the following factors that may also increase your risk of falling:	
<ul style="list-style-type: none"><li>• Anesthesia</li><li>• Pain medication</li><li>• Cardiac and antihypertensive medications</li><li>• Taking multiple medications (4 or more)</li><li>• Decreased physical activity</li><li>• Decreased fluid intake/dehydration</li></ul>	<ul style="list-style-type: none"><li>• Infection</li><li>• Attachment to medical equipment such as IVs, oxygen tubing</li><li>• Poorly fitting or improper footwear</li><li>• An unfamiliar environment</li><li>• Belief that asking for help is inappropriate</li></ul>

During your stay, hospital staff may take extra precautions to keep you safe, such as placing a red bracelet on your wrist to alert others of an increased risk of falling, or utilizing bed alarms or other special safety devices. We ask that you help us ensure your safety and prevent falls by:

- Having your call bell within reach
- Calling for assistance before getting out of bed
- Getting up slowly - sit on the side of the bed before rising
- Sitting down immediately if you are dizzy and asking for assistance
- Using handrails in the bathroom and hallways
- Wearing well fitted, non-slip footwear
- Drinking plenty of fluids
- Talking with your doctors and nurses about your medications and their side effects.

**Please remember, your safety is extremely important to us.**  
Please alert staff about any safety concerns you may have, and feel free to ask questions or request assistance if needed.

# Our Planetree Model of Care



**Planetree** is a consumer-driven healthcare organization dedicated to humanizing healthcare. The Planetree, or sycamore tree, is the tree under which Hippocrates, the founder of modern medicine, sat when he began teaching his medical students many centuries ago.

With this same commitment to education, Griffin Hospital adopted the Planetree model of care in 1992 to support individuals who wish to learn more about healthcare and medicine in order to become active participants in their own care.

As a Planetree hospital, Griffin places you, our patient, at the center of our care model, and makes a number of free services available to you during your hospital stay and beyond.

A brief description of some of these Planetree services follows. To request a service, dial 7555 on your room phone, or speak to your nurse.

## Access to Information

At Griffin, we encourage you to take an active role in your care and treatment by:

- Accessing our Health Resource Center or satellite libraries;
- Reading your medical record and, if you choose, writing in the patient's progress notes section;
- Reviewing your Patient Information Packet, which is customized to provide information about your illness;
- Participating in your Patient Care Conference;
- Asking about the self-medication program, which enables you to keep medications at your bedside.



## Food and Nutrition

Nutrition is essential to healing. Food is needed not only for good health, but also as a source of pleasure, comfort, and familiarity.

At Griffin, you can:

- Request your favorite food
- Enjoy complimentary refreshments in our unit-based kitchenettes
- Savor a warm breakfast treat or afternoon cookie baked fresh by your volunteer bakers
- Encourage your family or friends to bring your favorite foods from home or prepare them in our kitchenettes

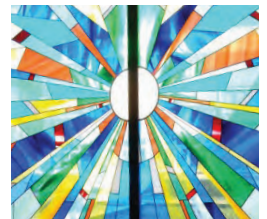


## Spirituality

Our Interfaith Chapel, which is open 24 hours a day, and our gardens and other spaces provide areas for quiet reflection and prayer.

Our Hospital chaplains are also available to assist you and your family with your spiritual and emotional needs, regardless of your particular faith, spiritual beliefs, or religious tradition.

To request a Chaplain visit or to have a guided meditation, please dial 1132 on your room phone.



## Arts & Entertainment

Griffin's Arts and Entertainment program provides nutrition for the soul. The sounds of violinists, pianists, flutists, and other musicians can be heard throughout many areas of the hospital. Storytellers, and free movies also help create an atmosphere of serenity that promotes healing and helps pass the time during your stay.

You can also request any of the following:

- Arts therapy and playing cards
- Portable DVD players and a large variety of DVDs
- CD players



# Our Planetree Model of Care

## Healing Environments

Griffin has designed healing environments that encourage patient and family involvement. Natural light, soft colors, fish tanks, and balconies help create a comfortable, home-like, non-institutional setting.

As part of our noise reduction efforts, we ask that visitors help keep noise to a minimum. As part of our Patient Directed Visitation program, we also encourage patients to limit the number of visitors or visiting times if they need more rest.

Patients and visitors can access areas for both solitude and social activities, including kitchens, lounges, family spaces, our chapel, and gardens.



## Human Interactions

Patients can participate in celebrations on their units, host gatherings with families and friends, and interact with volunteers from the community.

## Human Touch

Touch reduces anxiety, pain and stress. Our trained volunteers and staff are at your service to provide free “soft touch” massages for your hands and feet to help relax and soothe you. To request a soft touch massage, dial 7555 on your room phone.

## Family, Friends & Social Support

Patient-directed visiting hours allow family and friends to be with you as much as needed, and the hospital can make arrangements for visitors to stay overnight if desired. Griffin is also supportive if families would like to be present during invasive procedures and resuscitation.



## Healthy Communities

Griffin is expanding its role from simply treating illness to promoting the overall health of our community by working with schools, senior centers, churches, and other local partners to offer an extensive array of screenings, support groups and educational programs.

The Valley Parish Nurses and the Mobile Health Resource Van visit more than 30 community locations each month.

Griffin also uses environmentally friendly cleaning products, sponsors walking programs, and provides healthy food options in its cafeteria and vending machines.



## Complementary Therapies

In addition to soft touch, Griffin offers a number of other complementary therapies, including:

- Aromatherapy
- Guided imagery
- Reiki
- Therapeutic Touch
- Therapy dog visitation



# Our Care Partner Program

**Family and friends are a vital part of the healing process, and the Care Partner Program at Griffin Hospital provides an opportunity for a patient's loved ones to be involved with their care.**

Specifically, the goals of the Care Partner Program are:

- To enhance the involvement of family and friends in the hospital experience
- To provide the opportunity for Care Partners to participate in patient education for the physical, psychosocial and spiritual support of patients



## Who Are Care Partners?

Anyone the patient chooses to participate in his or her care can become a care partner, including family members and friends.

The Care Partner Program is a good introduction to the basic care a patient may need at home following his or her discharge. Ideally, the person who would provide this care at home would be an appropriate care partner, but anyone with whom the patient feels comfortable while in the hospital setting can serve as a care partner.

## Care Partner Guidelines

- Care partners will be trained by the unit nurses to help with routine care functions and assist the patient during his or her hospital stay.
- Nurses will be responsible for documentation, evaluation, and supervision of their patient's care partner.
- Care partners will be considered visitors with regard to hospital policies and liability. All identified care partners will wear an identification badge.



## Care Partner Activities

Responsibilities of the care partner may include, but are not limited to, any of the following activities:

- Helping with menu selection, meals, snacks, and feeding
- Providing personal care e.g. baths, massage, nail care
- Learning simple dressing changes
- Monitoring intake and output
- Helping with walking/wheelchair trips
- Managing comfort of patient by visiting, reading to, sitting with, and offering support as needed
- Acting as spokesperson to family and friends regarding the patient's progress
- Helping with other needs the patient may have

**For more information, or if you would like to become a care partner, please speak to your loved one's nurse.**

## Why Control Pain?

When your pain is controlled, you can:

- Heal faster
- Start walking and doing your breathing exercises so you can get your strength back faster
- Feel better sooner
- Improve your results (People whose pain is well-controlled seem to do better, and avoid potential complications).

## What are the Pain Control Options?

Both medication and non-medication treatments can be successful in helping to prevent and control pain. You and your doctors and nurses will decide which ones are right for you. Many people combine two or more methods to get greater relief. Please talk with your physician if you have any concerns with substance abuse.

## Pain Control Methods

**Medication** – Several routes can be used to give pain medication, including:

- Oral – pain medications are taken by mouth in pill or liquid form or via agents that are placed under your tongue.
- Injection – a “shot” of medication is given, usually into a muscle.
- Skin – patches containing pain medication are applied to the skin and used for longer-term management of pain.
- PCA Pump (Patient Controlled Analgesia) – allows you to control when you get pain medication. When you begin to feel pain, you press a button to inject the pain medication through an intravenous tube in one of your veins.
- Epidural – a small tube placed in your back by the anesthesiologist is connected to a pump that delivers pain medication.

(Note: Oral pain medications or injections seem to give better results when given at set times. Instead of waiting until pain breaks through, you receive medication at set times during the day to keep pain under control.)

## Other Methods

Please ask your nurse if you are interested in finding out more or taking part in any of the following alternative pain control methods:

- Soft Touch
- Therapeutic Touch
- Relaxation Techniques
- Guided Imagery
- Music
- Prayer
- Pleasant Pastimes
- Support from Others
- Gentle Guided Movements
- Therapy Dog Visitation



# Pain Control

## What Can You Do to Help Keep Your Pain Under Control?

Being prepared helps put you in control of your pain. You may want to write down your questions before you meet with your doctor or nurse.

### Be sure to:

- Talk with your nurses and doctors about pain control methods that have worked well or not well before
- Talk with your nurses and doctors about any concerns you may have about pain medication
- Talk to your doctors and nurses about any allergies to medications you may have
- Ask your doctor or nurse what to expect: Will there be much pain, where will it occur, and how long is it likely to last
- Take your pain medication or ask the nurse for pain medication when the pain starts. Keeping ahead of the pain is a key step in proper pain control
- Take pain medication prior to getting out of bed, walking, or doing breathing exercises if those activities worsen your pain. It's harder to ease pain once it has taken hold

## How to Communicate Your Pain Level

We ask that you help our doctors, nurses, and pharmacists to measure your pain. They will ask you to rate your pain on a scale of 0 - 10 or you may choose a "face" on the scale below that best describes your pain level:



Reporting your pain as a number helps us know how well your treatment is working and whether to make any changes in your pain management. Don't worry about being a bother. Pain can be a sign of problems, and the nurses and doctors want and need to know about it.

## Additional Services for Griffin Hospital Patients and Visitors

### Complimentary Services:

Staffed by volunteers who can respond to your special requests, such as delivering your newspaper or shopping for you in the Gift Shop, Griffin's Complimentary Services operates from 8:30 a.m. - 4 p.m. daily, based on availability of volunteers. Dial 7555 with your special request.

### Griffin Pharmacy & Gifts:

Located on the ground floor just off the main lobby, Griffin's full-service retail pharmacy provides patient prescriptions, over-the-counter medicines, vitamins, and nutritional supplements. If you are prescribed any medications prior to discharge, we can have them filled and delivered to your room before you leave for home. Speak to your nurse for details.

### Cafeteria Hours:

The Cafeteria is open daily for patients and visitors from 6:30 a.m. - 7 p.m. A variety of fresh meals are also available for purchase in the hospital vending area 24 hours a day. Dial 7530 for your food request.

Griffin Hospital also offers patients a "Choices" menu, which features alternative meal selections that are available from 6:30 a.m. - 7 p.m. daily. A variety of five plated meal options are also available to patients 24 hours a day. Please ask your nurse to request one of these special meal options.

### Hair/Nail Service:

Hair and nail services are provided to inpatients by appointment. Please dial 1450 to schedule an appointment.

# Your Rights, Responsibilities, and Role as a Partner in Your Care

Griffin Health Services Corporation's first concern is caring for patients and restoring them to health. To be most effective, this effort must be a partnership of the healthcare team and the patient, working together in an atmosphere of mutual consideration and respect. The hospitals respect patients' cultural and personal values, beliefs and preferences and their right to privacy, pain management, full information about their care and freedom from unlawful discrimination.

This Bill of Rights and Responsibilities is intended to comply with the requirements of the Joint Commission on the Accreditation of Healthcare Organizations, the AMA and professional association guidance, and the relevant provisions of Connecticut and Federal law, including the provisions of the Medicare Conditions of Participation for Hospitals addressing patients' rights, 42 Code of Federal Regulations Statute 482.13. To achieve and maintain effective health care for all patients, the Board of Directors has adopted the following principles governing patient treatment, safety, concerns and responsibility.

1. A patient has the right to be involved in all aspects of care, including the plan of care. To the extent authorized by a patient, or permitted by law, the patient's family shall participate in decisions concerning care, treatment and discharge. A patient has the right to have a family member or personal representative of the patient's choice and the patient's own physician notified promptly of admission to the hospital.
2. The hospitals will not unlawfully discriminate in providing medical treatment because of age, sex, sexual orientation, gender identity or expression, physical or mental disability, religion, race, national origin, ethnicity or culture, language, socio-economic or financial status. All clinical decision making will be directed by the patient's hospital physician(s), according to medical need.
3. Care shall be provided in a manner that supports a patient's privacy, safety, dignity, individuality, cultural, emotional, spiritual and personal values to the best of our ability. Each patient has the right to be free from all forms of abuse or harassment, including seclusion or restraints that are not medically indicated, or are used as a means of coercion, discipline, convenience or staff retaliation.
4. Each patient or duly authorized personal representative has the right to be informed by the physician and give or refuse to give informed consent prior to the start of those specified, non-emergency, medical procedures or treatments requiring informed consent. The physician should explain to the patient in words the patient understands, specific details about the recommended procedure or treatment, the benefits and risks involved, time required to recovery, and any reasonable alternatives. All patients have the right to be informed about the clinical outcomes, including any clinically significant unanticipated outcomes.
5. The patient has the right to request or refuse treatment, medication and services, including the right to forgo or withdraw life-sustaining treatment or withhold resuscitative services in accordance with the law and regulation once you have been informed of the medical risks of such a decision.
6. The patient has the right to consent or refuse to consent to recordings, films or other images made for external use, and not for diagnosis or treatment purposes.
7. The patient has the right to receive, as soon as possible, translator and interpreter services, if the patient needs one to help communicate with hospital staff and understand their plan of care.
8. Each patient has the right to personal privacy and confidentiality of the patient's medical records. As required by law, the confidentiality of the patient's medical care, source of payment and medical record will be protected by the hospitals.
9. Each patient has the right to be informed of the names and functions of all healthcare professionals providing personal care, except where the healthcare professional's safety may be jeopardized.
10. At a patient's own request and expense, the patient has the right to consult with other physicians.
11. With the approval of the Institutional Review Board, physicians may ask patients to participate in research. A patient may participate in research only if the patient or the patient's personal representative has been fully informed and gives written consent. Each patient also has the right to refuse to participate, and refusal, in no way, jeopardizes the right to access to care, treatment or services unrelated to the research.
12. Each patient is requested to cooperate in the education of physicians, nurses and other healthcare professionals. The teaching program is one Griffin Hospital's greatest strength and allows the hospital to provide round-the-clock supervised medical care to all patients.
13. Each patient has the right to receive a summary of the patient's rights and responsibilities that includes the name and phone number of the hospital representative to whom the patient can address questions or concerns about any possible violation of patient rights. Each patient has the right to voice complaints, to have those complaints reviewed and, when possible, resolved. This may be accomplished by speaking with the patient's physician, nurse or any unit/department manager, or by calling the Office of Patient Safety and Care Improvement at (203) 732-7121 or by writing to: Griffin Hospital, c/o Office of Patient Safety and Care Improvement, 130 Division Street, Derby, CT 06418.

# Your Rights, Responsibilities, and Role as a Partner in Your Care

14. Each patient has the right to file a grievance for resolution of patient concerns regarding quality of care, patient safety, service or perceived premature discharge. This may be accomplished by calling Office of Patient Safety and Care Improvement at (203) 732-7121 or by writing to: Griffin Hospital, c/o Office of Patient Safety and Care Improvement, 130 Division Street, Derby, CT 06418. If preferred, concerns regarding care can be filed with the Complaint/Compliance Unit, Division of Health Systems Regulation, Connecticut Department of Public Health, 410 Capitol Ave, MS # 12HSR, Hartford, CT 06134-0308, (860) 509-7400; the Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, fax (630) 792-5636; or email at [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or with KEPRO (for Medicare) at (888) 319-8452.

Each patient has the right to file a grievance about the care you received and have it addressed in a timely, reasonable and consistent manner.

15. The patient has the right to access information contained in the patient's clinical records within a reasonable period of time. Each patient has the right to obtain a copy of the patient's medical records, at a reasonable fee, within a reasonable time frame.

16. Griffin Health Services Corporation supports a patient's access to protective services, including guardianship and advocacy services, child or adult protective services.

17. If a patient so requires, a program of additional medical services will be made available to a patient upon discharge from the hospital.

18. The hospitals support a patient's rights to formulate Advance Directives. Lack of an Advance Directive does not hamper access to care. Advance Directive information is offered upon admission and is available at any time during a patient's stay. Examples of Advance Directives include living wills and appointment of a healthcare representative. If an adult patient is incapacitated at the time of admission, or at the start of care, and is unable to receive information (due to incapacitating conditions or mental disorder), or articulate whether or not the patient has executed an Advance Directive, then the hospitals will provide Advance Directive information to the patient's personal representative. Complaints about Advance Directives requirement should be directed to the physician, but, if not resolved, may be filed as provided in Right 14 above.

19. Each patient can expect effective pain management, complete information about pain management and staff committed to effective pain management.

20. Should it become necessary, personal representatives may request that the hospitals perform an autopsy. Upon request, at the cost of the requestor, an autopsy can be performed by another institution, by a physician unaffiliated with Griffin Health Services Corporation.

21. Upon request, patients may receive copies of their hospital charges by requesting a copy of an itemized bill. If you have a question about a bill you received from Griffin Hospital or you would like to meet with a Financial Adviser, please call the Business Office at (203) 732-7360.

22. Patient Visitation Rights: In this portion of the Patient's Bill of Rights and Responsibilities, the term "patient" shall be deemed to include in the event that the patient is incapable of consenting, the patient's personal representative, and/or the Patient "support person". The Medicare Conditions of Participation define "support person" as including but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend.

Whenever possible, each patient shall be informed of visitation rights, including any clinical restrictions or limitations on such rights in advance of the furnishing of patient care.

Each patient shall be informed that, subject to the patient's consent, the patient may receive the visitors whom the patient designates, including but not limited to, a spouse, a domestic partner (including same-sex domestic partner), another family member, or a friend of the patient's right to withdraw or deny such consent at any time.

Visitation privileges shall not be restricted, limited, or otherwise denied on a basis of unlawful discrimination, including discrimination on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

Visitors shall enjoy full and equal visitation privileges consistent with patient preferences.

23. Please note, nothing listed shall supersede a patient's obligation to respect other patients' rights as set forth above. In this regard, patients are obligated to assist the hospitals in the control of noise, non-smoking and the behavior of their visitors. Moreover, visitors are subject to the hospitals' various safety and security policies. Visitors who pose a threat to patients or staff, or who fail to comply with the hospitals' rules, will be excluded in accordance with the terms of the specific hospitals' policy.

With respect to Psychiatric, Emergency Department and Child Birth Center patients, please refer to unit specific policies which address special issues regarding visitation in these locations.

24. Receive pastoral and spiritual services according to your request.

# Your Rights, Responsibilities, and Role as a Partner in Your Care

## Patient Responsibilities

### Provision of Information

A patient has the responsibility to provide, to the best of the patient's knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to the patient's health. The patient has the responsibility to report perceived risks in the patient's care and unexpected changes in the patient's condition to the responsible practitioner. A patient is responsible for making it known whether the patient clearly comprehends a contemplated course of action and what is expected of the patient. The patient is responsible to ask questions whenever something is unclear or the patient desires information.

### Compliance with Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for the patient's care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and comply with and implement applicable Hospitals' policies, rules and regulations. The patient is responsible for keeping appointments and, when the patient is unable to do so for any reason, notifying the responsible practitioner or the Hospitals. The patient and the patient's family are responsible for accepting the consequences if they do not follow the care, treatment, and service plan.

### Refusal of Treatment

A patient has a right to refuse any or all treatment but bears the full responsibility for the potential adverse consequences of the patient's actions in this regard, including serious and permanent injury or death.

### Patient Information

The patient is responsible for providing accurate information, including information about the patient's identity, name and address, and insurance and billing information. The patient is responsible for assuring that the financial obligations of the patient's health care are fulfilled as promptly as possible. The hospitals are required by law, and by its agreements with insurers, to assist in the prevention of healthcare fraud, and to make certain reports to governmental agencies and insurers in regard to suspected healthcare fraud.

### Respect and Consideration

The patient is responsible for following the Hospitals' rules, regulations, and policies. The patient is responsible for being considerate of the rights of other patients, visitors, and Hospital personnel, and for assisting in the control of noise, non-smoking and the number and behavior of visitors. The patient is responsible for being respectful of the property and rights of other persons and of the Hospitals.

### Meeting Financial Commitments

Patients and their families should promptly meet any financial obligation agreed to with the Hospital.

### Photography

Patients and their visitors may not take pictures or make any recordings, films, or images of staff or other patients.

### Weapons, Contraband, Patient's Own Medication

Weapons and contraband (for example, illegal substances), whether in the possession of the patient or visitors, are strictly prohibited. For their own safety, patients are not permitted to bring their own medications into the hospital.

### Complaints and Grievances

The patient is responsible for promptly discussing any complaints or grievances with the patient's physician, nurse, or any unit/department manager or by contacting the Office of Patient Safety and Care Improvement at (203) 732-7121 or by writing to: Griffin Hospital, c/o Office of Patient Safety and Care Improvement, 130 Division Street, Derby, CT 06418.

References: Patient Rights and Responsibilities Bill, Medicare Conditions of Participation, 42 CFR 585.635.

### View these documents on-line

To review the Griffin Health Notice of Privacy Practices, please visit [www.griffinhealth.org/griffin-hospital/patient-rights-privacy/notice-of-privacy-practices](http://www.griffinhealth.org/griffin-hospital/patient-rights-privacy/notice-of-privacy-practices) or scan the QR code to the right with your cell phone.





# Your Rights, Responsibilities, and Role as a Partner in Your Care

## Nondiscrimination Policy

### Nondiscrimination Notice

Griffin Health Services Corporation complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Griffin Health Services Corporation does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Griffin Health Services Corporation provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters;
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need these services, contact our Section 1557 Coordinator at x7500

If you believe that Griffin Health Services Corporation has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by: emailing [compliance@griffinhealth.org](mailto:compliance@griffinhealth.org), contacting by phone Griffin Hospital, Office of Patient Safety and Care Improvement (203) 732-7121, contacting Griffin Hospital's third party compliance hotline, EthicsPoint, which is available at [griffinhealth.ethicspoint.com](http://griffinhealth.ethicspoint.com) or by phone at (833) 500-1813.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (203) 732-7121.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (203) 732-7121.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (203) 732-7121.

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 (203) 732-7121。

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (203) 732-7121.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (203) 732-7121.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. (203) 732-7121.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (203) 732-7121.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (203) 732-7121.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (203) 732-7121. 번으로 전화해 주십시오.

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në (203) 732-7121.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (203) 732-7121. पर कॉल करें।

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (203) 732-7121.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (203) 732-7121.

# “Speak Up” to Help Prevent Errors in Your Care

Source: **The Joint Commission**

## **Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many healthcare technicians.**

Health care organizations all across the country are working to make healthcare safe. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team.

An Institute of Medicine (IOM) report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better.

The “Speak Up™” program is sponsored by The Joint Commission. They agree that patients should be involved in their own healthcare.

These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent healthcare mistakes, patients are urged to “Speak Up.”

- Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.
- Your health is very important. Do not worry about being embarrassed if you don't understand something that your doctor, nurse or other healthcare professional tells you. If you don't understand because you speak another language, you can request medical interpretation services. These services, provided via telephone or video, are available at no cost to you.
- Don't be afraid to ask about safety. If you're having surgery, ask the doctor to mark the area to be operated on.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Don't be afraid to tell a healthcare professional if you think they have confused you with another patient.

## **Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.**

- Tell your nurse or doctor if something doesn't seem right.
- Expect health care workers to introduce themselves.
- Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you don't know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Don't be afraid to remind a doctor or nurse to do this.
- Know what time of the day you normally get medicine. If you don't get it, tell your nurse or doctor.
- Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

## **Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.**

- Ask your doctor about the special training and experience that qualifies him or her to treat your illness.
- Look for information about your condition. Good places to get that information are from your doctor, your library, support groups, and respected Web sites, like the Centers for Disease Control & Prevention (CDC) Web site.
- Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

## **Ask a trusted family member or friend to be your advocate (advisor or supporter).**

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better. Your advocate can help make sure you get the correct medicines and treatments.
- Your advocate should be someone who can communicate well and work cooperatively with medical staff for your best care.
- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your healthcare proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your health care when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.

# “Speak Up” to Help Prevent Errors in Your Care

Source: The Joint Commission

- Go over the consents for treatment with your advocate and health care proxy, if your proxy is available, before you sign them. Make sure you all understand exactly what you are about to agree to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.

## **Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.**

- Ask about why you should take the medication. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping right (too fast or too slow).
- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either. Ask somebody at the doctor's office to print the prescription, if necessary.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.
- If you think you have taken an overdose, or a child has taken medicine by accident, call your local poison control center or your doctor immediately.

## **Use a hospital, clinic, surgery center, or other type of healthcare organization that has been carefully checked out.**

- For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.
- Ask about the healthcare organization's experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
- If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to **Quality Check at [www.qualitycheck.org](http://www.qualitycheck.org)** to find out whether your hospital or other health-care organization is “accredited,” which means that the hospital or healthcare organization works by rules that make sure that patient safety and quality standards are followed.

## **Participate in all decisions about your treatment. You are the center of the health care team.**

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your healthcare team. This will give them better information about your health history.
- Don't be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask to speak with others who have had the same treatment or operation you may have to have.
- They may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.

The goal of the Speak Up™ program is to help patients become more informed and involved in their healthcare.

# Smoking Cessation

**Why should I quit smoking?** Smoking cigarettes tops the list of major risk factors of our No. 1 killer – heart and blood vessel disease. In fact, almost one-fifth of deaths from heart disease are caused by smoking. The long list of diseases and deaths due to smoking is frightening. Smoking also harms thousands of nonsmokers who are exposed to cigarette smoke, including infants and children. If you smoke, you have good reason to worry about its effect on your health, your loved ones, and others. You could become one of the more than 480,000 smoking-related deaths every year. When you quit, you reduce that risk tremendously!

**Is it too late to quit?** No matter how much or how long you've smoked, when you quit smoking, your risk of heart disease and stroke starts to drop. In time your risk will be about the same as if you'd never smoked!

## How do I quit?

### Step One

- List your reasons to quit and read them several times a day.
- Wrap your cigarette pack with paper and rubber bands. Each time you smoke, write down the time of day, how you feel, and how important that cigarette is to you on a scale of 1 to 5.
- Rewrap the pack.

### Step Two

- Keep reading your list of reasons and add to it if you can.
- Don't carry matches, and keep your cigarettes out of easy reach.
- Each day, try to smoke fewer cigarettes, and try not to smoke the ones that aren't most important.

### Step Three

- Continue with Step Two. Set a target date to quit.
- Don't buy a new pack until you finish the one you're smoking.
- Change brands twice during the week, each time for a brand lower in tar and nicotine.
- Try to stop for 48 hours at a time.

### Step Four

- Quit smoking completely. Throw out all cigarettes and matches. Hide lighters and ashtrays.
- Stay busy! Go to the movies, exercise, or take long walks.
- Avoid situations and "triggers" you relate with smoking.
- Find healthy substitutes for smoking.
- Carry sugarless gum or artificially sweetened mints. Munch carrots or celery sticks. Try doing crafts or other things with your hands.
- Do deep breathing exercises when you get the urge.

## What if I smoke after quitting?

It's hard to stay a nonsmoker once you've had a cigarette, so do everything you can to avoid that "one." The urge to smoke will pass. The first 2 to 5 minutes will be the toughest. If you do smoke after quitting:

- This doesn't mean you're a smoker again — do something now to get back on track.
- Don't punish or blame yourself — tell yourself you're still a nonsmoker.
- Think about why you smoked and decide what to do the next time it comes up.
- Sign a contract to stay a nonsmoker.

## What happens after I quit?

- Your senses of smell & taste return.
- Smoker's cough goes away.
- You will digest normally.
- You feel alive and full of energy.
- You breathe much easier.
- It's easier to climb stairs.
- You're free from the mess, smell, and burns in clothing.
- You feel free of "needing" cigarettes.
- You'll live longer and have less chance of heart disease, stroke, lung disease, and cancer.

## Do you have questions or comments for your doctor or nurse?

Take a few minutes to write your own questions for the next time you see your healthcare provider. For example:

- When will the urges stop?
- How can I keep from gaining weight?

## How can I learn more?

- Talk to your doctor, nurse or other healthcare professionals. If you have heart disease or have had a stroke, members of your family also may be at higher risk. It's very important for them to make changes now to lower their risk.
- Call **1-800-AHA-USA1 (1-800-242-8721)**, or visit [americanheart.org](http://americanheart.org) to learn more about heart disease.
- For more information on stroke, call **1-888-4-STROKE (1-888-478-7653)** or visit us online at [www.StrokeAssociation.org](http://www.StrokeAssociation.org).
- We have many other fact sheets and educational booklets to help you make healthier choices to reduce your risk, manage disease or care for a loved one.

**Remember: Knowledge is power, so Learn and Live!**





# Our Patients Are Important



GRIFFIN HEALTH

## We want to improve, and you can help.

You may receive a survey in the mail or by text asking you about your visit.



## Please complete the survey.

Your response will be held in confidence and used to assist us in improving our performance.



# Want to Thank Your Nurse?

Honor the compassion and care nurses provide their patients everyday

## NOMINATE A NURSE FOR THE DAISY AWARD!

The DAISY Award for Extraordinary Nurses was created in memory of J. Patrick Barnes who died at 33 of ITP, an auto-immune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere.

Visit [www.daisynomination.org/griffinhospital](http://www.daisynomination.org/griffinhospital) or scan the QR Code below with your cell phone to nominate a nurse or ask your nurse for a paper nomination form.



# Patient-Family Partnership Council



In an effort to consistently deliver an exceptional patient experience, it is important for us to obtain insights from a variety of perspectives. For that reason, we invite former patients, family members and other community members to join our Patient-Family Partnership Council.

The purpose of the Council is to provide a formal structure for collaborating with patients and families (as defined by the patient) in policy and program decision-making in health care settings to improve safety, quality and the patient experience.

The Council is where patients and families share their experience, expertise, insights and perspectives to bring about culture change in healthcare within our organization.



For more information about joining, call (203) 732-7555 or visit [griffinhealth.org/griffin-hospital/patient-family-partnership-council](http://griffinhealth.org/griffin-hospital/patient-family-partnership-council).



# Griffin Health Patient Portal

## Have you ever wanted or needed quick access to your medical record?

Griffin Health Patient Portal is a website that provides online access to your Griffin medical record.

### Sign-up is quick and easy!

- Get access to your medical records and test results
- Print out or save your records to your computer
- Share your medical information with your family or physician
- Safely and securely store medical information on the website for a comprehensive health profile.



### Why use the Griffin Health Patient Portal?

The Griffin Health Patient Portal allows you to easily access and view your important health information so you are a more active partner in your care. With Griffin Health you can:

- Make sure your healthcare provider has your correct personal information
- Review your health information, including allergies, medical conditions, medications you take and procedure history
- Review your Griffin Hospital visit history, insurance information, medications, reports and more
- Check your appointment, directions and contact information
- Review your doctors' and nursing discharge information.

### For You, and Those You Love

You can also use the Griffin Health Patient Portal to keep track of your dependent's information and securely share your health information with people you trust, such as your family or another doctor.

### Take It with You

You can archive your health record offline and save it in a convenient PDF file. You even have the option of providing an exchange of information to any of your doctors' electronic medical record systems.

### How Do I Get Started?

If you have login credentials, you can go to our website at [www.griffinhealth.org](http://www.griffinhealth.org) and click on the "My Griffin Health" link at the top of the page and log in with your user ID and password.

- Don't have an account? You can self-enroll by clicking Sign Up on the My Griffin Health login page. To successfully enroll you will need to have your Social Security number and email address on file in your hospital record.
- You can also contact the Medical Records Department at 203-732-7390 and we can assist you with access to your patient portal.

**If you have a third party application and would like to request your records through our Application Programming Interface (API), please contact the Medical Records Department at 203-732-7390**

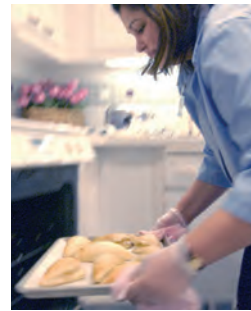
**Access your records today at [www.griffinhealth.org](http://www.griffinhealth.org)**



# Volunteer Opportunities

## Make a difference in the lives of others - Volunteer!

Volunteers play a vital role in the day-to-day operations of Griffin Hospital, providing assistance to patients, families and healthcare professionals, and helping to make Griffin Hospital a warm and friendly community hospital. Volunteers support Griffin Hospital's mission of providing patient-centered care by offering their gifts of friendship, service, care, and compassion.



In key areas throughout Griffin Hospital and the Center for Cancer Care, our volunteers lend a helping hand to patients, visitors and staff by providing hospitality services, amenities, and support services. Many of our essential Planetree Programs and Services would not be possible without the help of our volunteers.



**For more information about volunteering at Griffin Hospital, call 203-732-7555 or visit [griffinhealth.org/volunteer](http://griffinhealth.org/volunteer)**

# Advance Care Planning

As adults, we make many choices throughout life. Most often, the best choices are made as a result of good planning, such as career and financial planning. Thinking about and making plans for future healthcare decisions is no different. That's why it's time to consider Advance Care Planning.



This is simply a process for understanding, reflecting on and discussing your individual goals, beliefs and values in order to determine your healthcare wishes, should a time come when you cannot make them – or express them – for yourself. Let's start the conversation. Think about what matters most to you – whatever your current health or circumstances. Then, **Let's Talk...Let's Plan.**

## The Choices Are Yours

You have many rights when you receive healthcare. You have the right to be told about your medical choices and their benefits and risks. You also have the right to accept or refuse these choices. Whatever you decide, it is important to talk about your decisions with your physicians, other health professionals and those close to you. You may also put your plans for future medical care in writing, in case you become unable to make your own decisions.

## What is Advance Care Planning?

Advance Care Planning (ACP) is a process for you to: understand possible, future healthcare choices; reflect on these choices in light of the values, beliefs and goals important to you; discuss your choices with those close to you and the health professionals who care for you; and make a plan for future healthcare situations.



## Start Planning Now

This process may only take a short period of time or it may take many months. What is most important is that you begin now and take the time you need to understand, reflect, discuss, and make a plan that will work best for you and those closest to you.

## Advance Directives

An advance directive is the plan you make for future healthcare. In this plan, you may simply provide instructions about the choices you would prefer for future healthcare, or you may also appoint another person or persons who would make your healthcare decisions if you were unable to make them yourself.



Your advance directive may be a formal, legal document or you may choose to communicate your choices more informally in a letter or by simply talking. However, a formal, legal document that clearly reflects your goals and values may be the best way to ensure that your choices can be followed in the future.

Making an advance directive is optional and the healthcare you receive will not be affected if you decide against making one. You may change or revoke your advance directive at any time.

## Emergency Care

Your medical record (including any written advance directive) may not be instantly available in a medical crisis. In the event that medical staff are unclear about your advance directive or do not have it, they will begin emergency care that may sustain your life. Treatment can be stopped if it is clear later that the treatment is not what you wanted.

We assume you want cardiopulmonary resuscitation (CPR) attempted in the event your heart or breathing stops, including during any type of invasive or risky procedure or test, even if you have said that CPR is not desired. If you do not want CPR attempted, please review your options for documenting your choices with your healthcare professionals.

## Conflicting Views

If a health provider has a concern about respecting your choices, you or those representing you may consider transferring care to another physician or requesting consultation with the Ethics Committee.

**For more information, talk with your healthcare professional or contact Griffin Hospital Advance Care Planning at 203-732-1255 or [acp@griffinhealth.org](mailto:acp@griffinhealth.org).**

More information is also available at [griffinhealth.org/acp](http://griffinhealth.org/acp) and Griffin Hospital's Community Health Resource Center.

## Gender Confirming Surgeries

Surgical specialists in urology and plastic surgery, who are not employed by Griffin but located within our community, provide a range of feminizing and masculinizing surgical procedures for our transgender patients in a person-centered environment. It is our mission to care for you completely - both physically and emotionally.



## HIV/STD/STI Testing and Counseling

We provide comprehensive testing for HIV, STDs, and STIs - along with counseling to help you understand what to expect, and how to best move forward after your diagnosis.



## Hormone therapy and monitoring

We understand that not everyone feels comfortable in the body they're born in, which is why we provide this service for individuals for the purpose of more closely aligning their sexual characteristics with their gender identity, or to achieve a desired balance of sex hormones.

Our staff manages medical therapy for both transgender men and women, prescribes sex hormones and hormone blocking medication to facilitate the transitioning process, and also collaborates with psychologists, psychiatrists, social workers and transgender surgeons to ensure successful, happy outcomes.



## PrEP/PEP for Patients at risk for HIV

Pre-exposure prophylaxis (or PrEP) is when people at very high risk for HIV take HIV medicines daily to lower their chances of getting infected. PrEP can stop HIV from taking hold and spreading throughout your body. If this is something you may need help with, we are happy to provide you with a comfortable, safe atmosphere to ask questions and get the care you need.



For assistance with navigating LGBTQ resources within Griffin Health and the broader community, please contact **LGBTQ Patient Navigator Liz Laden** at **203-732-9438** or **eladen@griffinhealth.org**, or **Director of Spritual Care and Education Rev. Eric Jeuland** at **203-732-1100** or **ejeuland@griffinhealth.org**.





EXCELLENCE IN  
PERSON  
**CENTERED**  
CARE



**PLANETREE  
CERTIFIED**