Our Values are excellence, compassion, integrity, respect and accountability. These are the values that guide all of our actions. As caregivers, we will display compassion and respect for those we serve and each other. As an organization, we will excel in every aspect of our service delivery while honoring the public trust. As professionals, we hold ourselves accountable for our actions.

Our Vision is to promote the functionality of our patients through the best clinical programs, most advanced and effective treatment protocols, and document outcomes in a safe, compassionate environment.

Our Strategy is to foster a culture where integrity, compassion, accountability, respect and excellence thrive. Our clinical programs are renowned for achieving superior outcomes and providing meaningful feedback.

Thank you for choosing Gaylord Hospital.
Thank you for choosing Gaylord Hospital. Be assured that we will use all of our resources—our skilled professional staff and our state-of-the-art equipment—to help you on your journey toward recovery.

We have prepared this booklet to help you better understand your medical or rehabilitation program and to give you information on the various activities in which you will participate as part of your treatment plan. We have also included general information on the hospital and explanations of procedures that we hope will make your treatment experience a positive one.

Additional information will be provided to you and your family regarding specific aspects of your care throughout your stay. Our staff will work to prepare you for discharge and transition to your next appropriate level of care and continued services through Gaylord Outpatient Services, offering medical care and therapy services.
Gaylord Hospital is licensed as a 137-bed long-term acute care hospital that specializes in the care and treatment of medically complex and rehabilitation. Long-term acute care (LTAC) is a recognized designation by the Centers for Medicare and Medicaid Services for acute care hospitals whose average length of stay is at least 25 days. LTAC hospitals provide specialized care services to manage medical conditions so that patients with catastrophic or acute illness and injuries can work toward recovery.

As an LTAC, Gaylord Hospital is staffed and equipped to handle the specific needs of acutely ill or chronically disabled patients who require a hospital level of care. Gaylord Hospital is also able to treat those who need rehabilitation for illness or injuries related to the brain and nervous system, bones and joints, lungs, and other conditions. These capabilities allow us to continue to meet our patients’ needs through every stage of their recovery.

Gaylord was founded in 1902 as a tuberculosis sanatorium, a facility that became widely known for its high quality care and for its concern for patients and their families. Programs for pulmonary disorders first emerged, and as the need for rehabilitation grew, other programs were added to the hospital’s growing continuum.

Today, Gaylord uses its expertise in the treatment of patients with medically complex problems as well as rehabilitative issues. We offer inpatient and/or outpatient programs in:

- Brain Injury
- Complex medical conditions
- Wound Care
- Cardiac
- Neurological rehabilitation
- Complex orthopedic injuries
- Pulmonary rehabilitation
- Spinal cord injury
- Stroke
- Ventilator weaning

Gaylord provides expert outpatient services in three locations. On the Wallingford campus, programs and technology are dedicated to patients requiring treatment for neurological disorders with staff who have specialized training related to:

- Brain Injury & Stroke
- Spinal cord injury
- Post-concussion
- Amyotrophic Lateral Sclerosis, Guillain- Barre Syndrome, Multiple Sclerosis, Muscular Dystrophy, Post-polio
- Other Neurological conditions

In Cheshire and North Haven, Gaylord Physical Therapy Orthopedics and Sports Medicine is staffed by therapists with extensive training in:

- Sports Medicine and Orthopedic PT
- Manual and Manipulative Techniques
- Orthopedic Aquatic Therapy (North Haven)
- Dry Needling/Pilates/Graston Technique/Dance Medicine
- Evidence-Based Practice

All locations and staff are part of Gaylord’s Center for Concussion Care.
Gaylord is fully accredited by The Joint Commission and The Commission for Accreditation of Rehabilitation Facilities (CARF).

Gaylord’s award winning staff boasts a Connecticut Magazine’s “Top Doc” for eleven years, as well as a Healthcare Hero Physician of the Year, and Hartford Business Journal Healthcare Hero for the Nursing and Physician categories. Visit our website to learn more about these honors.

We try to gather most of the information we need about you before you come to Gaylord. When you arrive at the hospital, an admission interviewer will ask you to verify some basic patient information. This is the admission interview. Questions cover information such as your name, address, social security number and insurance. This meeting will also give you the opportunity to ask questions about what to expect at Gaylord during your stay. The hospital accepts health insurance from most third-party payers, Medicare and Medicaid.

When you are admitted, a member of your care team will meet with you and your family to go over hospital procedures, discharge planning and family involvement in your care and treatment. A physician will also meet with you.

Every patient is unique, and every patient’s program is designed to suit his or her specific needs. Whether you come to Gaylord for pulmonary, medical or rehabilitation needs, you can be assured that your overall care is our priority. Your satisfaction is our goal, so please let us know if we are not meeting your expectations. Feel free to share your questions, concerns or compliments with any member of your care team or the hospital staff.

Customer service is a way of life at Gaylord. Every employee attends hospital-wide training focusing on improving and sustaining excellent customer service. Customer service has a huge impact on patient satisfaction—as well as employee satisfaction—that Gaylord takes very seriously.

Employee of the Year Award Nominations
If a staff member goes above and beyond your expectations, please consider nominating him or her for the hospital’s employee of the year award. Nomination forms are on each unit.
During the first days of your stay at Gaylord, you will meet the members of your care team. Each member will work with you and your family to help coordinate your treatment plan. Your care team members can also assist with arrangements for your return to the community or next level of care. Please feel free to write their names in the spaces provided. (Care team members are assigned based on the medical needs of the patient.)

Physician__________________________________________

APRN or PA________________________________________

Care Manager_____________________________________

Nurses____________________________________________

Occupational Therapist ______________________________

Physical Therapist _________________________________

Speech Therapist___________________________________

Respiratory Therapist_______________________________

Psychologist_______________________________________

Chaplain__________________________________________

Recreation Therapist_______________________________

Dietitian__________________________________________

Other members_______________________________________

__________________________________________

__________________________________________

__________________________________________
Depending on their needs, patients will be admitted to one of the following programs:

**Brain Injury Program** for those patients following traumatic or acquired brain injury.

**Complex Medical Care Program** for patients with serious medical issues due to illness or injury and who require 24-hour medical and nursing supervision, as well as those who have generalized poor endurance and strength because of extensive surgical procedures, cancer, infections or other major organ problems.

**Neurological Rehabilitation** for the treatment of neurological disorders such as Lou Gehrig’s Disease, Muscular Dystrophy, Guillain-Barre Syndrome, Post-Polio Syndrome and Multiple Sclerosis.

**Orthopedics Program** for those with musculoskeletal problems caused by disease or injury.

**Pulmonary Program** for those with chronic respiratory insufficiency.

**Spinal Cord Injury Program** for those who have experienced injury to the spinal cord as well as those with nerve diseases and tumors affecting spinal function.

**Stroke Program** for those with functional deficits due to stroke.

**Ventilator Care Program** for the care and weaning of patients from ventilators used for breathing.
Gaylord’s clinical teams are led by physicians who are responsible for patient care. Gaylord physicians include:

**Hospitalists** are board certified physicians trained to manage patients in the hospital setting, and are dedicated to the prevention, diagnosis and treatment of diseases.

**Pulmonologists** are physicians with advanced training related to the diagnosis and treatment of pulmonary (lung) conditions and diseases.

**Physiatrists** are physicians who specialize in physical medicine and rehabilitation, and the diagnosis, treatment and prevention of disability caused by acute or chronic disease or injury.

Specialties represented by consulting medical staff include neurology, ENT, infectious disease, cardiology, and psychiatry. Gaylord’s APRNs and Physician Assistants work closely with hospital physicians. They provide medical monitoring and management, answer medical questions and address patient and family concerns.

**Nursing**

Nursing at Gaylord is delivered by professional staff who work in collaboration with members of the treating teams. They possess the clinical skills needed to provide a hospital level of care in Gaylord’s long-term acute care environment and many are Advanced Cardiovascular Life Support (ACLS) Certified. Focusing on recovery and prevention of further health problems, the nursing team includes registered nurses, certified nursing assistants, and mobility technicians.

Nurses are involved in the medical management and assessment of patients. They bring expertise in the care and treatment of patients with complex medical issues such as ventilator dependency, post-surgical complications and wound care.

They also help the patient and family practice any skills learned in therapy and provide education on health needs and medications.

Nurses are with the patients day and night. They are skilled, caring, committed, and compassionately ensure that the patient’s program is successful.
Occupational Therapy

Occupational therapy helps to improve your ability to perform everyday living tasks safely and efficiently. Your occupational therapist can help identify the impact of cognitive, visual or physical changes that may affect your ability to do these daily tasks. Your program may include strengthening of specific muscles, improving coordination, training in dressing, eating, bathing and toileting techniques or home management activities, such as cooking. Programs that increase endurance and make work easier may be part of your treatment plan. Group and self-exercises are also included. Occupational therapists will teach you how to adapt to your surroundings by using fitted splints and braces if needed. The Occupational Therapy staff may use aquatic therapy as part of your treatment plan.

Occupational therapists may assist you in planning for special equipment or modifications at home, such as electric beds or additional bathroom fixtures. It may be necessary for an occupational therapist to visit your home to assess the need for modifications to your home environment.

Easy Street

Another innovation at Gaylord is Easy Street, a simulated community environment built inside the hospital. It features realistic models of a grocery store and an automobile so that patients can practice the skills they learn in therapy sessions. Easy Street builds confidence by encouraging patients to try daily activities in the privacy of the hospital before they are faced with similar situations in the community.

Physical Therapy

Physical therapy uses exercise and stretching to help relieve pain, increase strength and endurance and improve coordination and balance. You and your family members may be instructed on how to transfer from wheelchair to chair, bed or car. You may also need to relearn techniques of walking, perhaps with the aid of a brace, crutch or cane. Group exercises and self-exercise may also be part of your treatment plan. Physical therapists, under the direction of the physician in charge of your care, may recommend an appropriate wheelchair and will provide instructions on how to use it. Physical therapy also provides aquatic therapy in the hospital’s 25-by-75 foot heated pool.
Audiology
Audiologists evaluate hearing difficulties associated with chronic illness, trauma or aging. A complete program for hearing testing and evaluation is available to patients.

Psychology
A serious illness or injury often requires some life adjustments by the individual and family members. Our department of psychology assists this critical effort by providing: psycho-diagnostic evaluation, individual and group psychotherapy and couples, family and sex counseling. Members of the department are trained to counsel you with depression, anxiety and grief.

Special procedures- such as neuropsychological assessment, relaxation, assertiveness training and behavioral methods of pain control- are used where indicated.

Respiratory Therapy
If you have a chronic or acute respiratory condition, you will take part in the medical division’s comprehensive pulmonary program. Respiratory therapists work with patients who are ventilator dependent as well as those who have chronic obstructive pulmonary disease such as emphysema, chronic bronchitis, and other conditions including asthma, cystic fibrosis, and interstitial, neuromuscular, occupational, and environmental lung disease.

As a pulmonary patient, you will be placed in general reconditioning and mobilization programs and may participate in therapy to help you take part in activities of daily living with less strain. Respiratory therapists and technicians join with physicians, nurses and other staff to provide 24-hour service. All respiratory care is provided with state-of-the-art equipment and licensed respiratory care practitioners.

Speech Therapy
Members of the Speech Therapy department at Gaylord are speech-language pathologists. These therapists work to facilitate the recovery of speech, verbal expression and comprehension, and reading and writing as well as other cognitive and communication skills. Augmentative and Alternative Communication Technology greatly aids the techniques available in speech therapy. Programs for swallowing disorders and stuttering are also available.
Food Service and Medical Nutritional Therapy Services
In accordance with your doctor’s orders, you may select from a variety of well-balanced menu choices. Your menu is designed with every consideration: personal preferences, clinical requirements, religious or cultural beliefs and seasoning to assure choice and proper nutrition during your stay. A registered dietitian nutritionist helps determine your nutritional status and requirements. If a modified diet is prescribed, your dietitian will discuss options of the diet and assist you with your meal choices.

Your registered dietitian teams with nursing, speech therapy and other members of your care team to assure appropriate food consistency and adequate nutrition for all patients. Along with the occupational therapists, the dietitian offers advice in meal planning, shopping and food preparation. In addition, the Gaylord cafeteria and Jackson Java coffee shop are available when family and friends visit for anything from snacks to complete meals.

Care Management
Members of the hospital’s care management department help you to deal with adjustment to new life situations, chronic illness, discharge planning needs and financial concerns. Our care managers are skilled at providing resources and referral services, and are assigned upon admission.

Transportation
You will be taken to your therapy appointments by staff members or be guided to your appointments until you become familiar with the routine and can safely transport yourself to therapies.

Therapeutic Recreation
The Therapeutic Recreation staff can provide you with social, leisure and sporting activities during your stay. Your therapy program may include activities designed to promote your rehabilitation goals through enjoyable pursuits such as games and sports, creative hobbies, arts and crafts and music.
Consultants
Gaylord works with a large number of consulting physicians who are available to provide specialized services as needed. In the event your team requests their services, many of the consultants will bill you separately for their services.

Patient Advocate
The patient advocate is a hospital representative who interacts with individual departments or hospital management on behalf of patients and families to resolve issues. This representative provides a specific channel through which patients can seek solutions to problems, concerns and unmet needs. To talk with the patient advocate, please call (203) 284-2800, extension 3000.

If a patient or family member is not satisfied with the outcome after meeting with the patient advocate, the patient advocate will assist the individual in filing a formal grievance with the hospital.

Any patient or family member may also file a grievance with the state by contacting:

Department of Public Health
Mail Stop #12 FLIS
410 Capital Avenue
Hartford, CT 06134
(860) 509-7400
(860) 509-7543 FAX
Video Phone (860) 899-1611

CTR for Medicare Advocacy
PO Box 350
Willimantic, CT 06226
(860) 456-7790
1-800-262-4414

Office of Managed Care
866-HMO-4446 (toll free)

The Office of Protection & Advocacy for Persons with Disabilities
60B Weston Street
Hartford, CT 06120-1551
Phone: 1-800-842-7303

Any patient who is a Medicare recipient may also contact the hospital’s Quality Improvement Organization (QIO) for review of quality of care issues, coverage decisions or to appeal premature discharge by contacting:

Livanta BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
Ph: 866-815-5440
Fax: 844-420-6671

The Joint Commission - We trust that you believe that Gaylord Hospital provides quality care. If you have a concern which has not been addressed, Gaylord’s accrediting organization, The Joint Commission, wants to know about it. You may contact them in one of the following ways:

Print a patient safety event or concern form from their website at www.jointcommission.org
or email at patientsafetyreport@jointcommission.org
About your discharge from Gaylord Hospital
Planning for your discharge begins immediately when you are admitted. This is so that Gaylord’s care managers can work with the entire team, you and your family to determine possible options for your discharge. Your care team will make recommendations for additional post-acute care services, including sub-acute rehab, outpatient therapy, home care, vocational or other healthcare services. Gaylord Outpatient Services are available in Wallingford, North Haven and Cheshire.

We want your stay to be a pleasant one as you recuperate at Gaylord. That’s why it is important for us to know how we’re doing. Please feel free to discuss questions or concerns with any member of our staff during your stay.

To help us improve our care and service, we ask that you complete a Patient Satisfaction Survey that will be mailed to you after discharge. Your opinion counts, and your comments will help patients in the future.

Religious Services/Pastoral, Spiritual Support
Your priest, minister or rabbi is encouraged to visit. You should notify him or her that you are a patient at Gaylord. Our staff chaplain conducts interfaith worship services on the second and fourth Sundays of the month at 11 a.m. on Jackson ground floor. The chaplain is available for counseling and support. If you wish to speak with a member of the clergy from your faith, you may leave a message with the unit secretary or voice mail at ext. 3345.

Quiet Room/Meditation Space
Space is made available to family members and patients to reflect, meditate, or pray. This dedicated room is located on Milne first floor.
Animal Visits
Only licensed, vaccinated, leashed dogs may visit with permission from your physician. Check with your nurse to obtain the necessary forms. Pets must be attended at all times.

Barber/Hairdresser
You may make arrangements for your own stylist to come in and provide services. The nursing staff will assist patients with routine washing as appropriate.

Cafeteria
Families and visitors are welcome to use our main dining room in the Morriss Building during meal times. Limited service is available between main meal times, but vending machines are located in the dining room and on Jackson 2. Patients who have permission from the nursing staff may eat in the dining room at the evening meal and on weekends. Nursing staff will coordinate with the food and nutrition services department to have your tray available in the cafeteria. Patients who choose to select items from the cafeteria line will incur a charge. As an additional food service, our coffee shop is open weekdays for light fare in the Jackson Pavilion Lobby. Hours may vary.

E-Well Wishes
Your friends and family can send inpatients an “E-Well Wish” which are filled out and sent via our website. These get well wishes can be accessed through www.gaylord.org from the Patient Info page. These are delivered to patients daily, Monday through Friday.

Greenhouse
Gaylord’s greenhouse, located off the Lyman 1 solarium, is open for patient use. Family and guests are also welcome to visit. Call your recreation therapist at extension 2732 or the volunteer services department, at extension 3439, for more information.

Laundry/Dry Cleaning
While there are no laundry machines on campus for you to use, Gaylord has an arrangement with White Way Cleaners in Wallingford. By calling (203) 269-4444 you can request that your personal laundry be picked up and returned to you in your room. There are also a number of laundromats located nearby.

Mail
Your incoming mail will be distributed each morning, Monday-Friday. Outgoing mail can be left with the switchboard on Hooker ground or at any nurses’ station. Stamps may be purchased at the gift shop in Jackson Pavilion Lobby. Please mail packages, registered mail and insured items by contacting the accounting department at extension 3323 or 3320.

Working Facility Dog
For patients in the Spinal Cord Injury or Brain Injury Programs, our dog Galya, may be able to participate in your therapy and care. Staff will ask patients and families if they are interested in meeting this specially trained yellow Labrador retriever. Visits are usually 10-15 minutes at a time and will be therapeutic in nature.
Notary Public
Services are available by arrangement. Staff cannot notarize or witness health care documents. Call extension 2843 for more information.

Telephones
Your room is equipped with a private telephone. Please provide your direct line to family and friends, which is posted in your private room. You may make local calls at no charge. We recommend that you use your cell phone for long-distance calls. To ensure that our patients receive adequate rest and quiet at night, your telephone will not accept incoming calls after 9 p.m.

Translation Services
Gaylord values communication and has a service called MARTTI which offers medical translation in 147 languages 24 hours a day, 7 days a week. In-person translators are also available. Gaylord also works with the State of Connecticut’s Commission on the Deaf and Hearing Impaired.
Equipment
Our staff will be pleased to check over any assistive devices or other equipment you may own. Please bring or arrange to have these items brought with you.
• Cane or crutches
• Walker
• Braces (including back braces)
• Orthopedic corset
• Splints
• Artificial limbs
• Shoes (with limbs, wedges, special adjustments)
• Belt (sturdy leather, preferably)
• Glasses
• Splints
• Hearing aids
• Dentures

Clothing and Shoes
Please bring comfortable, practical clothing and toiletries. It is not necessary to purchase new clothing for use in the hospital. You will need shoes either the oxford type with regular string ties or well-built athletic shoes.

Electrical Appliances
For safety reasons, we discourage the use of privately owned electrical equipment, such as fans, but if brought into the building our facility staff will perform a safety check on any necessary equipment. Cell phones, laptops and tablets, and chargers will also be inspected. Free Wi-Fi is available throughout the campus. For your entertainment, Gaylord provides television, both in your room and in the solarium of each unit.

Valuables
Please do not bring valuable items such as jewelry to the hospital. Also, please keep only a small amount of cash with you. A safe is available in our security office for deposit of larger amounts of money or valuables. The hospital cannot be responsible for loss of valuables.
Visiting Hours
Visiting hours are from 11:30 a.m. to 8:30 p.m. Please check in at the Security/Reception Desk.

Sending Mail or Cards
Address mail as follows:
Patient’s Full Name
c/o Gaylord Hospital
P.O. Box 400
Wallingford, CT 06492

e-WellWishes
Your friends and family can send e-WellWishes through www.gaylord.org. They are delivered daily, Monday through Friday.

If the patient has “opted out”, they will not appear in the directory. Therefore, cards and flowers will be returned.

Coffee Shop*
Jackson Java is located on the first floor of the Jackson Pavilion and is open Monday – Friday, 8:30 a.m.- 3 p.m.

Vending Machines
Vending machines are available in the Cafeteria and Jackson Pavilion/Second Floor, 24 hours a day.

Cell Phones
Please use discretion when using your cell phone within the hospital. For visitors, there are lounges, lobbies, the cafeteria and quiet space available throughout the hospital for your use. Please avoid blocking hallways and stairway entrances and be aware of your voice carrying during hours when patients are sleeping.

Security
The Security Office is located in the main lobby of the Jackson Pavilion.

No Smoking
Gaylord Hospital is a tobacco-free campus.

Internet
Gaylord offers FREE wireless Internet throughout the campus. Choose the Visitor Internet Access option (no password needed) from anywhere on the Wallingford campus.

Gift Shop*
The Gaylord Hospital Gift Shop is located on the first floor of the Jackson Pavilion and offers a variety of gift items as well as cards, candy, postage stamps and personal items. The Gift Shop is typically open Monday through Friday from 10 a.m. - 4 p.m. For more information call 3235.

Cafeteria*
The Cafeteria is located in the Morriss Building and is open:

<table>
<thead>
<tr>
<th>Monday – Friday</th>
<th>Saturday and Sunday</th>
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<tbody>
<tr>
<td>Breakfast</td>
<td>Lunch</td>
</tr>
<tr>
<td>6:30 a.m.– 8:45 a.m.</td>
<td>11:00 a.m.– 1:30 p.m.</td>
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<tr>
<td>Lunch</td>
<td>Dinner</td>
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<tr>
<td>11:00 a.m.– 1:30 p.m.</td>
<td>4:30 p.m.– 6:15 p.m.</td>
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<tr>
<td>Dinner</td>
<td>Snacks &amp; Coffee</td>
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<tr>
<td>4:30 p.m.– 6:15 p.m.</td>
<td>6:30 a.m.– 6:30 p.m.</td>
</tr>
<tr>
<td>Snacks &amp; Coffee</td>
<td>Sandwiches &amp; Salad Bar</td>
</tr>
<tr>
<td>6:30 a.m.– 6:30 p.m.</td>
<td>11:00 a.m.– 6:15 p.m.</td>
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*All hours stated are subject to change.
Smoke and Tobacco-Free Policy
Smoking in hospital buildings is not allowed. As of November 2009, Gaylord Hospital became a tobacco-free campus. Tobacco use of any kind will not be permitted by anyone on any property owned or leased by Gaylord Hospital. This applies to both inside and outside, including inside motor vehicles that are on the hospital campus. Tobacco use is the number one cause of preventable death, as well as preventable disease, in the United States. As a healthcare facility, Gaylord is committed to providing a healthy environment for patients, visitors, employees, volunteers and everyone who comes on our campus or to any of our leased facilities.

Fire Safety
Paper posters or other flammable decorative articles are not allowed in patient rooms. Please limit cards to bulletin boards. Any holiday decorations must be fire-resistant constructions and approved by the hospital’s fire marshal.

Alcoholic Beverages
Patients, families and visitors are not allowed to have alcoholic beverages on the premises. Also, no food or drink should be brought to a patient without prior approval of the care team.

Recycling
Recycling receptacles are provided throughout the hospital for waste paper, newspapers, cans, plastic, and bottles.

Rules & Guidelines

Drugs
Patients may not posses any drugs unless prescribed by a Gaylord physician.

Patient’s Whereabouts
If you leave your unit for purposes other than scheduled therapy appointments, you are asked to notify the nursing staff and tell them where you will be. Patients must be present on their assigned units by 9 p.m., unless attending a special supervised activity. You are asked to comply with the daily therapy schedules unless excused by your physician. Outdoor privileges are limited to the patios and walkways. Patient supervision is required beyond these areas. All patients are asked to be inside by dusk.

Infection Prevention
During your stay at Gaylord, you may notice that staff members wear gloves or masks for patient care activities. This does not mean that you or the staff member has an infection. Gaylord follows a policy of standard precautions with all patients. This system is used in hospitals throughout the country to protect patients and staff. If you have questions about these procedures, please ask any Gaylord nurse, physician or therapist. During increased community rates of influenza, visitation may be further restricted by age and number of persons allowed.

Pain Management
All patients have a right to pain relief. Our policy calls for the objective assessment of all patients for the presence of pain. Those with pain will be promptly treated with measures to reduce their discomfort.
Patient Responsibilities

We believe that patient care is best accomplished when the hospital and patient work together. In order for us to provide the best care possible, we expect that you will:

• Provide truthful and complete information about present complaints, past hospitalizations, medications and other matters about your health.

• Report any concerns or changes in your condition.

• Show responsibility for following the treatment plan recommended by the practitioner primarily responsible for your care.

• Ask questions when you do not understand what you have been told.

• Be considerate of the rights of other patients and treat hospital staff respectfully.

• Follow the rules and regulations affecting patient care and conduct.
The Tremaine Library and Resource Center
The Emily Hall Tremaine Library and Resource Center is located on the ground floor of the Jackson Pavilion. The library offers current fiction and nonfiction, videos, magazines, large-print books, talking books and computers. The library extension is 3328. Volunteers also bring library services directly, via a book cart, to patients who cannot leave their rooms. Call volunteer services, extension 3328, for more information.

Support Groups
At Gaylord, we offer a variety of support groups that we welcome you to attend.

The support groups include:

• Amputee Success Group
• Better Breathers
• Community Stroke Support Group
• Spinal Cord Injury Support Group
• National Spinal Cord Injury Association – CT Chapter Board Meeting
• Family and Caregiver TBI Support Group (intended for inpatients)
• Interfaith Worship Programs
• Communion/Eucharist
• AA Meetings
• ALANON Meetings
• SA 12-Step & SAA Meetings
• Chemical Use Education (CUE)

Please ask any of your caretakers for more information on our support groups.
Policy Governing Patient’s Rights

No list of rights can guarantee the patient the kind of treatment he or she has a right to expect. The hospital has many functions to perform, including the prevention and treatment of disease, the education of health professionals and patients and the pursuit of clinical research. All these activities must be conducted with an overriding concern for the patient and, above all, the recognition of his/her dignity as a human being. Accordingly, the following rights are affirmed.

The patient has a right to:

• Appropriate, considerate and respectful care, regardless of the source of payment for his/her care.

• Impartial access to treatment that is medically indicated, regardless of race, creed, sex, national origin, religion or sources of payment for care.

• Obtain from his or her physician complete current information concerning his or her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not advisable to give such information to the patient, the information shall be made available to an appropriate person on his or her behalf. He or she has the right to know by name the physician responsible for coordinating his or her care.

• Refuse treatment to the extent permitted by law, and to be informed of the consequence of his/her action.

• Refuse to talk with or see anyone not officially connected with the hospital.

• Obtain information as to any relationship of this hospital to other health care and educational institutions insofar as his/her care is concerned.

• Receive from his/her physician the information necessary to give informed consent prior to the initiation of any procedure or treatment. Except in emergencies, such information necessary for informed consent shall include, but not necessarily be limited to, the specific procedure or treatment, the significant risks involved, and the probable duration of incapacitation. Where significant alternatives for rehabilitation exist, the patient has the right to such information. The patient also has the right to know the name of the person responsible for performing the particular procedure or treatment.

• Consideration of his/her privacy concerning his/her program. Case discussion, teaching exercises, consultation, examination and treatment are confidential and shall be conducted discreetly. All communications and record pertaining to his/her care shall be confidential.
• Expect that, within its capacity, the hospital must make a reasonable response to his/her request for services. The hospital must provide evaluation, service and referral as indicated by the urgency of the case. When indicated, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives to such a transfer.

• Know the identity and professional status of all individuals participating in his/her case.

• Information concerning any research project in which he/she may be asked to participate. Such participation must be voluntary and free from coercion by the investigator(s) or hospital and be based on written (informed) consent.

• Expect reasonable continuity of care and that he/she will be informed in writing by his/her physician of his/her continuing health care requirements following discharge.

• An explanation of his/her bill, regardless of the source of payment.

• Consult, at his or her own request and expense, with a specialist who is a member of the hospital’s staff.

• Wear appropriate personal clothing and religious or other symbolic items so long as they do not interfere with diagnostic procedures or treatment.

• Expect reasonable safety insofar as the hospital practices and environment are concerned.

• Access people outside the hospital by means of visits and by verbal and written communication.

• Know what hospital rules and regulations apply to his/her conduct as a patient.

• A patient’s family may request an autopsy at an unaffiliated institution.

• File a complaint with the State of Connecticut.
Gaylord Hospital has joined The Joint Commission in encouraging patients to take active roles in preventing healthcare errors by becoming involved, informed participants on their healthcare team.

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don’t understand something that your medical staff member, nurse or other health care professional tells you.
- Tell your nurse or medical staff member if you think you are about to receive the wrong medication.
- Tell your health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right health care professionals. Don’t assume anything.

- Tell your nurse, therapist or medical staff member if something doesn’t seem quite right.
- Notice if your caregivers wash their hands. At Gaylord, your caregivers use an antibacterial sanitizing gel for washing their hands. Hand washing is the most important way to prevent the spread of infections. Don’t be afraid to gently remind your health care provider to do this.

Know what time of day you normally receive medication. If it doesn’t happen, bring this to the attention of your nurse or medical staff member.

Make sure your nurse or medical staff member checks your wristband or asks your name before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Gather information about your condition. Write down important facts your medical staff member tells you so that you can look for additional information later. Ask your medical staff member, nurse or therapist if he or she has any written information you can keep.
- Make sure you are aware of the equipment that is used in your care. If you will use oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Your advocate can also help remember answers to questions you have asked—and speak up for you if you can’t.
- Make sure your advocate understands the type of care you’ll need at home.
Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

• Ask why you are receiving the medication and ask for written information about it—including its brand and generic names. Also inquire about the side effects of the medication.
• If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing.
• Whenever you receive a new medication, tell your doctors and nurses about any allergies you have—or any negative reactions you have had—to medications.
• If you are taking multiple medications, ask your medical staff member, nurse or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

Use a hospital, clinical, or surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation of established state-of-the-art quality and safety standards, such as that provided by The Joint Commission.

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

• You and your health care providers should agree on exactly what will be done during each step of your care.
• Don’t be afraid to ask questions. The more information you have about the options available to you, the more confident you will be in the decisions made.
• We encourage you to ask about follow-up care before you leave the hospital. Make sure that you understand all of the instructions.

For more information, ask a member of your team.

To help prevent health care errors, patients are urged to “SPEAK UP.”
Living Wills, Health Care Agent

National trends in medical practice involve consideration of certain ethical and legal questions, regarding which rights and wishes of patients should clearly be stated.

Advance Directives

As a patient at Gaylord, you have the right to have a living will that outlines what kind of treatment you would want withheld or withdrawn in the event you become incapacitated and cannot make these decisions on your own. In addition, you can assign someone known as a health care agent to convey your wishes concerning withholding or withdrawal of life support. Please make your wishes known to your attending physician.

Upon admission, a member of the nursing staff will ask if you have a living will or health care agent. If you do, please give the nurse a copy of the appropriate document.

If you do not have an advance directive but would like to make one, please tell your nurse and he or she will notify your care coordinator. The care coordinator can review the forms with you and your attending physician, psychologist and Gaylord’s chaplain are all available to discuss alternatives with you. We strongly encourage you to discuss your wishes with your family or significant other, primary physician, and priest, rabbi or minister, if appropriate. If you would like to make a living will or assign someone as your health care agent or durable power of attorney for health care, you are responsible for completing the appropriate form and giving a copy to your Gaylord physician.

Your Gaylord physician will use your living will or health care agent if you become incapacitated, and your medical condition is terminal or you are permanently unconscious.

A few words about HIPAA

Patient privacy is a priority at Gaylord Hospital. We pledge to safeguard all medical information about you and your health. We are required by law to make sure that medical information that identifies you is kept private; to give you notice of your legal duties and our privacy practices with respect to medical information about you, and to follow the terms of the Health Insurance Portability and Accountability Act (HIPAA) that is currently in effect.

For more information, contact the Gaylord Hospital Privacy Officer, Gaylord Hospital, PO Box 400, Wallingford, CT 06492, (203) 284-2727.
Confidentiality Statement
Gaylord Hospital personnel, contracted staff, consultants and students are to respect the privacy of all patients, hospital business and to safeguard and protect employees and the hospital against indiscriminate and unauthorized access to confidential information. All are to comply with all legal and regulatory agency requirements with regard to the control of patient, hospital and employee information. Information concerning hospital business, patients, their condition, treatment, financial status, or other personal data is highly confidential and must not be discussed or reproduced inside or outside the hospital. The hospital acknowledges that its employees, through their close working relationship with the patients and physicians, will have access to this confidential information. It is expected that this information will be handled with discretion and sensitivity and not discussed unless required for the care of the patients, and as detailed in the Health Insurance Portability and Accountability Act (HIPAA).

Ethics Statement
Gaylord is committed to dealing ethically with the external audience that foster clinical, educational, administrative and pastoral relationships serving its patients and staff. In furthering objectives between Gaylord and these audiences, staff is expected to deal with complete honesty, integrity and respect that demonstrate the highest standards of professionalism. Staff must use reasonable judgment in matters of proprietary data and maintain the hospital’s standards of confidentiality.

Equal Opportunity Policy
The hospital is an equal opportunity employer and operates in accordance with federal, state and local law as they relate to Equal Opportunity. Employees or applicants for employment are not discriminated against because of race, color, religious creed, sex, marital status, national origin, ancestry, age, disability, sexual preference, gender identity or expression, genetic information, mental retardation or history of medical disorder, veteran’s status or political belief. These criteria relate to volunteers as well as employees.
First Level
1. Lobby/Reception
   1a. Snack/Coffee Shop
   1b. Gift Shop
2. Patient Experience
3. Medical Services
4. Security
5. Psychology, Care Coordination
6. Hooker 1 Inpatient Rooms
7. Hooker 1 Solarium
8. Lyman 1 Inpatient Rooms
9. Lyman 1 Solarium
10. Lyman 1 Solarium
11. Greenhouse
12. Inpatient PT/OT Offices
13. Radiology Services
14. Milne 1 Inpatient Rooms
15. Inpatient Speech Pathology
16. Inpatient PT Gym
17. Inpatient OT Daily Living Suite
18. Cafeteria and Kitchen
19. Receiving
20. Respiratory Services

Basement
1. Library
   1b. Library Meeting Room
6. Pool

NOTE: Office locations are subject to change.
Second Level:
1. Outpatient OT/PT Therapy Services
2. Outpatient Speech Pathology
3. Conference Room- J233
4. Jackson Lobby
5. Roncari Recreation Hall
5a. Therapeutic Recreation Offices
6. Outpatient Pulmonary Rehabilitation
7. Hooker 2 Inpatient Rooms
8. Hooker 2 Solarium
9. Neubig Conference Room
10. Lyman 2 Inpatient Rooms
11. Lyman 2 Solarium

Brooker Building
Accounting
Administration
Brooker Lecture Hall & Lobby
Development
Health Information Management
Human Resources
Finance
Nursing Management
President
Public Relations/Marketing
There are a variety of patios and gardens on campus for you to enjoy.
Guest House at Gaylord Hospital
The Crockett House is a two-bedroom guest house on the Gaylord campus available at a nominal fee for the family members of our patients. It is not equipped for patient use. If you are interested in booking the Crockett House for family members, contact staff at (203) 284-2817.

The Adolescent & Family Suites at Gaylord
If your family has an adolescent who has experienced a spinal cord injury, please ask our staff about special accommodations available at Gaylord Hospital by calling (203) 284-2810.

Accommodations are based on availability.

Wallingford
Courtyard by Marriott
600 Northrop Road
Wallingford, CT 06492
(203) 284-9400

Fairfield Inn
100 Miles Drive
Wallingford, CT 06492
(203) 284-0001

North Haven
Best Western Plus
201 Washington Avenue
North Haven, CT 06473
(203) 239-6700

Meriden
Hawthorn Suites
1151 East Main Street
Meriden, CT 06450
(203) 379-5048

Hampton Inn*
10 Bee Street
Meriden, CT 06450
(203) 235-5154

Four Points by Sheraton
275 Research Parkway
Meriden, CT 06450
(203) 238-2380

*These area motels and inns have made special rates available to those planning on extended stays while visiting Gaylord patients or receiving treatment. Please mention Gaylord when making reservations. Discount programs and hotel names may change at the discretion of the hotel management.
<table>
<thead>
<tr>
<th>Restaurants</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archie Moore’s</td>
<td>39 North Main St.</td>
<td>203-265-2700</td>
</tr>
<tr>
<td>B Muse Cafe</td>
<td>665 North Colony Rd.</td>
<td>203-265-1400</td>
</tr>
<tr>
<td>Bobby Spurs</td>
<td>728 North Colony Rd.</td>
<td>203-269-2800</td>
</tr>
<tr>
<td>Dad’s Restaurant</td>
<td>740 North Colony Rd.</td>
<td>203-265-4868</td>
</tr>
<tr>
<td>Duchess Restaurant</td>
<td>124 Church St.</td>
<td>203-265-9431</td>
</tr>
<tr>
<td>J. Christians</td>
<td>9 Main St.</td>
<td>203-265-6393</td>
</tr>
<tr>
<td>Subway</td>
<td>329 Church St.</td>
<td>203-294-1357</td>
</tr>
<tr>
<td>Wood N’ Tap</td>
<td>970 North Colony Rd.</td>
<td>203-265-5303</td>
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</tbody>
</table>

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<tr>
<th>Restaurants</th>
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<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Gold Star Chinese Restaurant</td>
<td>69 N. Turnpike Rd.</td>
<td>203-284-9734</td>
</tr>
<tr>
<td>Pacific Buffet &amp; Grill</td>
<td>20 Ives Rd.</td>
<td>203-269-6888</td>
</tr>
<tr>
<td>Panda Garden</td>
<td>600 North Colony Rd.</td>
<td>203-284-0550</td>
</tr>
<tr>
<td>Don Giovanni’s Bistro</td>
<td>680 North Colony Rd.</td>
<td>203-265-3407</td>
</tr>
<tr>
<td>Galleria’s</td>
<td>320 Main St.</td>
<td>203-949-1700</td>
</tr>
<tr>
<td>Gigante’s Italian Deli</td>
<td>117 Church St.</td>
<td>203-265-5743</td>
</tr>
<tr>
<td>Michael’s Trattoria</td>
<td>344 Center Street</td>
<td>203-269-5303</td>
</tr>
<tr>
<td>Mozzicato De Pasquale</td>
<td>731 North Colony Rd.</td>
<td>203-294-1122</td>
</tr>
<tr>
<td>Serafino’s</td>
<td>72 S Turnpike Rd.</td>
<td>203-265-1244</td>
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</tbody>
</table>
Japanese
Iron Chef
930 North Colony Rd.
203-265-2000

Sakimura
496 South Broad St, Meriden CT
203-237-8888

Sirinan’s Thai & Japanese Restaurant
900 North Colony Rd.
203-269-0826

Mediterranean
Laskara’s
295 Parker Farms Rd.
203-679-0844

Mexican
Los Mariachis
105 North Colony Rd.
203-265-1838

Moe’s Southwest Grill
970 North Colony Rd.
203-678-4250

Plaza Azteca
1088 North Colony Rd.
203-626-9671

Taqueria Mexico
850 South Colony Rd.
203-256-0567

Pizza
Amore Apizza
83 N. Turnpike Rd.
203-265-2379

Fratelli Pizza Rustica Restaurant
950 Yale Ave.
203-697-9365

Little Italy
206 Main St.
Yalesville, CT
203-265-0505

Napoli Pizza Restaurant
1145 North Colony Rd.
203-265-2214

Seafood
Captain Sea’s
905 North Colony Rd.
203-265-9336

Westbrook Lobster
300 Church St.
203-265-5071

*This list is published as a service to our patients and their families and does not represent an endorsement for or from any of these establishments. Please note restaurants can change without notice.
These stores are just a few of those located on Route 5/North Colony Road in Wallingford. Choose your destination and follow the driving directions. Approximate travel time to Route 5 from Gaylord is 10 minutes.

**Driving Directions to Route 5:**
- Turn right out of the Gaylord Hospital parking lot.
- Turn left onto Parker Farms Road at the first stop sign.
- Turn right to continue on Parker Farms Road at the four-way stop.
- At traffic light at end of Parker Farms Road, turn left onto Route 150.
- Turn right at the traffic light at the intersection with Route 68 East.
- At second light, turn left to take the ramp for Route 5/North Colony Road.

<table>
<thead>
<tr>
<th>Aldi Supermarket</th>
<th>Michael’s Crafts</th>
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<tbody>
<tr>
<td>Bath and Body Shop</td>
<td>New To U Consignments</td>
</tr>
<tr>
<td>Big Lots</td>
<td>Payless ShoeSource</td>
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<tr>
<td>Big Y</td>
<td>Pier One</td>
</tr>
<tr>
<td>Burlington Coat Factory</td>
<td>Rite Aid</td>
</tr>
<tr>
<td>CVS Pharmacy</td>
<td>Sears Hardware</td>
</tr>
<tr>
<td>Family Dollar Store</td>
<td>Shop Rite Supermarket</td>
</tr>
<tr>
<td>Famous Footwear</td>
<td>Staples</td>
</tr>
<tr>
<td>Goodwill</td>
<td>Stop &amp; Shop Supermarket</td>
</tr>
<tr>
<td>Hallmark</td>
<td>Walgreens</td>
</tr>
<tr>
<td>Holiday Cinemas</td>
<td>Wallingford Bowl</td>
</tr>
<tr>
<td>Home Depot</td>
<td>Walmart</td>
</tr>
<tr>
<td>Kohl’s</td>
<td></td>
</tr>
<tr>
<td>Marshall’s</td>
<td></td>
</tr>
</tbody>
</table>
Directions to Gaylord Hospital

From Hartford via I-91:
I-91 South to exit 17 (Rt. 15). Take exit 64, turn left onto Turnpike Road. At traffic light, turn right onto Cheshire Road. At stop sign, turn right onto Parker Farms Road. At next stop sign, turn left onto Gaylord Farm Road.

From New Haven via Wilbur Cross Parkway (Route 15):
Route 15 to exit 64, turn left at traffic light. At the second traffic light, turn right onto Cheshire Road. At stop sign, turn right onto Parker Farms Road. At next stop sign, turn left onto Gaylord Farm Road.

From Hartford via I-84:
I-84 West to exit 27 (I-691/Meriden). Take exit 3 (Route 10, Cheshire). Turn right at light onto Route 10 South. Turn left on Wallingford Road just beyond Town Hall, which becomes Gaylord Farm Road at the hospital.

From New Haven via I-91:
I-91 to exit 13. Turn left, then right onto Toelles Road. At stop sign turn right onto Old Hartford Turnpike. Proceed to the second traffic light, turn left onto Cheshire Road. At stop sign, turn right onto Parker Farms Road. At next stop sign, turn left onto Gaylord Farm Road.

From Durham:
Route 68 West to Hope Hill Road, Yalesville. Turn left. At stop sign, cross over to Parker Farms Road. At next stop sign, turn right on Gaylord Farm Road.

From Waterbury/Cheshire:
I-84 East to exit 26 (Route 70 to Route 10 South, Cheshire). Turn left on Wallingford Road just beyond Town Hall, which becomes Gaylord Farm Road at the hospital.

Thank you for choosing Gaylord Hospital.