



A Guide to Your Stay



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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 give you information on the various activities you will participate in as part of your treatment plan. We have also included general information on the hospital that we hope will make your treatment experience positive.

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 through Gaylord Outpatient Services, offering medical care and therapy services.





About Gaylord

Gaylord Hospital is licensed as a 137-bed long-term acute care hospital specializing in the care and treatment of complex medical and rehabilitation needs. Long-term acute care hospital (LTACH) is a recognized designation by the Centers for Medicare and Medicaid Services for acute care hospitals whose average length of stay is approximately 3 to 4 weeks, but may vary by insurance carrier. LTACHs provide dedicated services to manage medical conditions so that patients with catastrophic or acute illnesses and injuries can work toward recovery.

As an LTACH, 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 can also 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 and transitioned to become widely known for its high-quality care and 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 continuum. Today, Gaylord's expertise is in treating patients with complex medical conditions and rehabilitation needs.

We offer inpatient and/or outpatient programs in:

- **Brain Injury**
- **Complex Medical Conditions**
- **Wound Care**
- **Cardiac Care**
- **Neurological Rehabilitation**
- **Complex Orthopedic Injuries**
- **Pulmonary Rehabilitation**
- **Spinal Cord Injury**
- **Stroke Care**
- **Ventilator Weaning**
- **Interventional Pain**

Gaylord Provides Expert Outpatient Services

On the Wallingford, Guilford, Fairfield and North Haven campuses, 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 Care
- Amyotrophic Lateral Sclerosis
- Guillain-Barré Syndrome
- Multiple Sclerosis
- Muscular Dystrophy
- Post-Polio
- Other Neurological Conditions

In Cheshire, Cromwell, Fairfield, Madison, North Haven and Wallingford, Gaylord Physical Therapy is staffed by therapists with extensive training related to orthopedic needs:

- Sports Medicine and Orthopedic PT
- Manual and Manipulative Techniques
- Orthopedic Aquatic Therapy (offered in Wallingford)
- Dry Needling/Graston Technique
- Evidence-Based Practice



All locations and staff are part of Gaylord's comprehensive concussion care.



Accreditations



Gaylord Specialty Healthcare is highly regarded for its specialization in spinal cord and brain injuries, pulmonary, COVID, cardiac, stroke and sports-related injuries. Accredited nationally by the Joint Commission and internationally by CARF (Commission on Accreditation of Rehabilitation Facilities) for all inpatient and outpatient rehabilitation programs. Gaylord has additional specialty accreditation for its spinal cord, stroke, and brain injury programs – making it one of two long-term acute care hospitals **in the world**, and the **only of its kind in the U.S.**, with this unique level of CARF accreditation.

Gaylord Hospital is ranked in the top 20 of the largest rehabilitation providers in the nation by Modern Healthcare.

Recognitions



2022, 2025





Your Admission and First Days

Gaylord boasts an experienced staff, several of whom have been honored with awards recognizing their achievements, including Connecticut Magazine's Top Doc, various Healthcare Hero awards, and the Connecticut Hospital Association's Community Service Award.

We try to gather most of the information we need about you before you come to Gaylord. An admission interviewer will ask you to verify some basic patient information when you arrive at the hospital. This meeting will also allow you to ask about what to expect at Gaylord during your stay. The hospital accepts health insurance from most commercial insurances, Medicare and Medicaid, and has a special team to work on cases involving injured workers.

Soon after you are admitted, a member of your care team will meet with you to go over hospital procedures, discharge planning and friends and family involvement in your care and treatment.

Every patient is unique, and their program is designed to suit their 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.

Gaylord prides itself on providing excellent customer service. Each employee attends hospital-wide training focused on communication and patient satisfaction.

Employee Recognition Programs

If a staff member goes above and beyond your expectations, please consider honoring him or her through one of our many recognition programs. Ask for more information from a member of your healthcare team.



Specialized Services

Patients are admitted to a program based on medical need:

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

Complex Medical Care Program for patients with serious medical issues due to illness or injury often related to 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-Barré Syndrome, Post-Polio Syndrome and Multiple Sclerosis.

Orthopedics Program for those with musculoskeletal problems caused by disease, or injury, including major multiple trauma.

Pulmonary Program for those with pneumonia, pulmonary insufficiency, COPD, emphysema, lung transplant or other conditions.

Spinal Cord Injury Program for those who have experienced illness or injury affecting the spinal cord, including nerve diseases and tumors affecting function.

Stroke and Young Stroke Programs for those with functional deficits due to stroke and require aggressive rehabilitation in multiple modalities.

Ventilator Program for the care and weaning of patients from ventilators used for breathing. Gaylord also offers a **Home Vent Teaching Program** for families committed to taking a loved one home while still dependent on a ventilator.



Clinical Team

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 will assist with arrangements for your return to the community or to the next level of care.

Gaylord's clinical teams are led by physicians:

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.

APRNs, Nurse Practitioners and Physician Assistants work closely with hospital physicians as part of the team. They provide medical monitoring and management, answer medical questions and address patient and family concerns.

Consultants

Gaylord works with many consulting physicians who are available to provide specialized services as needed. If your team requests their services, many of the consultants will bill you separately.

Nursing Team

Nursing at Gaylord is delivered by professional staff who collaborate 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, licensed practical nurses, patient care technicians 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, eating, bathing and toileting techniques or home management activities, such as cooking. Group and self-exercises are included and aquatic therapy may be included as part of your treatment plan.



Occupational therapists will teach you how to adapt to your surroundings by using splints, braces and introduce new tools if needed, and assist you in planning for special equipment or modifications at home, such as electric beds or additional bathroom fixtures.

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.



"HARDSHIPS OFTEN PREPARE ORDINARY PEOPLE
for extraordinary destiny"
-CS LEWIS



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 how to transfer from wheelchair to chair, bed or car. You may also need to relearn walking techniques, perhaps with the aid of a brace, crutch or cane. Group and self-exercises are included and aquatic therapy may be included in your treatment plan. Physical therapists may recommend an appropriate wheelchair and will provide instructions on how to use it.



Mandy, Gaylord's Golden Retriever Labrador mix "facility dog" works 40 hours a week alongside her physical therapist partner. She participates and motivates patients in therapy sessions.

Respiratory Therapy

If you have a chronic or acute respiratory condition, you will participate in the medical division's comprehensive pulmonary program. Respiratory therapists work with ventilator-dependent patients and those who have COPD, 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 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 care.



All respiratory care is provided with state-of-the-art equipment and licensed respiratory care practitioners.

Speech Therapy

Speech-language pathologists facilitate the recovery of speech, verbal expression and comprehension, reading and writing, and other cognitive and communication skills. Augmentative and Alternative Communication (AAC) technology greatly aids the techniques available in speech therapy. Programs for swallowing disorders and stuttering are available.

Behavioral Health Services

A severe illness or injury often requires significant emotional and practical adjustment for both patients and their families. Our behavioral health team provides comprehensive support to help patients cope, adapt, and recover. Services include social work, psychiatry, and neuropsychology, each offering specialized expertise to support emotional well-being, cognitive functioning, and overall adjustment.

Social Work

Our social work staff supports patients and families as they navigate the challenges of illness, recovery, and life transitions. They provide counseling focused on adjustment, resilience, and coping with conditions such as depression, anxiety, grief, chronic pain, and substance use. Social workers also assist with discharge planning, connect patients to community resources, and offer support groups when available.

Psychiatry

Psychiatry services focus on the evaluation and medical management of mental health conditions. Psychiatrists assess symptoms such as depression, anxiety, mood changes, and behavioral concerns, and provide medication management when appropriate. They work closely with the broader care team to support emotional stability, safety, and overall treatment outcomes during hospitalization and recovery.

Neuropsychology

Neuropsychology services focus on understanding how illness or injury affects thinking, memory, and behavior. Neuropsychologists conduct evaluations to assess cognitive functioning and provide recommendations to guide treatment planning, recovery, and return to daily activities or work. They are also consulted to assess decision-making capacity and to help patients and families understand cognitive strengths and challenges.



Religious Services/Pastoral, Spiritual Support

Your priest, minister or rabbi is welcome to visit as long as they follow the current visitor guidelines. Visitation is coordinated through your care manager. Our chaplain conducts interfaith worship services in the Hope Chapel located on the Jackson Ground floor. The chaplain is available for counseling and support. If you wish to speak with a clergy member from your faith, please speak to the unit secretary/CSA.

Food Service and Medical Nutritional Therapy Services

Per 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 selection and proper nutrition during your stay. A registered dietitian nutritionist helps determine your nutritional status and needs. If a modified diet is prescribed, your dietitian will discuss options for the diet and assist you with your meal choices.

Your registered dietitian works with nursing, speech therapists and other members of your care team to ensure appropriate food consistency and adequate nutrition for all patients. The dietitian offers advice in meal planning, shopping, and food preparation along with the occupational therapists.

Care Management

A Care Manager is a healthcare professional who helps coordinate care and services to support your overall well-being. They work closely with you, your family, and your medical team to create a plan that meets your specific health and personal needs. Care managers assist with explaining treatment options, connecting you to community resources, and addressing insurance or financial concerns. The Care Manager initiates discharge planning upon admission collaborating with both the patient and their system. They serve as a consistent point of contact, helping you understand your care and make informed decisions. Their goal is to ensure you receive the right care at the right time while supporting you and your family throughout the healthcare journey.

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. Activities are also available on the weekends.

Transportation

Patients are escorted to therapy sessions by staff members or trained volunteers until they become familiar with the routine and can safely transport themselves to therapies.



What to Bring

Equipment

If you use any of the following, please make arrangements to have these items brought with you or to you, so you can use them during your stay:

- Glasses
- Hearing Aids
- Dentures

If you use any of the following, please let your therapists know so they can determine if it would be helpful to have them brought in for use or for evaluation:

- Assistive devices such as a walker or cane
- Wheelchair
- Braces/splints
- Prosthetics
- Communication devices

Clothing and Shoes

Please bring comfortable, practical clothing and shoes. It is not necessary to purchase new clothing for use in the hospital. Most patients wear sneakers.

Electrical Appliances

For safety reasons, we discourage using privately owned electrical equipment, such as fans, radios, blow dryers and curling irons, but if brought into the building our facility staff will perform a safety check on these items. Items such as BiPAP and CPAP machines will be inspected before use. Cell phones, laptops and tablets, and chargers will also be inspected. Free Wi-Fi is available throughout the campus.

Valuables

Patients and visitors are advised not to bring valuable items, including jewelry, to the hospital. Only a minimal amount of cash should be kept on hand during your stay. A secure safe is available in the Security Office for the deposit of larger sums of money or other valuables.

The hospital cannot accept responsibility for the loss of any valuables that are not properly secured.





Amenities and Resources

Patient Amenities, Complimentary Services and Resources

Greenhouse

Gaylord's greenhouse and raised planting beds are located off the Lyman 1 solarium and are used as a therapeutic recreation activity. Call your recreation therapist at ext. 2732 for more information.

Laundry/Dry Cleaning

While there are no laundry machines on campus for patients 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. Unit secretaries/clinical support associates have the form to fill out, including payment information. There are also several laundromats located nearby.

Telephones

Each room is equipped with a telephone. Please provide your direct line to family and friends posted in your private room. You may make local calls at no charge. All Connecticut calls are considered local. We recommend that you use your cell phone for long-distance calls.

e-WellWishes

Your friends and family can send e-WellWishes by visiting: gaylord.org/e-wellwishes. Messages are printed and delivered Monday through Friday. If the patient has "opted out" they will not appear in the directory, therefore, messages will not be delivered and cards and flowers will be returned.

Notary Public

Services are available by arrangement. Staff cannot notarize or witness healthcare documents. Call ext. 2843 for more information.

Music Therapy

Through a generous donation to Gaylord, the staff has created high-quality bedside and group music therapy sessions for inpatients recovering from life-altering injuries and illnesses. Music therapy is offered through the therapeutic recreation department. Call your recreation therapist at ext. 2732 for more information.

Quiet Room/Meditation Space

Space is available for family members and patients to reflect, meditate, or pray. This dedicated room is located on Milne first floor off the lobby.

The Loft

The Loft, located on Lyman 2, is a dedicated space for patients and family.

Cafeteria and Jackson Java

The Gaylord cafeteria located in Luscomb and Jackson Java coffee shop located in Jackson lobby are available when family and friends visit for anything from snacks to complete meals. The cafeteria is open daily from 6:30 a.m.-6:30 p.m.. Jackson Java is open Monday-Friday, 8 a.m.-3:30 p.m. Vending machines are available on Lyman 2 and the cafeteria.



Office of Integrative Medicine

Via the Office in Integrative Medicine, Gaylord offers programs for patients and staff to enhance their well-being, increase resiliency, and reduce stress. Our offerings include reiki, yoga, massage, mindfulness, meditation, breathing techniques, and grounding.

The C.A.R.E. Channel

The Continuous Ambient Relaxation Environment (C.A.R.E.) Channel is available in all patient rooms. The C.A.R.E. Channel offers relaxing visual imagery accompanied by instrumental music on all patient televisions. This tool has been found to increase patient comfort, ease anxiety and promote relaxation while you are in the hospital.

To access The C.A.R.E. Channel for your viewing pleasure, use the scroll function on the nurse call pillow speaker. Please note that the channel varies depending on your location in the hospital. If you need assistance finding The C.A.R.E. Channel, please ask a nursing staff member to assist you.

Gaylord Library and Resource Center

The Emily Hall Tremaine Library and Resource Center is located on Jackson Pavilion ground floor offering fiction and nonfiction books, magazines, large-print books, talking books and computers. Families are encouraged to utilize these resources while on campus. To contact the library or the medical librarian, please call (203) 741-3481.

Salon Services

Salon Services are available for patients who are not on active precautions or restrictions. Salon Services are scheduled by referral only on weekends. Please inquire with your nursing units clinical support associate to learn more about what services are available and how to request a salon service.

Diverse Haircare Products

Gaylord is pleased to offer you Cantu® Shampoo and Conditioner Haircare Products during your stay. Please inquire with your care team or clinical support associate to learn more or to request these products.

Support Groups and Self-Help Programs

Gaylord offers a variety of on-campus and virtual support groups for patients and caregivers. Please ask any of your loved one's healthcare providers for more information or find the schedule at:

<https://www.gaylord.org/patient-resources#Support-Groups>

Interfaith Worship Programs

Weekly worship programs and communion are offered on campus and are open to all. The Hope Chapel is located on Jackson Ground. Please find the current schedule in your admission packet.

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 or call (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. Through their close working relationship with the patients and physicians, the hospital acknowledges that its employees 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 patient's care, and as detailed in the Health Insurance Portability and Accountability Act (HIPAA).



Ethics Statement

Gaylord is committed to dealing ethically with the external audiences 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 organization's standards of confidentiality.

Alternative Communications Services

Gaylord values communication and has translation/interpreter service technology that offers certified medical translation services 24 hours a day, seven days a week for patients with limited English proficiency (LEP). (Translation is for written words/documents and interpreter is for spoken words/communicating).

To ensure effective communication with patients and their companions who are deaf or hard of hearing, we provide appropriate auxiliary aids and or services free of charge. Communication options include sign language and oral interpreters, TDD/TTYs, note takers, computer-assisted real-time transcription services, written materials, telephone handset amplifiers, assistive listening devices and systems, and telephones compatible with hearing aids. Please ask your nurse or other hospital personnel for assistance.

Equal Opportunity Policy

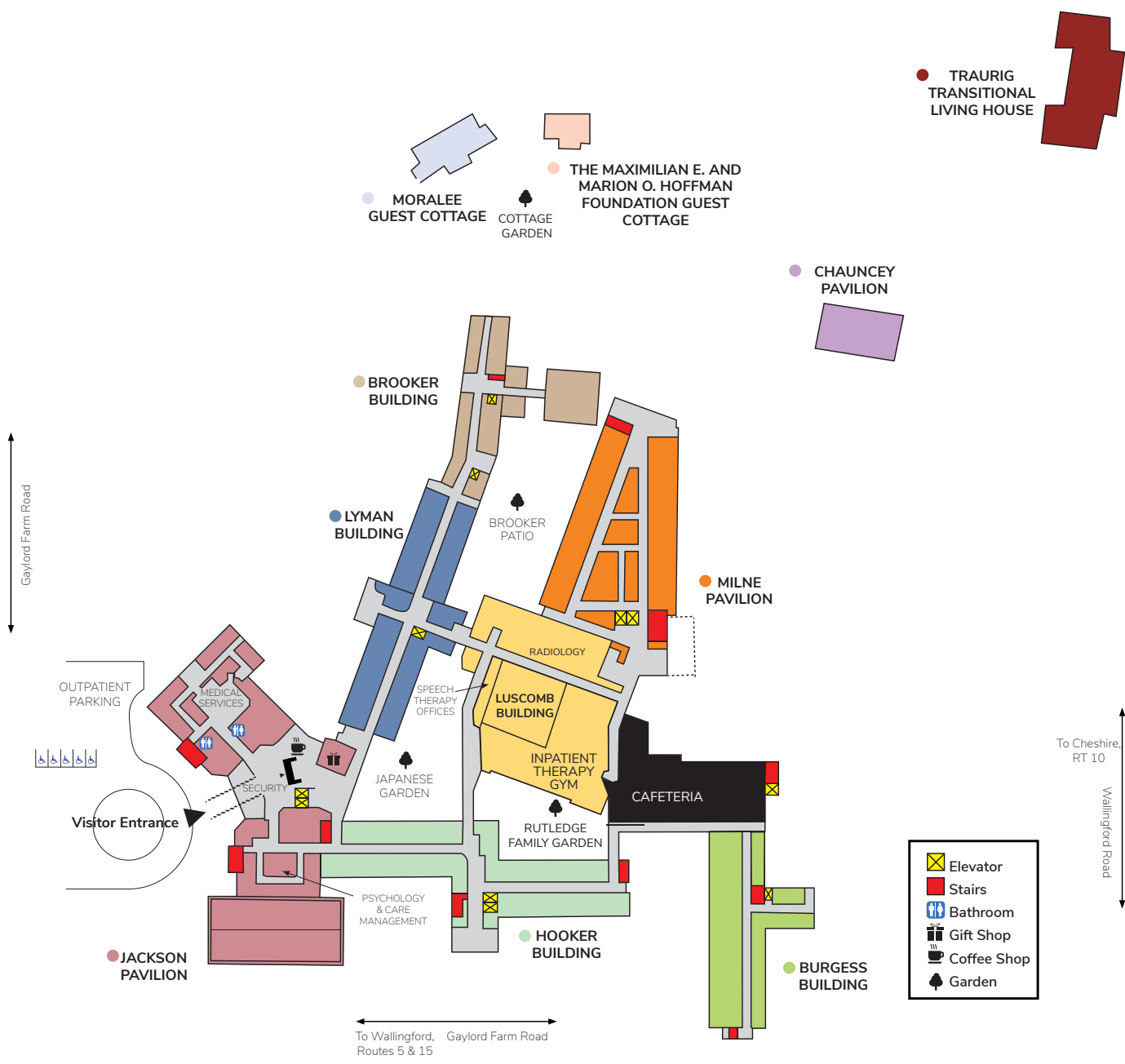
Gaylord is an equal opportunity employer and operates in accordance with federal, state and local law as they relate to Equal Opportunity. Employees or applicants for employment are not discriminated against because of race, color, religious creed, sex, pregnancy, marital status, national origin, ancestry, age, disability, sexual preference, gender identity or expression, genetic information, intellectual disability or history of a medical disorder, veteran's status or political belief. These criteria relate to volunteers as well as employees.

Volunteer Program

Gaylord is proud to include volunteers as an integral part of supporting our organization's mission and the patient's experience. Our team of dedicated volunteers provide various support services such as patient transportation, peer mentorship, gift shop assistance, behind the scenes office support, sports association and so much more!

Individuals interested in volunteering at Gaylord can visit www.gaylord.org for more information or to apply for one of our available opportunities.

Campus Map



Jackson Pavilion

Outpatient Therapy Services
Visitor Entrance
Roncari Recreation Hall
Therapeutic Recreation Offices
Outpatient Pulmonary Rehabilitation
Library and Resource Center
Pool
Reception and Security
Jackson Java Coffee Shop
Gift Shop
Patient Experience
Outpatient Medical Services
Center for Neurobehavioral Health
 Chaplaincy Services
 Neuropsychology
 Psychiatry
 Social Work
Sports Association Office
Hope Chapel

Patient Units

Hooker 1
Hooker 2
Lyman 1 (Greenhouse access)
Lyman 2
Milne 1
Milne 2

Luscomb Building

Radiology Services
Inpatient Therapy Gym
Cafeteria and Kitchen
Respiratory Services

Brooker Building

Administrative Offices
Brooker Lecture Hall and Lobby



Places to Stay

Our goal is to provide inviting and comfortable on-site housing while loved ones are at Gaylord Hospital. On-campus options are The Maximilian E. & Marion O. Hoffman Foundation Guest Cottage, a two-bedroom guest house, and the MoraLee Guest Cottage with four individual suites.

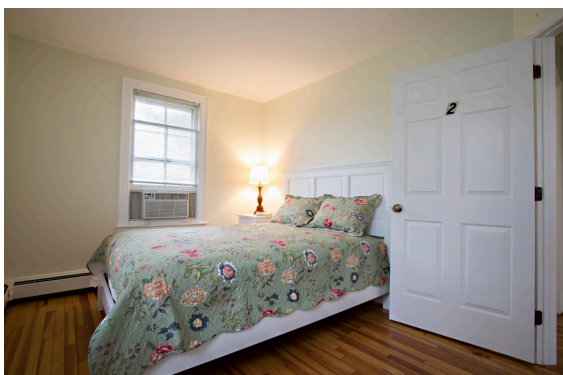
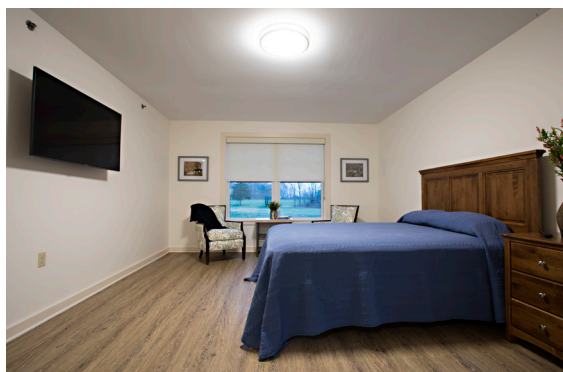
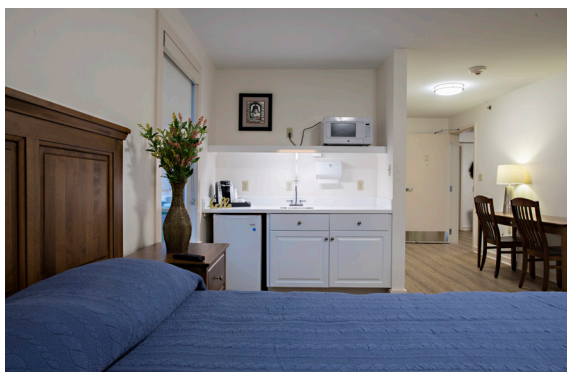
Family members can be steps away from the hospital for a nominal fee, with access to our beautiful grounds, cafeteria, and other resources, as you support your loved one and participate in their recovery. If you are interested in booking accommodations, contact the Cottage Reservation Line at (203) 284-2817.



MoraLee Guest Cottages



*The Maximilian E. and Marion O. Hoffman
Foundation Guest Cottage*





Your Rights and Other Required Info



Patient Responsibilities

We believe that patient care is best accomplished when the staff and patient work together. 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. Bullying in any form is not tolerated.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel and must follow the rules and regulations affecting patient care and conduct. This includes assisting in the control and avoidance of workplace violence, weapons, noise, and illicit use of substances, including smoking, and the number and behavior of visitors.
- Guests may be excluded from visitation if they do not follow hospital policies and guidelines.

Always ask for clarification if information is unclear.



**Gaylord is a
place of health
and healing.**

**Please respect everyone's right
to a safe environment** and take
responsibility for the energy you
bring into interactions with others.

Thank you.

Patient Rights

Policy Governing Patient's Rights

Patient rights in a hospital are essential to ensure that individuals receive respectful and quality healthcare while protecting their dignity, autonomy, and well-being. No list of rights can guarantee the patient the kind of treatment they should 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/their dignity as a human being. Accordingly, the following rights are affirmed.

The patient has the right to:

- Appropriate, considerate and respectful care, regardless of the source of payment for his/her/their care.
- Impartial access to medically indicated treatment, regardless of race, creed, sex, national origin, religion or sources of payment for care.
- Obtain from their physician complete current information concerning their 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 their behalf. The patient has the right to know by name the physician responsible for coordinating their care.
- Refuse treatment to the extent permitted by law and to be informed of the consequence of their action.
- Refuse to talk with or see anyone not officially connected with the hospital.
- Receive from their physician the information necessary to give informed consent before initiating any procedure or treatment. Except in emergencies, such data 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 person's name responsible for performing the particular procedure or treatment.

- Consideration of their privacy concerning their program. Case discussion, teaching exercises, consultation, examination and treatment are confidential and shall be conducted discreetly. All communications and records about their care shall be confidential.
- Expect that, within its capacity, the hospital must make a reasonable response to their request for services. The hospital must provide evaluation, service and referral as indicated by the case's urgency. When indicated, a patient may be transferred to another facility only after he/she/they have 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 their case.
- The information concerning any research project they may be asked to participate in. 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 they will be informed in writing by their physician of their continuing health care requirements following discharge.
- An explanation of their bill, regardless of the source of payment.
- Consult with a specialist who is a hospital staff member at the patient's request and expense.
- 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 concerning hospital practices and environment are concerned, including an absence of workplace violence.
- Access people outside the hospital through visits and verbal and written communication.
- Know what hospital rules and regulations apply to their conduct as a patient.
- A patient's family may request an autopsy at an unaffiliated institution.
- File a complaint with the State of Connecticut.

For a full list of Patient Rights, refer to your Admissions folder or visit www.gaylord.org

Patient Advocacy

The patient advocate is a Gaylord representative who interacts with individual departments or management on behalf of patients and families to help resolve issues, complaints and grievances in a timely manner. 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. Any patient or family member may also file a complaint or grievance with the following agencies:

Department of Public Health

Division of Health Systems Regulations
410 Capital Avenue MS12HFL
Hartford, CT 06134
(860) 509-7400

Office of the Healthcare Advocate

(physical location)
153 Market Street
7th Floor
Hartford, CT 06103

Office of the Healthcare Advocate

(mailing address)
P.O. Box 1543
Hartford, CT 06144
Fax: (860) 331-2499
Email: healthcare.advocate@ct.gov

CTR for Medicare Advocacy

P.O. Box 350
Willimantic, CT 06226
(860) 456-7790
(800) 262-4414
Fax: (860) 456-2614



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

ACENTRA HEALTH-QIO Program (Region 1)

www.acentra.com

1650 Summit Lake Dr. Suite 102

Tallahassee, FL 32317

Phone: (888) 319-8452

Fax: (844) 878-7921

We trust that you believe Gaylord provides quality care. If you have a concern that 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:

Submit a patient safety event or concern form from their website at:

The Joint Commission

www.jointcommission.org

Phone: (800) 994-6610

Fax: Office of Quality Monitoring

(630) 792-5636

Email: complaint@jointcommission.org



Safety Rules and Guidelines

Workplace Violence

For Gaylord Specialty Healthcare, patient violence in a hospital setting can pose significant challenges to the safety and well-being of patient's healthcare staff, and visitors. Any form of violence, be it physical, verbal, or psychological, will not be tolerated. Addressing patient violence in a hospital setting requires a comprehensive and compassionate approach that balances patient care and safety with the well-being of healthcare staff. Gaylord Specialty Healthcare encourages open and respectful communication between healthcare providers and patients. Our trained staff takes the time to explain treatment plans, address concerns, and listen to patient feedback to prevent frustration and anxiety that can lead to violence.

Workplace Violence Investigations

Gaylord Specialty Healthcare takes Workplace Violence incidents very seriously. Issues of Workplace Violence or any physical altercations, will be thoroughly investigated internally by Gaylord along with, as appropriate, local authorities.

Smoke, Vape and Tobacco-Free Policy

Gaylord Specialty Healthcare is a tobacco-free campus, which includes all electronic cigarettes and vaping products. Tobacco use of any kind will not be permitted by anyone on any property owned or leased by Gaylord. This applies to both inside and outside, including inside motor vehicles on campus. 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 leased facilities.

Fire Safety

Paper posters or other flammable decorative articles are not allowed in patient rooms. Please limit cards to bulletin or magnetic boards.

Food and Drink

No food or drink should be brought to a patient without prior approval of the care team.

Alcoholic Beverages and Illicit Drugs

Patients, families and visitors are not allowed to have or bring alcoholic beverages or illicit drugs on the premises.

Weapons and Firearms

Weapons and firearms, and any other dangerous items are strictly prohibited on hospital property. This policy applies to all patients, visitors, and staff, with exceptions only as required by law. Unauthorized possession of such items may result in removal from premises.

Medications

Patients will need to consult with their Gaylord physician regarding any externally prescribed medications.

Security

The Security Office is located in the main lobby of the Jackson Pavilion. All visitors are required to use the Jackson entrance at this time.

Lost and Found

Missing items should be reported to a supervisor, and an occurrence report must be completed in accordance with hospital protocol. All found items must be delivered to Security in the Jackson Lobby, and any high-value items that are found shall be secured in the department's designated safe. Items are retained for 30 days before being disposed of or donated in accordance with hospital policy and applicable regulations.

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. You are asked to comply with the daily therapy schedules unless excused by your physician. Outdoor visitation must be approved by the care team for your safety and should be limited to designated patios and walkways. All patients are asked to be inside by dusk.

Infection Prevention

During your stay at Gaylord, you will notice that staff members wear gloves or masks for patient care activities. Wearing PPE 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 standard practice in hospitals to protect patients and staff. If you have questions about these procedures, please ask any Gaylord nurse, physician or therapist. During increased rates of community viruses, visitation may be further restricted by age and number of persons allowed.

Please feel comfortable asking your care provider if they sanitized their hands before they begin working with you.

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.

Your Satisfaction

About your discharge from Gaylord Hospital

Planning for your discharge begins when you are admitted. Gaylord's care managers work with the entire team, and your support system to determine possible options. Your care team will recommend additional post-acute care services, including sub-acute rehab, outpatient therapy, home care, vocational or other healthcare services. Gaylord Outpatient Services are available in Cheshire, Cromwell, Fairfield, Guilford, Madison, North Haven and Wallingford.

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

Your opinion counts, and your comments will help future patients.

To help us improve our care and service, we ask that you complete a Patient Satisfaction Survey that staff will provide to you.

Visiting Animal Information

To ensure the safety and comfort of all patients, staff and guests, Gaylord has guidelines indicating when pets/dogs can visit. There is additional information on the Info to Know card about animal visitation or you can ask a member of your treating team for assistance.

Cell Phones

Please use discretion when talking on your cell phone within the hospital as voices carry, especially when calls are on speakerphone. Please use the outside gardens and patios for calls whenever possible.

Internet/Wifi

Gaylord offers a guest wifi connection to all patients and visitors. We strive to keep your connection secure, however, connecting to any public network may pose a risk of data exposure. You may connect with a smart phone, tablet or laptop.

- Go to your Settings
- Find your network/connections menu
- Search for "Gaylord-Guest"
- Select to begin browsing

Mail

Incoming mail is distributed Monday through Friday. Outgoing mail can be mailed by giving it to the unit secretary/Clinical Support Associate. Stamps may be purchased at the gift shop in Jackson Lobby.

Patient Privacy and Equal Opportunity

Living Wills, Healthcare Agent

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

Medical Orders for Life Sustaining Treatment

Medical Orders for Life-Sustaining Treatment (MOLST) is a written document, considered a medical order, which can be in addition to an Advanced Directive. This document specifies the types of treatments that a patient wishes to receive toward the end of life. For more information visit:

<https://portal.ct.gov/DPH/Medical-Orders-for-Life-Sustaining-Treatment-MOLST/MOLST>.

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 if you become incapacitated and cannot make these decisions on your own. In addition, you can assign someone known as a healthcare agent to convey your wishes concerning withholding or withdrawal of life support. Please make your wishes known to your attending physician. Upon admission, a nursing staff member will ask if you have a living will or healthcare agent. Please give the nurse or unit secretary a copy of the appropriate document if you do.

If you do not have an advance directive but would like to make one, please tell your nurse and they will notify your care manager. The care manager can review the forms with you. Your licensed practitioner, 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 want to make a living will or assign someone as your healthcare agent or durable power of attorney for healthcare, you are responsible for completing the appropriate form and giving a copy to your Gaylord licensed practitioner.

Your Gaylord licensed practitioner will use your living will or healthcare agent if you become incapacitated, and your medical condition is terminal or you are permanently unconscious.

Diversity, Equity, Inclusion

Gaylord Specialty Healthcare recognizes and promotes that it must be a diverse, culturally sensitive, equitable, and inclusive organization to succeed as a healthcare provider both for our patients and employees. Its diverse patient and staff membership assures a wide variety of perspectives, backgrounds, and experiences that are shared across the organization. This collaboration helps Gaylord Specialty Healthcare achieve its goal of providing compassionate, cross-cultural care while creating a work environment where all community members feel secure, welcomed, and heard.

Gaylord Specialty Healthcare abides by the following guidelines related to our hospital practices:

- **Equal Employment Opportunity (EEO) Policy:** We have an established EEO policy that emphasizes the hospital's commitment to diversity, equal employment opportunity, and non-discrimination. This policy is widely communicated to all staff.
- **Diverse Hiring Practices:** We implement fair and inclusive hiring practices that consider a diverse pool of candidates for all positions, including leadership roles. Gaylord Specialty Healthcare avoids bias in the hiring process and focus on qualifications and skills.
- **Diversity Training:** We provide regular diversity and inclusion training for all employees to increase awareness and understanding of different cultures, backgrounds, and perspectives.
- **Cultural Competency Training:** We train our healthcare professionals to be culturally competent. This means understanding and respecting the cultural and linguistic needs of diverse patient populations.
- **Diverse Staff and Leadership:** Promoting diversity and inclusion is an ongoing process that requires continuous effort and commitment from all levels of the organization. Gaylord Specialty Healthcare has a diverse staff and leadership population that is reflective and representative of the patients that we service. We ensure that hospital leadership is fully committed to diversity and inclusion as their commitment sets the tone for the entire organization.
- **Employee Resource Groups (ERGs):** We continue to encourage ERGs for various underrepresented groups, such as LGBTQ+ employees, people of color, or women. These groups provide support, networking, and a voice within the organization.
- **Language Services:** Gaylord Specialty Healthcare ensures that interpretation and translation services are readily available to accommodate patients who may not speak the hospital's primary language. This promotes accessibility and inclusivity.

- **Patient-Centered Care:** Organizationally, we encourage staff to be trained to deliver patient-centered care that respects individual values, cultural traditions, and beliefs.
- **Diversity Metrics:** On a monthly basis, we collect and regularly review data on the diversity of the hospital's workforce, including race, gender, and other demographic factors. We use this information to track progress and identify areas for improvement.
- **Non-Discrimination Policies:** It is Gaylord Specialty Healthcare's policy that to make it clear that discrimination, harassment, or bias of any kind is not tolerated, and there are consequences for violating these policies. We encourage staff to report any incidents.
- **Community Engagement:** We engage with the local community to understand its unique needs and concerns. This can help the hospital provide better services and build trust with diverse communities.



Notice of Availability of Language Assistance Services

English: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call (203) 741-3385 (TTY (203) 284-2700) or speak to your provider.

Spanish: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al (203) 741-3385 (TTY (203) 284-2700) o hable con su proveedor.

Portuguese: Se você fala Português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para (203) 741-3385 (TTY (203) 284-2700) ou fale com seu provedor.

Polish: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer (203) 741-3385 (TTY (203) 284-2700) lub porozmawiaj ze swoim dostawcą.

Simplified Chinese: 如果您说中文, 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 (203) 741-3385 (文本电话: (203) 284-2700) 或咨询您的服务提供商。

Italian: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama il (203) 741-3385 (TTY (203) 284-2700) o parla con il tuo fornitore.

French: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le (203) 741-3385 (TTY (203) 284-2700) u parlez à votre fournisseur.

Haitian Creole: Si w pale kreyòl ayisyen, gen sèvis èd ki disponib pou ou gratis pou lang ou pale a. Gen èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo ki disponib gratis tou. Rele nan (203) 741-3385 (TTY (203) 284-2700) oswa pale avèk founisè w la.

Russian: Если Вы говорите по-русски, Вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону (203) 741-3385 (TTY (203) 284-2700) или обратитесь к своему поставщику услуг.

Vietnamese: Nếu quý vị nói [tiếng Việt], chúng tôi cung cấp miễn phí các dịch vụ trợ giúp ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Xin vui lòng gọi theo số (203) 741-3385 (TTY (203) 284-2700) hoặc trao đổi với người cung cấp dịch vụ của quý vị.

Arabic: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم (203) 741-3385 (TTY (203) 284-2700) أو تحدث إلى مقدم الخدمة الخاص بك.

Korean: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. (203) 741-3385 (TTY (203) 284-2700) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

Albanian: Nëse flisni Shqip, shërbime falas të ndihmës gjuhësore janë në dispozicion për ju. Mjetet dhe shërbimet e përshtatshme për të ofruar informacion në formate të aksesueshme janë gjithashtu në dispozicion falas. Telefononi (203) 741-3385 (TTY (203) 284-2700) ose flisni me ofruesin tuaj të shërbimit.

Hindi: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ निःशुल्क उपलब्ध हैं। (203) 741-3385 (TTY (203) 284-2700) पर कॉल करें या अपने प्रदाता से बात करें।

Tagalog: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyonang tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa (203) 741-3385 (TTY (203) 284-2700) o makipag-usap sa iyong provider.

Greek: Εάν μιλάτε ελληνικά, υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης στη συγκεκριμένη γλώσσα. Διατίθενται δωρεάν κατάλληλα βοηθήματα και υπηρεσίες για παροχή πληροφοριών σε προσβάσιμες μορφές. Καλέστε το (203) 741-3385 (TTY (203) 284-2700) ή απευθυνθείτε στον πάροχό σας.

Notes

Notes



Think Possible



gaylord.org

Scan to learn more
about Gaylord

