A proud member of Dartmouth Health

Southwestern Vermont Medical Center

Patient Information Guide

Magnet Recognition
Designated
American Nurses Credentialing Center

We're Listening.

At Southwestern Vermont Medical Center, our mission is to provide exceptional health care and comfort to every patient. As a patient, you know better than anyone how well we have done at meeting our goal.

To help SVMC improve, we want to hear your opinion of the care we provided for you. So, we've hired a company that specializes in conducting patient satisfaction surveys.

When you return home, you may receive a survey that will ask a few important questions about your experience at SVMC.

If you receive this survey, please take a few minutes to answer the questions and give us your honest feedback.



Estevan Garcia, MD DrPH
President and Chief Executive Officer



Pamela Duchene, PhD, APRN
Chief Nursing Officer and Vice President for Patient Care Services



Kim Webster, RN
Patient Advocate

Inpatient Telephone Numbers

Case Management.....ext. 5079
Food Services.....ext. 6368
Patient Advocate.....ext. 4054
Patient Billing.....ext. 4083
Social Services.....ext. 5079

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Inpatient Accommodations

Your Hospital Bed
You can adjust your hospital bed to meet your specific comfort and medical needs. The bed is electronically operated, and your nurse will show you how to work the bedside controls. Your bed has rails that can be raised and lowered for your protection. To prevent accidental falls and injury, the beds also have electronic alarms, which notify the staff when you attempt to get out of bed.

How to Call Your Nurse
You may contact your nurse from your bedside by using the call button. Your nurse will review how to operate this function. An emergency call button is located in your bathroom and can be activated via a pull cord.

Internet
For your convenience, wireless Internet access is available. To connect to the Internet with your wireless device, go to your Wi-Fi settings and choose the unsecured "Guest" network. For further assistance, please ask your nurse.

Room Temperature
Air temperature is centrally monitored and controlled for all patient rooms. We make every effort to ensure that patients, staff, and visitors are comfortable. We urge you to let your nurse know if the temperature in your room is not pleasing to you.

Telephones
Telephones are located in all medical-surgical and maternity rooms. Local telephone service is available to you, compliments of the Medical Center. You may also make long-distance calls, as long as you reverse the charges for the calls or charge them to a credit card, calling card, or your home phone number. Patients may receive incoming calls between the hours of 7 a.m. and 10 p.m.

To Place Calls:
- Within the Medical Center, dial the 4-digit extension
- Within the local calling area, dial 9 and the telephone number

Outside the local calling area, dial 9 + 1 + 800- 225-5288 to connect with AT&T or dial 9 + your calling card provider.

Bedside Telephone Number
Your family and friends can call Patient Information at 802-442-6361 to learn your bedside telephone number.

Television
Televisions are located in most patient rooms. We provide basic television service free of charge. You can change channels and control the volume from your bedside. In consideration of other patients, we request that television volume be kept to a minimum and that you turn off your set by 11:30 p.m., unless you are staying in a private room or you do not have a roommate. The C.A.R.E. channel provides beautiful imagery and soothing instrumental music to help patients rest comfortably, feel less pain, and sleep better.

Quiet Hours
Overnight: 10:00pm-06:00am
Adequate sleep and rest promotes healing in the hospital setting. To support your rest and sleep staff will ask about your individual rest and sleep needs. They will dim lights and close your room door when medically appropriate. They will coordinate care to reduce unnecessary entry into your room during quiet hours. They will do their best to limit disruption of sleep when admissions or room changes must occur during quiet hours. They will offer you quiet packs and instruction on how to use the C.A.R.E. channel on your TV. We urge you to let staff know if noise is disrupting your sleep or rest.

If you have a roommate, please do your part to create a quiet, healing environment by:
- Being respectful to roommates by limiting TV use during Quiet Hours, or using headphones or ear buds when watching TV or other multimedia devices.
- Keeping electronic devices on low ringer or vibrate mode.
- Talking quietly in person and on the phone.
- Spending time during "visits" in the Family/Visitor lounges. If you are unable to go to the lounge please be respectful of your roommate.
- Asking your visitors to limit cell phone calls in your room. Family/Visitor lounges and the cafeteria are available for cell phone use.
- Telling your health care team if noise levels in and around your room are too loud

Sleep Aids *For Your Convenience*
To help promote rest and adequate sleep while in the hospital we have a number of sleep aids available. We offer quiet packs which contain earplugs and a night mask. We also offer the C.A.R.E. channel on your television. You can turn on The C.A.R.E. Channel (Channel 65) instead of regular television to be comforted by beautiful nature imagery and soothing instrumental music. It can help you or your loved one rest comfortably, feel less pain, and sleep better.

Patient Services

Interpreter Services
Our staff is committed to communicating clearly and comprehensively with all patients about their care in their preferred language. If your preferred language is something other than English, it is our responsibility to provide you with access to a qualified interpreter. Should you desire an interpreter, make sure your healthcare team is aware so they can arrange for this service. Please note that family members may not be used for this purpose.

For the Deaf and Hard of Hearing
SVMC utilizes certified sign language interpreter services for the deaf and hard of hearing to ensure communication for understanding, informed consent, and shared decision making regarding your health care services. We have a sign language interpreter service available by live video. A portable amplification and telecommunication device (TDD/TTY) is also available. For assistance, contact your nurse or any SVMC employee providing services.

The Patient Portal
SVMC provides patients access to their health record through a secure portal located on the hospitals' website. Patients who receive care in the hospital should access the Hospital Portal.

With the SVMC Hospital Patient Portal, you can:
- View upcoming lab or imaging appointments
- View lab and imaging results
- View ER, Surgical, and Inpatient Physician reports
- Update demographic and emergency contact information
- Review past hospital visits

This information is only updated on specific visits and may not be up-to-date.

Setting Up Your Portal Account
- Provide your email address during registration
- Log onto patient.svhealthcare.org and click "Create Account"
- Fill out the required information and click "Submit"
- Look for the email from 'Patient Portal' with instructions to set up your account

Need help signing up? Call 802-447-5687. *Please note that information on your portal may not include results of all tests, treatments and procedures received in the hospital.*

Medical Records
Your health care team will maintain an ongoing record detailing your treatment and progress during your stay with us. SVMC keeps private and secure medical records about your health. For more information about how we use or disclose your medical records, please refer to the Notice of Privacy Practices. You may request a copy of your medical record at any time by contacting your nurse or Health Information Services at 802-447-5323.

Telemedicine Services
Dartmouth-Hitchcock Medical Center's Telemedicine program assists SVMC by providing 24/7 acute neurology care, intensive care, psychiatry care, and emergency support. These telemedicine services give patients and their families the highest available level of care while keeping patients more conveniently close to home.

Through this advanced system, a team of board-certified physicians and nurses work virtually alongside your physician and nurse teams to evaluate and recommend treatment.

Protecting your privacy is important. The video connection is HIPAA compliant. Your evaluation will not be recorded; it is a live feed. The physician's medical notes for this consult are filed into your medical health record. Recommendations are provided to the SVMC staff who will provide or complete the treatment recommendations. Your local care providers will provide follow up appointments, medications, and treatment as necessary.

Serving Your Nutritional Needs

A healthy diet is important to health and recovery. Our Food and Nutrition Services employees are dedicated to providing you with nutritious, appealing, and tasty meals that meet your expectations and comply with your physician's orders.

The Menu
SVMC offers room service dining and provides a wide range of food prepared just for you when you order. You will receive your Room Service Menu when you are admitted. When you order, please let us know of any special needs, wants, or preferences you have. We want your dining experience to be the best possible.

Meal Times
At SVMC, we have room service, not specific meal times. Our kitchen is open from 7 a.m. to 6 p.m. Breakfast is served all day. Lunch and Dinner are served from 11 a.m. to 6 p.m. Snacks and beverages are offered between meals and in the evening. Should you have any requests, please share them with the nutrition assistant or your nurse so that we may accommodate your needs and offer you the best possible service during your stay.

Special Diets
Kosher and vegetarian meals are available, as well as any other special dietary needs not prescribed by your physician. Please discuss such requirements with our nutrition assistants so that we may fully meet your needs.

Snacks
A variety of snacks and beverages are available through Food and Nutrition Services and nursing. Please notify your nurse before eating any food brought in by friends or relatives, as it may interfere with your physician's dietary instructions.

Vending Machines
Soft drinks, snacks, and light fare are available in the vending areas located near the West Wing Elevators and Emergency Department Waiting Areas.

The Marro Café
Light meals, snacks, and gift shop are available in the Marro Café, located in the main lobby. The café is open M-F 730am-3pm.

To Contact Us
We believe every meal should be something to look forward to, and we stand ready to make that happen. Please let us know if you have any questions or concerns. Our Nutrition Assistants are available from 7 a.m. to 6 p.m. daily. To reach them, call extension 6368. A registered dietitian is available for nutrition therapy for inpatients and can be reached at 802-447-5577.

SVMC Safety Program-Zero Tolerance

Everyone has a role in making health care safe. SVMC staff have the right to carry out their work and patients have a right to receive care without fearing for their safety.

SVMC Safety Program
SVMC's Safety Program includes the following guidelines to keep our staff, patients, children, families, and visitors safe. If a patient, family member, or friend seems to be out of control, drunk, on drugs, or threatening others with their words or actions, staff will call SVMC Security and report it. If anyone causes a serious event, speaks, or acts in a way that threatens or violates others, we may ask that person to leave the hospital or clinic.

SVMC will not tolerate any form of threatening, abusive, or aggressive behavior towards our staff or patients. Assaults against our staff or other patients may result in a no-trespass order or felony conviction.

Smoking
Ours is a smoke-free facility. Smoking tobacco, marijuana or e-cigarettes (vaping) is prohibited both inside the building and on the grounds. SVMC instituted this policy in recognition of the dangerous effects smoking has on the smoker and those exposed to secondhand smoke.

Drugs/Alcohol
SVMC does not permit patients or staff to use—or have in their possession—alcohol or drugs that have not been approved by a physician for medical treatment. Patients found to have drugs or alcohol in their possession will have these items removed.

Patient Safety

Preventing Falls
Your nursing care team would like to assist you with your mobility needs. It is vital that you call your

nurse, using the call button, whenever you need to move about or leave your bed. If you need help while in the bathroom, alert the nurse by pulling the emergency cord or pushing the emergency button located by the commode.

Oxygen
Special regulations are in effect in rooms where patients are receiving oxygen. Certain items and activities are not permitted in these rooms, including the use of certain electric equipment and aerosol products.

Fire Safety
To ensure your safety in case of fire, SVMC periodically conducts fire drills to ensure staff preparedness and test our alarm system. Please do not worry if you hear a fire alarm, but do make sure to follow any directions given to you by hospital staff. Bear in mind that these activities take place for your protection. In the unlikely event of a fire, please know that hospital staff will make certain you are protected from harm.

Medications
Your physician must prescribe all medications you take during your stay with us. They will be dispensed by our in-house pharmacy and administered by a nurse. You should not bring medications or herbal supplements from home unless requested to do so by your physician. If you arrive with medications, a family member may be asked to take them home or we will send them to our pharmacy per our policy and procedure. Do not take any medicines on your own, because they may interact with other medications you are being given.

Electrical Appliances
For your safety, we ask that you refrain from bringing electrical appliances with you to the hospital. This includes hair dryers, radios, and razors. If you did bring one of these items with you, please send it home with a member of your family or one of your visitors. SVMC has hair dryers and electric shavers available for your use.

Condition H
Condition H is designed for patients and family members to call for immediate help if they feel a patient is not receiving adequate medical attention. To call Condition H, dial 0 and ask the operator to page the Condition H Team.

Speak Up
Speak up if you have questions or concerns. If you do not understand, ask again. It is your body and you have a right to know.

- Pay attention to the care you receive. Make sure you are getting the right treatments. Do not assume anything.
- Learn about your diagnosis and the medical tests that you are undergoing. Know your treatment plan—especially if there might be more than one option. Talk with your doctor and healthcare team about your options.
- Participate in all decisions about your treatment. You are the center of the health care team.
- Ask a trusted friend or family member to be your advocate.
- Do not be afraid to remind a doctor or nurse to clean their hands before having direct contact with you.
- Know what medications you take and why you take them. If you do not recognize a medication, ask your nurse or doctor if it is meant for you.
- If you feel you are not being heard, contact our Patient Advocate at 802-440-4054.

Patient Belongings and Valuables

SVMC is not responsible for replacing lost or misplaced patient belongings brought into the building.

The following information will help you determine what you may need while in the hospital. It is the recommendation that only essential items come with you to the hospital.

Essential items include glasses, hearing aids, walking aids, dentures and other medical devices as needed. Staff will ask if you use these items as part of your care. Essential items must be stored in their original case or one provided by staff and marked with your name. Items not stored properly are at risk of getting lost or damaged. Essential items are the responsibility of you and/or your family while at the hospital. If you have questions regarding missing belongings please contact Security at 802-447-5125 or the Patient Advocate at 802-440-4054. We will try to help locate missing items, but will not be financially accountable

Valuables should not be brought to the hospital. If you have valuables with you, they should be sent home with family or friends. If this is not possible, notify a staff member and they will work with Security to place your valuables in a locked cabinet until you are discharged. Examples of valuables

include but are not limited to: jewelry, cash, credit cards and electronics.

Medications will be sent home with family unless a doctor or nurse has asked that you bring in a medication from home that is not available through the hospital pharmacy, Staff have a specific process for storing and handling such medications to ensure they are safely administered. This includes any over the counter medications and herbal supplements as they may be interact with the current care you are receiving.

Contraband is defined as any item that is not allowed on SVMC campus and/or is illegal. SVMC is a weapons, alcohol and tobacco free campus. Any paraphernalia that may accompany a tobacco product including vapes and other electronic devices are not allowed. Marijuana (including edibles) and paraphernalia associated with its use or any other illegal substance is prohibited. If you have a prescription for medical marijuana, this should be discussed with your clinical team as part of your care. Utilizing and ingesting substances (illegal or otherwise) not ordered by the medical team while receiving care at SVMC may result in serious harm. If you are concerned about withdrawal from any substance, please let your doctor or nurse know. A customized care plan can be developed to maximize your well-being and help you through the process. This may include symptom management with medications.

If you have questions regarding missing belongings, please contact Security at 802-447-5125 or the Patient Advocate at 802-440-4054. **We will try to help locate missing items, but will not be financially accountable.**

Preventing Infection

Handwashing

The best way to prevent infections is hand washing. Your caregivers are required to clean their hands before and after contact with you. Either a waterless hand cleaner or soap and water can be used. Please feel free to ask any of our staff to clean their hands while you are in our care.

At all times, we practice standard precautions as recommended by the U.S. Centers for Disease Control and Prevention (CDC). Standard precautions include hand hygiene; use of gloves, gowns, mask, eye protection or face shield (depending on anticipated exposure); safe injection practices; and respiratory etiquette. Standard precautions protect against the most common ways of transmitting an illness. You also may see red signs that include contact, droplet, or airborne precautions illnesses.

Remember, clean hands prevent the spread of disease: This includes your clean hands, and your family's and friends' as well as the healthcare worker's.

Housekeeping

Patient rooms and other areas of the hospital are kept clean and sanitary, thanks to the efforts of our housekeeping staff. Individuals, who take their jobs very seriously, clean your room on a frequent basis. If you have a concern about the state of your room, please let your nurse know or dial extension 6148. Any problems will be taken care of as quickly as possible.

Patient Rights

As a patient at Southwestern Vermont Medical Center, you have a right to the following:

1. We (SVMC) will provide considerate and respectful care in a safe setting with recognition for your personal dignity.
2. You have the right to be listened to and to receive care that is free from discrimination based upon age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
3. We will provide the name of your attending physician and have them coordinate your care, from admission through discharge.
4. You have the right to have a personal representative, such as a family member, friend, surrogate, or a legal guardian, present during your care unless contraindicated.
5. You have the right to have your family and your own physician notified promptly of your admission to or discharge or transfer from the hospital.
6. Your health care provider will explain your diagnosis, health status, possible treatment, expected outcomes, and recommended continuing health care needs for when you leave, all in a manner you can understand.
7. The providers taking care of you will be identified by name. You have a right to know about any professional relationships your provider has with other providers, health care organizations, and educational institutions involved in your care.
8. Except in emergencies, we will provide treatment only with informed consent. You may

participate in the development and implementation of your care plan, including the right to refuse treatment and the right to be informed about significant treatment alternatives.
9. We will professionally assess and manage your pain. You have the right to receive a complete list of medications your providers have prescribed for you.
10. We will respond reasonably to requests for services.
11. We will respect your cultural and personal values, beliefs, and preferences and accommodate your religious beliefs or other spiritual preferences.
12. We respect your right to the confidentiality of your medical information. We will only share information with others with your consent or as otherwise permitted by law.
13. You may refuse to participate in research, investigations, or clinical trials.
14. You have the right to receive only visitors you consent, prefer, and designate to receive, and the right to deny consent for visitors who you do not wish to receive. Parents or guardians may visit their children 24 hours per day. When possible, immediate family members, healthcare agents/surrogates, or guardians have the right to stay with terminally ill patients 24 hours per day.
15. We will provide an interpreter if English is not your preferred language or if you are deaf or hard of hearing, so that you are able to understand the care and treatment being provided.
16. You have the right to create an advanced directive and to have your care team comply with these directives.
17. We will provide written information about hospice availability and admission criteria.
18. We will transfer you to another facility, if you are accepted for transfer and only after providing information with explanation about reason for transfer and alternatives.
19. We will provide you access to your medical records in the form you request within a reasonable time.
20. You have a right to be free from physical or mental abuse and corporal punishment, neglect, exploitation, and all forms of abuse and harassment. You also have a right to be free from restraints or seclusion.
21. We will only use restraints or seclusion when necessary to ensure the immediate physical safety of yourself or others and will discontinue these efforts at the earliest possible time.
22. You have a right to know what hospital rules and regulations apply to your conduct as a patient.
23. We will be considerate of your privacy and follow all laws and regulations when making and using recordings, films or other images.
24. We will post the number of nursing staff and maximum number of patients on the unit where you are receiving care.
25. Your bill will contain itemized, detailed, comprehensible explanations of charges regardless of your payment source.

Complaints and Grievances

To make a complaint or speak to someone about your care, call:

- Patient Advocate: 802-440-4054
- Privacy Officer: 802-447-5552
- Chief Nursing Officer: 802-447-5592
- President and CEO: 802-447-5236

All are located at 100 Hospital Drive, Bennington, VT 05201. If the concerned individual feels the need to speak with someone outside our health system, he or she may contact the following agencies or organizations:

The Vermont Department of Disability, Aging and Independent Living
Division of Licensing and Protection HC2 South, 280 State Drive Waterbury, VT 05671-2020

Phone: 888-700-5330; dlp.vermont.gov

Survey and Certificate Intake/Complaint HC2 South, 280 State Drive
Waterbury, VT 05671-2020 Email (preferred method): ahs.dailscintake@vermont.gov

Phone: 888-700-5330

Vermont Department of Health
Board of Health/Board of Medical Practice
P.O. Box 70, Burlington, VT 05402-0070 Phone: 802-657-4220

U.S. Department of Health & Human Services
Centers for Medicare & Medicaid Services
JFK Federal Building, Room 2325 Boston, MA 02203

Phone: 617-565-1188; Fax: 617-565-1339

The Joint Commission
Office of Quality Monitoring/The Joint Commission

One Renaissance Blvd., Oakbrook Terr., IL 60181 tel: 800-994-6610

email:complaint@jointcommission.org
jointcommission.org/generalpublic/complaint

BFCC-QIO Program KEPRO
5700 Lombardo Center Drive, Suite 100 Seven Hills, OH 44131

Toll-free: 888-319-8452; TTY: 855-843-4776

Patient Advocacy Program
Hospital patient advocates are here to help you. The hospital experience can be confusing and stressful. Communication is key to preventing errors before they happen. During your hospital stay, you might have questions or concerns about your plan of care, or you may want to simply discuss a concern with someone. Patient advocates support and promote patients' rights as they navigate the health care system. To access the help of a patient advocate call 4054 from your hospital room or 802-440-4054.

Compliance
Southwestern Vermont Health Care Corporation is committed to following the letter of the law regarding the services we provide. As a result, we have developed a fraud and abuse compliance program. The program stands as a comprehensive statement of our intent to comply with all laws and regulations related to the delivery of and billing for patient services. If you have any questions regarding this program, or should you want to report a related concern, contact the Southwestern Vermont Health Care Compliance Officer at 802-447-5439.

Service Dog and Pet Visitation
Southwestern Vermont Medical Center welcomes registered service dogs (including psychiatric service animals).

In special circumstances, a personal pet may be approved to visit with a patient who is in the hospital. Such visits require the approval of and coordination with SVMC staff and the patient's care provider.

If you are visiting the hospital with a pet, we need to assure a safe and comfortable environment for all SVMC patients and guests by ensuring the pet:

- Remains leashed or in a carrier at all times.
- Is in good health, and free of fever, stomach upset and diarrhea, fleas, and skin lesions.
- Has received the appropriate shots and if required, is registered with your city or town.
- Exhibits a friendly, non-threatening temperament for the safety and well-being of all patients and staff.

Dogs that display behaviors such as growling, jumping, lunging, snarling, or nipping are likely to bring discomfort to other patients and will be asked to leave the facility. SVMC staff and volunteers are not responsible for the care of any animal on the premises. All animals on-site must have a designated handler.

For Your Family, Friends, and Visitors

Information Desk
The SVMC Information Desk is located inside of the main entrance. The desk is staffed from 6am to 7pm to assist visitors to the Medical Center.

Our Visiting Policy for Adults and Children
Because we believe it is important for our patients to spend time with family and friends, we do ask that visiting arrangements be appropriate to your condition, as determined by your nurse and physician, as well as befitting your environment and whether you have a private or shared room. Please ask your nurse for the most current policy guide or refer to our website at SVMC.org

Staying Overnight
Parents of pediatric patients may stay overnight with their children. In some cases, family members may also stay overnight with adult patients as well. These arrangements can be made through your nurse.

Visitor/Patient Parking
Specific parking areas have been designated for our patients and visitors. Please follow posted signs to the appropriate parking areas.

Understanding Your Hospital Bill and Insurance

Financial Assistance
SVMC understands that health care is expensive and that paying for it can be a serious financial burden. Therefore, SVMC has a financial assistance program available for patients. If you would like more information, please contact Social Services at 802-447-5079, Patient Financial Advisor at 802-447-4083 or Billing Specialist 802-447-4500.

Your Hospital Bill
SVMC charges a daily rate for hospitalization, which includes nursing care, meals, housekeeping services, linens, medical records, maintenance, and so on. We also charge for supplies and services that are not

part of the daily rate, including things like medications, special equipment, laboratory tests, surgery, etc. If you are covered by health insurance, SVMC will submit a claim directly to your insurance carrier. Most insurance plans cover hospitalization; however, some do not cover an entire hospital stay or some treatments or procedures.

Your bill will contain itemized, detailed, comprehendible explanation of charges regardless of your payment source. Hospital charges can be viewed online by visiting our website at SVMC.org

Professional Fees
Your hospital bill does not include charges for the services of any consulting specialists, such as surgeon or radiologist who interpreted your x-rays. These doctors will submit separate charges to you and/or your insurance carrier.

Medicare
If you were admitted to SVMC under Medicare, you were asked to show your Medicare identification card upon arrival. We ask that patients covered by Medicare be responsible for all deductibles as well as any items that are not covered by Medicare.

Insurance Coverage
You were asked to show your current insurance identification card at the time of your admission to the hospital. You were also asked to give permission for your insurance company to pay us directly for your care. If you are a member of a managed care plan and you have been admitted for an elective procedure, you probably had to obtain prior authorization from your primary care physician or insurer prior to being admitted. If you were admitted due to an emergency or urgent situation, you are probably required to notify your primary care doctor as soon as possible in order for your insurer to cover your care. If needed, we can assist you in making these contacts. Depending upon your coverage, you may also be responsible for a co-payment or deductible at the time of service.

Your Responsibilities as a Patient
As a patient at Southwestern Vermont Medical Center, we ask that you:

- Provide the information we need to give you the care, treatment, and services you need.
- Be an active partner in your care.
- Ask your doctor or other health care professional if you have questions or concerns about your treatment course or care decisions.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and providers, other patients, and visitors at all times.
- Follow instructions, policies, rules, and regulations in place to support quality care and a healthy and safe environment for all individuals.
- Keep your appointments or phone us if you are not able to.
- Meet your financial commitments.

The above rights and responsibilities are extended to the parents or guardians for patients who are minors (under age 18) and to immediate family members or designated person of your choice for patients who are unable to understand this information.

It's Your Decision

Ethics
Making difficult decisions about medical treatments for yourself or a loved one can be very difficult and sometimes overwhelming. The SVMC Ethics Advisory Council is available to help patients, families, and staff who must make serious decisions about medical care, such as continuing life-sustaining treatment or interpreting a living will. Such input can help facilitate discussion and improve communication among patients, families, and health care professionals during trying times. The council is available as a sounding board to help ease the difficulties patients and families face when dealing with the ethical and moral dilemmas that often accompany potentially devastating medical circumstances. If you would like to meet with a member or members of the committee to discuss implications of a plan of care, please let your nurse know or call the office of the Chief Nursing Officer at 802-447-5592.

Advance Directives
Advance directives are legal documents that address in advance the course you would like your medical care to take. They are used if a medical crisis arises when you are unable to communicate your wishes. Whether you prepare an advance directive is entirely up to you. When you entered the hospital, you were asked if you have an advance directive. If you do have one, it will be noted in your medical record. If you would like to establish an advance directive now, please contact our Social Services Department at 802-447-5079.

Vermont Advance Directive for Health Care or the New York State Health Care Proxy
Vermont Advance Directive for Health Care or the New York State Health Care Proxy The Vermont Advance Directive—or the N.Y. Health Care Proxy—is a legal document in which you name another person as your agent to make health care decisions for you if you should ever become unable to do so. This person will then have the legal authority to make those medical decisions for you, including such decisions as whether to withhold or withdraw life-sustaining treatments. For example, the document might cover your wishes regarding the use of a treatment such as artificial nutrition or hydration. If you are a resident of a state other than Vermont or New York, the Social Services Dept. may be able to assist you with obtaining the appropriate forms for your state of residence. For more information, contact Social Services at 802-447-5079.

Returning Home

Discharge Planning
"There's no place like home," and our goal is to get you back to yours as soon as possible. Your physician, health care team, and case managers have been making plans for any follow-up care that might be required following your discharge. These plans could include outpatient visits, home health care, or a stay in a rehabilitation facility. Your case manager can also help coordinate any medical equipment you may need. We will work with you to make sure your discharge and continued recovery go smoothly. If you have any questions or concerns about your post-hospital care, please make sure to talk about them with any member of your healthcare team.

Discharge Day
Your physician will decide when you are ready to leave the hospital and will inform your healthcare team in advance. The team will work closely with you to make the discharge process as smooth as possible. Every attempt will be made to have you ready to leave the hospital as early as possible on the morning of your discharge. We ask that you have an escort ready to bring you home unless you are otherwise instructed. If you will need special transportation home, please let your nurse know so that we can help you make appropriate arrangements.

Discharge Instructions
Before leaving us, you will be given special instructions important to your post-hospital care, as well as prescriptions for any needed medications. Your healthcare team will be available to answer questions and discuss your concerns at this time.

You should plan to do the following:

- Make an appointment to see your primary doctor as soon as possible after you leave the hospital.
- Fill all your discharge prescriptions. If you cannot fill your prescriptions or do not understand which medications to take, let us know.
- Follow the discharge instructions given to you by your nurse, therapist or doctor. If the instructions are not clear to you, ask for clarification.
- Bring a list of all the medicines you are taking with you to your primary care doctor appointment.
- Make a written list of questions you have and take them with you to your primary care doctor appointment.

Supporting Your Hospital

We Welcome Your Tax-Deductible Gift

Philanthropic contributions make it possible for our not-for-profit community health system to respond to the area's need for health care services. We take pride in bringing our patients services and technology beyond what's typical for a community hospital—things such as access to clinical trials for the latest cancer therapy, pioneering orthopedic surgeries, patient safety protocols, and patient satisfaction levels recognized as among the best in the nation.

The generosity of our donors helps in many ways: providing patient support services, purchasing new equipment, keeping pace with advances in technology, modernizing our facilities, and assuring continuing educational opportunities for staff.

For more information on ways that you can help, please ask one of the staff for a gift envelope or contact the SVHC Foundation directly at 802-447-5017. All gifts are tax-deductible to the extent allowed by law.

Southwestern Vermont Medical Center (SVMC) includes:

Dartmouth Cancer Center Bennington

Deerfield Valley Campus in Wilmington, VT

SVMC ExpressCare Bennington, VT

Northshire Campus in Manchester, VT

Pownal Campus in Pownal, VT

SVMC Orthopedics in Bennington, VT

Northern Berkshire Orthopedics in Williamstown, MA

Twin Rivers Medical, P.C. in Hoosick Falls, NY

Center for Nursing and Rehabilitation in Hoosick Falls, NY

Capital Bariatrics in Latham, NY

MISSION

SVMC exists to provide exceptional health care and comfort to the people we serve.

VISION

SVMC is recognized as a preeminent, rural, integrated health care system that provides exceptional, convenient, safe, and affordable care.

VALUES

Quality • Empathy • Safety • Teamwork • Stewardship

Pocket Here

Southwestern Vermont Medical Center provides exceptional care without discriminating on the basis of an individual's age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

PROFICIENCY OF LANGUAGE ASSISTANCE SERVICES

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-800-367-9559 (TTY: 1-866-237-0174, option 1 then client code 05201).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-367-9559 (TTY: 1-866-237-0174, option 1 then client code 05201).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-367-9559 (ATS : 1-866-237-0174, option 1 then client code 05201).

Dartmouth Health

Southwestern Vermont Medical Center

100 Hospital Drive, Bennington, VT 05201 | 802-442-6361 | svmc.org