

Welcome to The Miriam Hospital

About Your Doctors

- The Miriam Hospital is a major teaching affiliate of The Warren Alpert Medical School of Brown University.
- Your team of medical providers will include an attending physician and may include residents, interns, medical students, nurse practitioners, and physician assistants.

About Nursing Staff

- The Miriam Hospital is recognized as a Magnet hospital for its commitment to delivering excellent nursing care.
- You will be assigned a nurse and nursing assistant each shift.

Services for you

- Interpreter services: 401-793-7811
- Volunteer services: 401-793-2510 (pet therapy, books or a friendly visit)
- Spiritual care: 401-793-5654
- Social work: 401-793-2085
- Integrative Therapy offers various relaxation techniques, including Reiki and hand massage.

Quality and Safety

- Your safety is our priority.
- Security is available 24/7.
- A summary of patient rights and responsibilities is posted in various locations throughout campus and is provided to each patient or their representative during the registration process for any Brown University Health encounter. Additional copies are available upon request.
- Please see information flip book for quality updates.
- Clean hands can prevent infections. Be sure that anyone coming into your room cleans their hands.

Billing and Insurance

- Patient Financial Services is pleased to answer any questions you have regarding your bill. Please call 401-444-6966 to speak with a representative.
- Office hours are 9 a.m. – 10:30 p.m., Monday through Friday.
- If you have any questions regarding your insurance coverage, please contact your insurance company.

Wi-Fi

- To connect to the internet via wireless access, please choose the wireless ID "BUH-Guest" under Wi-Fi settings.

Meals

- A host/hostess will take your meal order based on your prescribed diet.
- Kosher meals and other accommodations are available upon request.
- Guest meals are available for a modest fee.
- If you wish to speak with nutrition services, please call 401-793-2613.

Condition Help

- Visitors can call Condition Help if they notice a change in the patient's condition which is not recognized by the healthcare team.
- Dial 3-5111 from a hospital phone and say, "Condition Help."

Visitation

- Please call 401-793-5600 or visit our website to check current visiting hours.
- Valet parking and visitor parking lots are free.
- All visitors must show photo ID and be at least 13 years old.

Discharge

- Plans for discharge begin immediately and are determined by various members of your care team.
- Discuss with your care team if recovery at home is your best option for getting better.
- Your nurse will inform you when your discharge order is complete.
- Our discharge lounge is a comfortable, convenient space to await your ride if transportation is not readily available at discharge.
- Case management: 401-793-2079
- Pharmacy: 401-793-5500

Communication

- Please download the MyChart app to review regular updates about your hospital stay and give friends and family access. You can receive and review regular updates about your hospital stay via MyChart, your secure electronic health record. To sign up or learn more, please visit brownhealth.org/mychart.
- Human Experience Center: 401-793-2022. Specialists are available to listen and contribute positively to your experience.
- You may receive a survey after discharge, and we welcome your feedback.

Valuables

- Whenever possible, we encourage patients to send valuables home with family members or friends. If you choose to keep valuable items with you, please place them in a secure container.

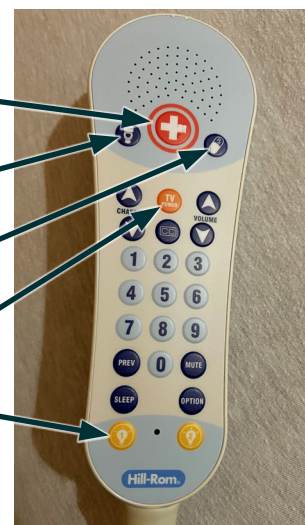


Inpatient room set-up

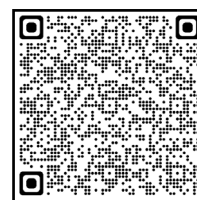
- A.** Overbed table
- B.** Bedside table
- C.** Patient room number
- D.** Staff computer
- E.** White boards
- F.** Chair
- G.** Television channels and volume controls can be found on your bedside remote. TV guides are available upon request.
- H.** If you need help adjusting your bed position, please ask a nurse or other staff member.
- I.** Telephones: Your bed phone number is listed on your phone. To make a call, dial 9 followed by the seven digit phone number. To ensure that you can get a good night's sleep, incoming calls are restricted from 10 p.m. – 7 a.m.
- J.** Temperature: Can be adjusted by communicating with your nurse.

K. Bedside remote

- Call Button can be used to notify staff that you need assistance.
- Toilet Button: if you have to use the toilet.
- Pain Button: if you are in pain and need assistance.
- TV channels/power/volume.
- Lights in your room.



For more information, please use the camera on your smartphone to access the QR code



Our Patient and Family Advisory Council (PFAC) created this document to welcome and support your transition into the hospital. PFAC partners with our staff, patients, and their families to assist in enhancing the delivery of care. If you would like to join, please contact TMHPFAC@Brownhealth.org



The Miriam Hospital

BROWNHealth
UNIVERSITY