

2018

Welcome to Baystate Health

PATIENT GUIDE



Baystate  Health

Baystate Medical Center | Baystate Franklin Medical Center
Baystate Wing Hospital | Baystate Noble Hospital | Baystate Children's Hospital

413-794-0000 | baystatehealth.org

The mission of Baystate Health is to **IMPROVE** the **HEALTH** of **PEOPLE** in our **COMMUNITIES** every day, with **QUALITY** and **COMPASSION**.

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Welcome to Baystate Health

Thank you for putting your trust in us for your care. We strive to keep you safe and comfortable while providing you with the highest quality care possible.

You may be a little nervous about your hospital stay. Remember, you are not alone. You will have the support of the entire Baystate Health team every step of the way focused on your care and wellbeing. You are an important part of the healthcare team. We encourage you and your family to actively participate by asking us questions and expressing your needs and concerns.

This patient guide is designed to provide information about our hospital and your stay. We hope you find it a helpful resource.

We consider it a privilege to care for you. What matters to you, matters to us. Please do not hesitate to tell us if there is something more we can do for you.

We wish you the best on your journey to physical and emotional well-being.

Mark A. Keroack, MD, MPH
President & Chief Executive Officer
Baystate Health

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Patient Rights & Responsibilities



At Baystate Health we are committed to maintaining the privacy of your information. Refer to our Notice of Privacy Practices for information on your privacy rights and how your health information is used.

As a Patient at any Baystate Health Facility, you have the right to:

RESPECT

- Be treated in a considerate, respectful way.
- Receive timely, complete, and accurate information.
- Expect privacy during treatment and care, within the capacity of the hospital.
- Receive care in a safe setting.
- Be free from unnecessary restraint or seclusion.
- Be free from all forms of abuse and harassment.

PARTICIPATION & DECISION MAKING

- Make decisions regarding your health care, including the decision to refuse or discontinue treatment, to the extent permitted by law.
- Participate in the development of your plan of care.
- Receive information about your diagnosis and treatment options.
- Fill out an advance directive, such as a health care proxy form.
- Refuse to be examined, observed or treated by students or any other Baystate Health staff without jeopardizing your access to care.
- Say yes or not to taking part in a research study.

- Choose who may be present for emotional support.

INFORMATION & TREATMENT

- Know the name and specialty of those providing care.
- Know the relationship between your doctor and the medical center.
- Have an interpreter or other assistance, as needed and available, when there is a language, communication or hearing barrier.
- Receive prompt life-saving treatment in an emergency.
- Receive an up-to-date list of all of your current medications.
- Be evaluated and treated appropriately for pain.
- If the patient is a female rape victim of childbearing age, to be offered prompt emergency contraception; and to be provided with emergency contraception upon request.
- If you have breast cancer, receive complete information from your doctor on medically available treatment options.
- Review and request medical records, as allowed by law.
- Have reasonable requests responded to promptly.
- Know the rules which apply to you.

FINANCIAL INFORMATION

- Information about financial assistance and free health care.
- Request and receive an itemized explanation of your medical bill.

DISCRIMINATION IS AGAINST THE LAW

- Baystate Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability. Baystate Health does not exclude people or treat them differently because of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability.
- Baystate Health provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and more)
- Baystate Health also provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
 - If you need these services, contact 413-794-5419
- If you believe that Baystate Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age or disability, you can file a grievance with:
 - Director, Baystate Health Patient Relations
759 Chestnut Street, Springfield MA 01199
Phone: 413-794-5456, Fax: 413-794-1875
Email: Diane.Thomas@baystatehealth.org
- You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance the Director, Patient Relations, is available to help you.
- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:
 - U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building Washington, DC 20201
800-368-1019, 800-537-7697 (TDD)
- Complaint forms are available at:
 - hhs.gov/ocr/office/file/index.html

YOUR RESPONSIBILITIES

- Provide your health care team with up-to-date medical information to the best of your ability.
- Follow your treatment plan and express any concerns with your provider.
- Tell your provider about medications you have been taking.
- Leave your valuables and personal items at home or send them home with someone you trust.
- Be thoughtful and considerate of the rights of others by behaving in a respectful way.
- Limit noise to help promote a healing environment for everyone.
- Provide up-to-date information about your health insurance to hospital financial counselors.
- Take responsibility for your hospital bill.
- Know that staff members will address any behaviors that are disruptive or which may convey lack of respect to patients, guests or members of the health care team.

CONCERNS, COMPLAINTS OR GRIEVANCES

Our goal is to provide you the best patient care in an environment that treats you with dignity, sees you as an individual, and respects your privacy. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or has received at our hospital, do not hesitate to speak with your nurse or the unit manager.

The Office of Patient Relations is here to provide resolution for any concern or issue patients and family members may have with their care experience. We provide caring, professional support. If you feel that your issue was not resolved, you have the right to contact us to file a complaint or grievance at:

- Baystate Franklin Medical Center: 413-773-2214
- Baystate Medical Center: 413-794-5456
- Baystate Noble Hospital: 413-572-6088
- Baystate Wing Hospital: 413-370-5297

- In addition, you have the right to file a complaint or concern with one or more of the following:

The Massachusetts Department of Public Health, Division of Health Care Quality
99 Chauncy Street, 2nd Floor
Boston, MA 02111
617-753-8000

The Massachusetts Board of Registration in Medicine
560 Harrison Avenue
Boston, MA 02118
617-654-9800

The Joint Commission on Accreditation of Healthcare Organizations, Office of Quality Monitoring
1 Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610



During Your Stay



FAMILY PRESENCE & PARTICIPATION

We embrace a patient- and family-centered care philosophy that values a patient's family as an integral part of the patient care team. For this reason we have open visiting hours for friends and family, as desired by you, the patient. Children are welcome, but only with adult supervision. All visitors are asked to be as quiet as possible while walking in the hallways or in patient rooms so other patients are not disturbed.

There will be times when we have to restrict visitors, especially when there is safety, health exposure or security risks. Please speak to your caregivers if you have any questions about this policy.

FOOD & NUTRITION SERVICES

Our personalized dining programs include:

- *Catering to You*, Bedside Ordering
 - A catering associate will walk through the menu with you, take your meal order at the bedside, and let you know when to expect meal delivery.
- *Dining on Call*, Room Service provided on specific hospital floors
 - A nutrition operator will help you order your meal by phone. Your freshly prepared meal will be served within one hour.

*Guest meal trays are available for purchase.
See Patient & Family section for more information.*

HOUSEKEEPING SERVICES

During your stay, we will ensure your room is cleaned, sanitized, and free from infection. If at any time you need your room refreshed, let your nurse know. One of our team members will be happy to take care of your housekeeping needs.

QUIET FOR HEALING

- We make every effort to help you get the rest and quiet you need.
- Quiet times may be in effect in some patient areas.
- Visitors are asked to support quiet time to promote a healing environment.
- Every evening, starting at 8 pm, quiet hours are followed (times may vary).
- Sleep kits (sleep mask, headphones or ear plugs) may be available from your nurse.

USING YOUR TELEPHONE & TELEVISION

See hospital insert for a list of TV channels and important phone numbers.



NURSE BEDSIDE REPORT

You, and your family members, as appropriate, are welcome and encouraged to participate during nursing bedside report at the end of the nurse's shift. Important information about your care and condition are shared with the oncoming nurse during this time.

They will:

- Introduce your new nurse.
- Talk about what has been happening during your stay.
- Go over your plan of care.
- Answer questions you may have.

TIPS FOR MANAGING PAIN

Our caregivers are committed to managing the pain you may experience and will partner with you to help reach a level of discomfort you can tolerate. Your doctors and nurses will discuss pain relief options with you including medications and alternatives such as:

- breathing exercises
- distraction
- position changes
- ice/heat
- meditation
- mindfulness

YOU ARE PART OF THE TEAM

- During your stay, doctors, nurses, and staff will treat you and your loved ones as partners in care.
- Communicate – Don't be afraid to ask your doctors and nurses questions.
- Participate – You are the center of the healthcare team: ask questions, understand your treatment plan and medications. Take part in all decisions about your healthcare.
- Partnering together will ensure the best care.

SPEAK UP! TAKE CHARGE OF YOUR OWN CARE

- **S**peak up. Ask questions. Voice concerns.
- **P**ay attention.
- **E**ducate yourself.
- Designate an **A**dvocate, a trusted family member or friend to be your advocate or support person.
- **K**now the medicines you take and why.
- **U**se a healthcare facility that meets The Joint Commission's quality standards.
- **P**articipate in your care.

Tell your doctor or nurse when you have pain using this scale as a guide.



You are the expert about how you feel.



OTHER AMENITIES

- Dining services are available in a variety of locations throughout Baystate Health.
 - *Cafeterias* – Every hospital within our health system has a full-service cafeteria which is open to the public daily and features daily specials and diet related menu choices.
 - *Vending machines* – Various locations
 - *Guest meals* – Guest meals are available for purchase. See hospital insert for more information.
- *Gift shops* – Our gift shops offer a full line of gifts, cards, books, magazines, toiletries, candy, and flowers. See hospital insert for locations and hours.
- *Banking* – ATMs are located at various locations. See hospital insert for more information.
- *Cell phone charging stations* – Located in various locations. See insert for locations.
- *Parking* – Free parking is available. Complimentary free valet service is available in some locations.

SMOKE-FREE ENVIRONMENT

- To ensure the health and safety of Baystate Health patients, visitors, and employees, smoking is not permitted on Baystate Health property. Support services are available for smokers during their hospital stay.
- We also do not permit the possession or consumption of marijuana on Baystate Health premises. This includes medical marijuana in any form (such as edibles). If you feel that medical marijuana is required for health reasons, please speak with your health care provider to discuss possible alternatives during your hospital admission.

MAIL & FLOWERS

Mail and flowers are delivered daily. Flowers are not permitted in the Intensive Care Unit (ICU) or as indicated by the care team.

LATEX BALLOONS ARE NOT PERMITTED

Due to allergies, latex balloons are not permitted however, mylar balloons are cheerfully accepted.

PERSONAL ITEMS

Keep personal items that you need, such as dentures, eyeglasses, and hearing aids, in protective cases in your bedside stand when not in use.

CELL PHONES & ELECTRONIC DEVICES

Use of personal electronic devices may be restricted as it may cause interference with medical equipment. We also ask you to refrain from taking photos and videos when you are in the hospital.

VISITOR'S ACCOMMODATIONS

Local hotel accommodations and special rates are available for visitors. A listing is available on our website, baystatehealth.org or you may speak to a member of our front desk concierge team. See the hospital insert for more information.

NEED DIRECTIONS?

Ask someone wearing a Baystate badge for help or download WayToGo from the app store on your Apple or Android phone. To find your way inside of Baystate Medical Center, follow the app photos for the quickest route to hundreds of different locations including clinics, labs, cafeterias, and more! Other Baystate hospitals coming soon, not available in some locations.

BAYSTATE HEALTH SCIENCES LIBRARY

The Baystate Health Sciences Library is available to assist patients and their family members in finding reliable, health-related information prepared for the general public that is easy to understand and is helpful. All services are free. The library is located at Baystate Medical Center at 759 Chestnut St, in Springfield, on the ground floor of the Chestnut Building. For more information call 413-794-1866.

ETHICS SERVICE

The Ethics Service is designed to assist patients, families, and healthcare providers in the identification, analysis, and resolution of ethical dilemmas. Any patient, family member or healthcare professional may request an ethics consultation at any time, for any reason. For more information, or to request an ethics consultation, please contact Dr. Peter DePergola, Director of Clinical Ethics at Baystate Health, by pager #47502, telephone 413-794-7502, or e-mail Peter.DePergolaPhD@baystatehealth.org.

HEARING IMPAIRED

Telephone devices are available for patients who are deaf, hearing impaired, and speech impaired (TTY/TDD). If you require one of these devices ask your nurse.

INTERPRETER SERVICES

We have medical interpreters and assistive devices available, at no cost, to help communicate care and treatment information in over 100 spoken languages as well as sign language. If you need assistance ask your nurse. Hospital staff members also have access to telephonic interpreters who can be reached by phone at all times. See hospital insert for interpreter services contact information.

SPIRITUAL SERVICES

A member of the Spiritual Services staff is available for support, counsel, prayer, and sacraments. Contact your nurse if you want more information.

RESPITE SPACES

Each Baystate hospital offers respite areas you can access which may include seasonal outdoor gardens, benches for quiet meditation, walking features.

INTERFAITH & SPIRITUAL SPACE CHAPELS

Interfaith and Spiritual Space Chapels are open 24 hours a day as a quiet place to pray or meditate.

COUNSELING & SUPPORT GROUPS

Specialty support groups and services are available for patients and families. This includes our bereavement program for those who have experienced the death of a loved one. Please reach out to your nurse who can provide more information.

SOCIAL SERVICES

Social Service workers offer support, provide resources and can help with personal, family, emotional or other issues that may result from the stress of illness and injury. To request a social worker, ask your nurse.

CASE MANAGEMENT

Case Managers work with the medical team to provide support services. They can assist with discharge planning. If you require skilled healthcare when leaving the hospital, case management will arrange how and what level of care you will need either at home or in another facility.

PHARMACY

Our pharmacies provide comprehensive onsite services, which may include bedside consults. Ask your nurse if you are looking for the nearest pharmacy, which may be onsite.

ENROLL IN THE PATIENT PORTAL

Visit my.BaystateHealth.org to access your health information and your dependents' from a computer or mobile device. Once signed up, you will be able to:

- View and download lab and radiology results, medications, allergies, immunizations
- Send a secure message to your provider
- Request a new appointment
- Request a prescription refill
- Pay your medical bill
- Check your symptoms
- View your radiology images

For more information, contact Baystate Health Information Management (HIM) at 413-322-4357.

BILLING & FINANCIAL ASSISTANCE

We offer multiple bill payment options, and we participate in most insurance programs offered in our area. Learn about your bill and request an itemized bill by calling Patient Billing Services at 413-794-9999 or see hospital insert for Financial Counselor contact information.



Improve the Experience of a Loved One

From Our Patient & Family Advisory Councils

- Keep conversations positive. Your loved one is likely stressed by his or her illness or injury. Defer talking about bad news until he or she has recovered.
- Emotional support is important in restoring health. If the patient is anxious about being alone in the hospital, talk to the nurse about how you can help.
- Write down questions for the care team.
- Be respectful of boundaries set to ensure patient comfort and safety.
- For the safety and comfort of the patient, please limit the number of family members present at one time as this may be tiring for your loved one.
- Do not take photos unless the patient agrees.

EMPLOYEE IDENTIFICATION

- All hospital employees wear identification badges. Feel free to ask any staff member's name and job role.
- You can identify some caregivers by the colors they wear. See hospital insert for more information.



PREVENT BLOOD CLOTS

Clots are prevented by moving your feet and legs and turning over at least every two hours.

ISOLATION PRECAUTION SIGNS

- **Patients:** If you have an isolation sign in most instances, you will need to stay in your room. If you have to leave your room for a test or treatment and have a cough or cold symptom, you may need to wear a mask when you leave the room.
- **Visitors:** Family and visitors need to report to the nurse's station if there is an isolation sign next to the patient door. The nurse will explain what is needed to visit. It is always important for visitors to wash their hands when they arrive and before they go home.

KNOW YOUR MEDICATIONS

- Ask questions about medications, such as what the medication does, possible side effects and any other concerns.
- While in the hospital, patients should not take medications from home of any kind unless instructed by the health care team.

PREVENTING FALLS

- Please check with the nurse before you get out of bed, go to the bathroom, or get back in bed.
- Wear non-skid shoes, slippers or hospital socks (see image below).
- To avoid dizziness, sit for a moment before getting up. Get your balance before walking.
- Ask your health care team if your medication or condition may make you more likely to fall.

We are here to help you. Please call us so we can help prevent you from falling.



Yellow Fall Prevention Socks

CLEAN HANDS PREVENT INFECTIONS & SAVE LIVES

- Everyone in your room should clean their hands, visitors, health care providers, and yourself.
- Both alcohol-based cleaners or soap and water are effective at killing germs.
- You and your family should not hesitate to speak up and ask people to wash their hands.



Use alcohol-based hand sanitizer:	Use soap and water:
When hands do not look or feel dirty. Make sure your hands are dry before handling other items.	When hands look dirty. If you have a diarrheal illness/stomach bug. Before eating and after using the restroom, commode or bedpan.

www.cdc.gov/HandHygiene

PATIENT-OWNED EQUIPMENT

Due to fire and safety codes, the use of patient-owned medical equipment (insulin pumps, CPAP machines, etc) ordered by your provider will be tested by Clinical Engineering before use to insure that it meets safety standards.

FIRE DRILLS

For your safety we routinely conduct fire drills at various times of the day. Should you hear a fire alarm please do not become frightened. Staff will close the door to your room and inform you of the reason they are doing so. Should a real emergency arise all staff are trained to protect you and others within the facility.



IF YOU ARE CONCERNED, WE NEED TO KNOW

You know your loved one best. If you see a decline in his/her condition and you are worried, please tell your nurse or another staff member.

If you continue to require assistance:

- Use the patient's room phone to dial the operator
- See the chart below for number reference
- The operator will contact the Rapid Response Team
- State the patient location (unit and room number)
- Within 5 minutes the team will arrive

BAYSTATE MEDICAL CENTER	BAYSTATE FRANKLIN MEDICAL CENTER	BAYSTATE NOBLE HOSPITAL	BAYSTATE WING HOSPITAL	BAYSTATE CHILDREN'S HOSPITAL
<p>Dial 43737 using the bedside phone</p> <p>Say that you need "Condition H" for help</p>	<p>Dial 3-4357 using the bedside phone</p>	<p>Dial 0 on the bedside phone</p>	<p>Dial 0-5445 on the bedside phone</p>	<p>Dial 112 on the bedside phone</p>

When it's time to be released from the hospital, your doctor will provide a plan for follow-up. Your doctor or nurse will give you discharge instructions and answer any questions about managing your treatment and medications. Be sure to understand any instructions before you leave the hospital. If you are receiving services at home, be sure you and/or your caregiver understand the services that you need.

MAKE SURE YOU HAVE THE FOLLOWING BEFORE YOU LEAVE

- Discharge Summary
- Medication List
- Medications brought from home
- Prescriptions
- Follow-up care instructions & plan for follow-up appointment
- After-hospital services
- Belongings/any valuables placed in room safe or in hospital safe
- Check your room, bathroom, closet, and bedside table for personal items

IF YOU THINK YOU ARE BEING ASKED TO LEAVE THE HOSPITAL TOO SOON

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Medicare patients who decide to appeal should do so immediately by calling the Quality Improvement Organization (QIO). The QIO is a group of doctors who are paid by the federal government to review medical necessity, appropriateness, and quality of hospital treatment provided to Medicare patients.

- Appeal process:
 - Ask a hospital representative for an Important Message notice, if you have not already received one.
 - Follow the directions on the Important Message notice to request a Fast Appeal.
 - You must ask for an appeal no later than the day you are scheduled to be discharged.
 - Once you call the QIO, the hospital will be notified of your appeal request and will issue a Detailed Notice of Discharge indicating your appeal is in process.
 - Process can take up to 48 hours from the time your appeal is received.
 - The QIO will notify you of their decision.

- Note: If you lose the appeal, you may be billed for all costs of staying beginning at 12:00 pm the day after you are notified by the QIO. The QIO for our area is:

Livanta
BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
Telephone: 866-815-5440
TTY: 866-868-2289

TO ENSURE A SAFE AND SMOOTH TRANSITION FROM HOSPITAL TO HOME

- You may need skilled nursing visits at home for a brief period of time. Baystate Home Health offers comprehensive home healthcare services including visiting nurse and skilled services, such as rehabilitation IV therapy, palliative care, memory impairment & Alzheimer's support and bereavement support. For more information call 800-249-8298.
- In some cases, a brief time in a skilled nursing facility or acute rehabilitation facility may be the safest transition plan for you.
- Infusion & respiratory services are available to provide medical equipment and supplies to patients in their home including oxygen, ventilators, home infusion and nutritional services, along with wheelchairs, hospital beds, and bath safety items.
- Your case manager will be happy to speak with you about home health services and supplies or to discuss your options for rehabilitation facilities.

Thank you for the opportunity to provide care for you and your loved ones.

Together we deliver a higher state of caring.

Your Opinion Matters



PATIENT SATISFACTION MATTERS TO US

We appreciate the opportunity to care for you and value your feedback. Please complete the patient survey you will receive by mail or email. Your feedback will be used to make improvements in the care we provide.

Surveys are administered by Press Ganey Associates, Inc., an independent organization.

SHARE YOUR VOICE WITH US

Join a Baystate Health Patient and Family Advisory Council (BH PFAC). The BH PFACs represent the voice of our patients, families, and community. Members collaborate as partners with the care team to enhance the patient- and family-centered care culture. For more information contact the Patient Experience office at 413-794-5656.

BE A BAYSTATE HEALTH VOLUNTEER

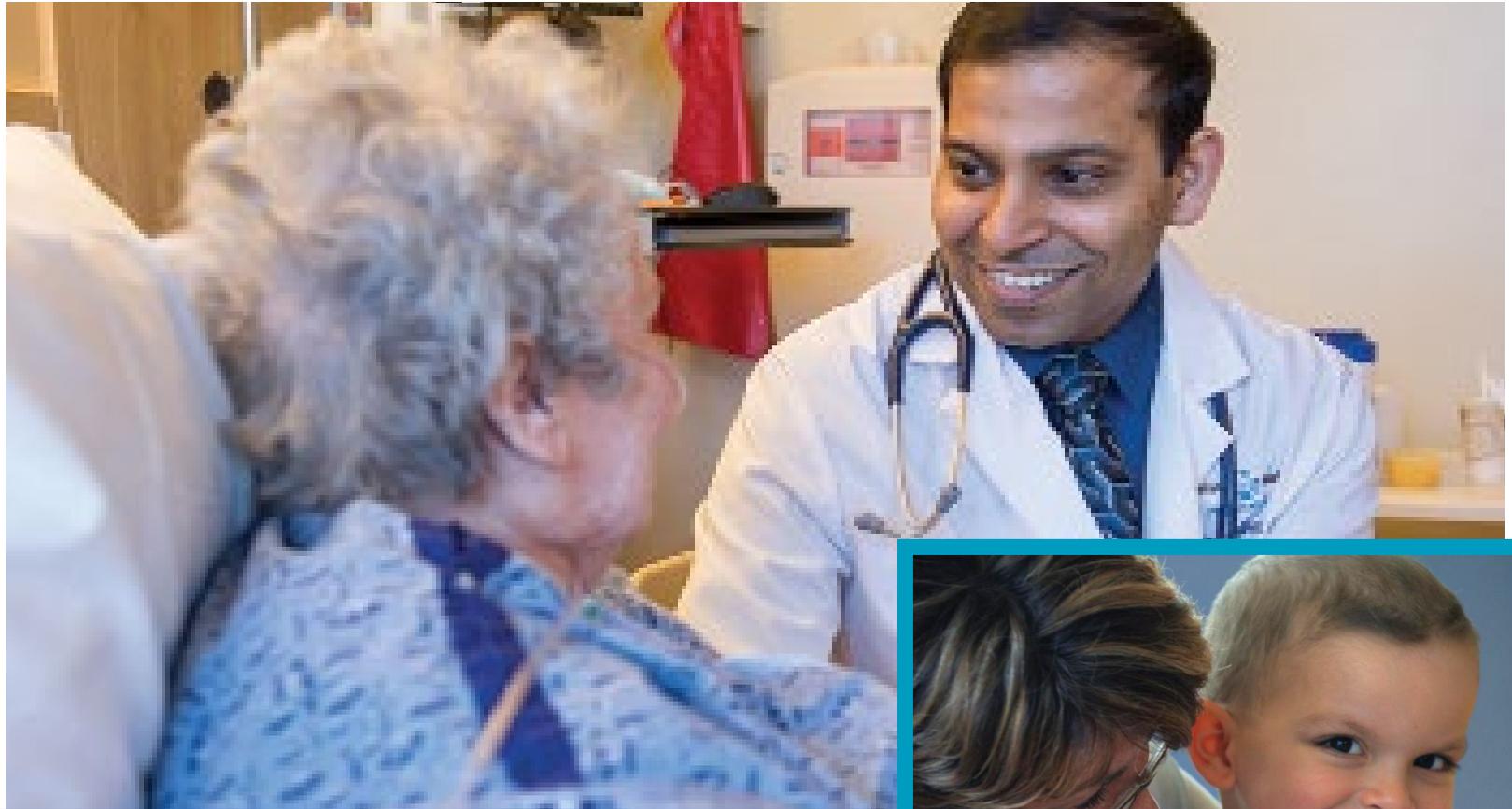
Share your time and talents while making a difference in the lives of our patients, families, and staff. To learn how you can be involved, contact the Volunteer Service manager. See insert for hospital specific numbers.

**YOUR
OPINIONS
MATTER**

**HELP US
IMPROVE**



Please complete and return a patient feedback survey you may receive from Press Ganey Associates, Inc. by mail or email.



impact

Charity begins at home. Baystate Health is keeping care local so that you and your family can receive excellent care close to home. As the landscape of healthcare is ever-changing, now more than ever philanthropy plays a pivotal role at Baystate Health. Your gift to Baystate Health Foundation enables us to keep specialized care close to home, bring new advances faster, and to deliver services that would not exist without your generosity.

This past year, our donors helped us fund scholarships for nurses, purchase web-cam monitors for the bassinets in our Davis Neonatal Intensive Care Unit and open a new surgical center at Baystate Franklin Medical Center. Next year, we are continuing to expand our commitment to delivering a higher state of caring by supporting the improvement of two new areas within Baystate Medical Center: the Pediatric Procedure Unit & Sadowsky Center for Children and the Acute Care for Elders (ACE) Unit & Program. Both of these units are designed to offer the best in specialized care, comfort and convenience for patients, young and old.

Make an impact today. Please select Baystate Health Foundation as your charity of choice. **For more information on how you can support these and other fundraising initiatives at Baystate Health, please visit baystatehealth.org/bhf or call 413-794-5444.**



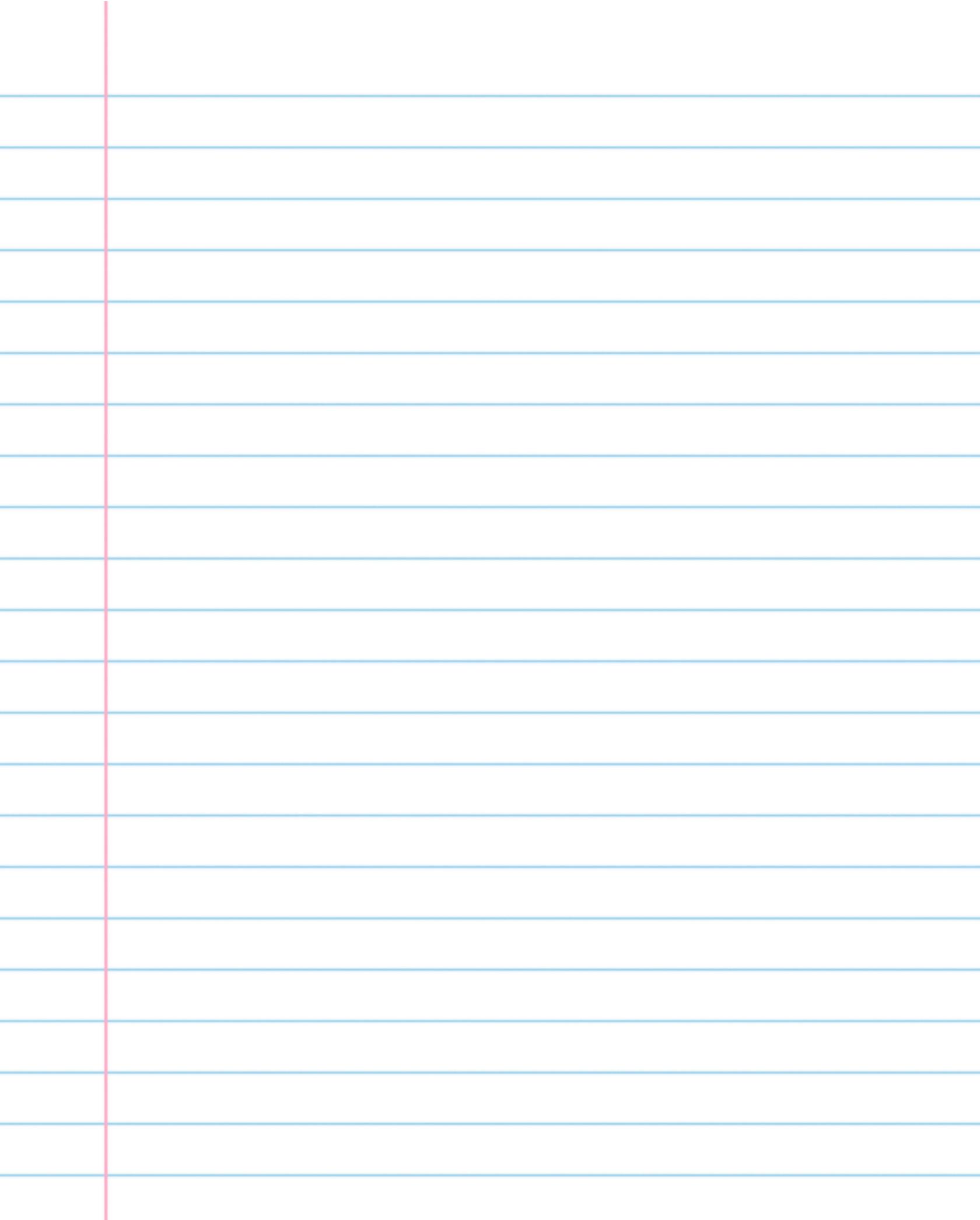
**Baystate
Health Foundation**

Together, you help us deliver a higher state of caring.

My Notes



A large area of lined paper for writing notes, featuring a vertical red margin line on the left and horizontal blue lines.





grateful

We've made saying "thank you" meaningful and easy.

By making a Gift of Gratitude you're recognizing a physician, nurse, technician or any member of the Baystate Health team who made your or your family's experience better. The individual you honor will receive your message, as well as a special commemorative pin that they can wear to remember your thoughtfulness.

Make an impact today. Please select Baystate Health Foundation as your charity of choice and show your appreciation today by making a Gift of Gratitude donation. Not only will your generosity have an impact on the caregiver, it will directly support future care received by our patients. To make your donation, please complete the enclosed Gifts of Gratitude card in the back pocket of your Patient Guide, call Kathy Tobin at 413-794-5996 or visit baystatehealth.org/bhf.

Baystate
Health
Foundation

grateful

Together, you help us deliver a higher state of caring.

Make a Gift of Gratitude

Sometimes the smallest actions have the biggest impact, especially in times of need. When a member of the Baystate Health team has made you or your family members feel better, more comfortable or your visit easier, you can express your gratitude by making a meaningful gift in their honor.

You can say 'thank you' with a charitable gift of any size to the Gifts of Gratitude program. Your gift will pay it forward, helping us to deliver that same higher level of caring experienced to patients and families in the future.

You can honor anyone at Baystate Health through our Gifts of Gratitude program. You can recognize a physician, a nurse, a technician or anyone that made your experience better and they will receive special recognition from Baystate Health leadership. To say thank you to them, fill out the reverse side of this card and return in the envelope provided. Please make checks payable to Baystate Health Foundation. You can also go online to baystatehealth.org/bhf and click on 'How to Support.'

Gifts of Gratitude
Baystate Health Foundation
280 Chestnut Street
Springfield, MA 01199

Healthcare professionals treasure the stories of grateful patients and families! If you or a loved one want to share your experience, please include a note with your gift or contact the Foundation at 413-794-1676 or email bhf@baystatehealth.org.

Baystate  Health Foundation



Baystate
Health Foundation

Together, you help us deliver a higher state of caring.

MAKE AN IMPACT TODAY.

Please select Baystate Health Foundation as your charity of choice and show your appreciation today by making a Gift of Gratitude donation. Your generosity will have an impact on the caregiver and care received by our patients.

To make a donation, complete enclosed Gifts of Gratitude card in the back pocket of your Patient Guide, call 413-794-5996 or visit baystatehealth.org/bhf.