

PATIENT HANDBOOK

Franklin Regional Hospital



LRGHealthcare
Care. Compassion. Community.



**Lakes Region
General Hospital**

Lakes Region General Hospital
80 Highland Street
Laconia, NH 03246
(603) 524-3211



**Franklin
Regional Hospital**

Franklin Regional Hospital
15 Aiken Avenue
Franklin, NH 03235
(603) 934-2060

Table of Contents

Your Valued Comments	2	Information for your	
Pain Message	3	Family & Friends	8
Care Management	4	Volunteers	9
Admissions	4	Advance Directives	9
What you Should Bring	5	Helping You Access & Pay for	
Things to Leave at Home	5	Hospital Services	10
Settling In	6	About LRGHealthcare	16
Services for you and your Family	7	Programs	17

Welcome from the President

Welcome to Franklin Regional Hospital. As a patient in our hospital, you are our primary concern. You are our guest, and we are here to care for you and to serve your healthcare needs. We will do all we can to make your stay as pleasant and comfortable as possible. If, at any time, you feel that we could improve our service to you, please do not hesitate to ask any staff member for assistance.

For nearly a century, Franklin Regional Hospital has served the healthcare needs of the Three Rivers Region, and we have been committed to our mission of making quality healthcare available, affordable, and accessible to all, regardless of ability to pay. We plan to continue that mission well into the future.

Over recent years, we have entered into new relationships and affiliations with other facilities and practices in our region. These new partnerships have enabled us to expand and enhance the services we offer you our community. I hope you will take a few moments to look over the list of LRGHealthcare's services on page 17—this is your community healthcare system, and we want to be sure you are aware of the services available to you and your family.

I hope that your experience here is a positive one. Here's wishing you good health and a pleasant stay with us here at Franklin Regional Hospital.

Thomas A. Clairmont
President & CEO, LRGHealthcare

Central NH Kidney Center
Dental Resource Center
ENT Associates of NH
FRH Internal Medicine
Genesis Behavioral Health
Granite State Surgical Associates
HealthFirst
Healthy Beginnings
Integrative Women's Health
Laconia Cardiology Associates
Laconia Clinic
Laconia Eye Associates
Laconia Health Care
Laconia Women's Health Center
Lakes Region Anesthesiology
Lakes Region Family Practice
Lakes Region OB/GYN
Lakes Region Pathology Associates
Lakes Region Pediatrics
Lakes Region Radiology
Lakes Region Urology
Lakes Region Vascular &
Endovascular
Dr. Christopher Martino
Dr. Gregory McCarthy
Dr. M. Jonathan Mishcon
Dr. Joseph Misiewicz
Lisa Morrissette, MSN, FNP
Moultonboro Family Health Care
Dr. Noboru Murakami
Newfound Family Practice
NH Oncology/Hematology
New Hampton Family Practice
New England Family Health
Associates
Orthopedic Professional Association
Pain Solutions
Pulmonary and Critical Care
Medicine

Dr. Amy Schneider
Shetty Ophthalmology
Westside Healthcare
Dr. Ronald Witkin

COMMUNITY-BASED PROGRAMS

LRGH Auxiliary Information Health
Center: In Memory of
Betsy Morton
Dental Resource Center
School Dental Program
Foster Children's Program
Education
Endocrine Services
Diabetes Education
Diabetes Insulin Pump
Training
Foot Clinic
Nutrition
HealthLink
Care Management
Healthy Kids
Medication Connection
Patient Financial Counseling
VetLink
Mental Health Consultation Services
NANA Well Child Clinic
School-based Health Education
Program
Senior Safety Day
ServiceLink
Support Groups
TRIP Center Senior Exercise
Program
Wellness Centers (Community and
Winnepesaukee)
Tobacco Cessation and Prevention



Hospital added the trade name LRGHealthcare to describe our growing continuum of services-no longer just a hospital, this organization had grown into a full healthcare system for Lakes Region residents. We offer a wide range of medical, surgical, psychiatric, diagnostic, and therapeutic services, wellness education, support groups, and other community outreach services. The hospital serves as a Level III Trauma Center with a skilled bed program, and has been designated a Rural Referral Center under Medicare.

The Hospital has 106 active staff physicians, almost all of whom are Board-certified.

Together, LRGH, FRH, and all of their affiliated programs and services provide comprehensive healthcare to the entire Lakes and Three Rivers regions. Together, we further our mission of making the highest quality healthcare available, affordable, and accessible to everyone, regardless of ability to pay.

LRGHealthcare Programs & Services

Ambulance Service
 Anesthesia
 Behavioral Health
 Cardiology
 Cardiac Catheterization
 Cardiopulmonary Care
 Care Management
 Chemical Dependency
 Coumadin Clinic
 Education
 Eldercare
 Emergency Services
 Emergency Department
 -Fast Track
 EMS training
 Family Birthplace
 Foot Clinic
 Hematology/Oncology
 Holistic Health
 Infection Control
 Intensive Care
 Joint Institute
 Laboratory
 Medical Imaging
 Neurology
 Nuclear Medicine
 Nutritional Services

Occupational Health
 Orthopedics
 Pain Management
 Pediatrics
 Perinatal Services
 Pharmacy
 Quality Management
 Rehabilitation Services
 Occupational Therapy
 Physical Therapy
 Voice Clinic
 Respiratory
 Senior Psychiatric Services
 Sleep Lab
 Surgical Services
 Vascular Lab
 Volunteer Services
 Women's Health Network
 Women's Imaging Center

LOCAL MEDICAL PRACTICES

Belknap Family Health Center, Belmont
 Belknap Family Health Center, Meredith
 Cardiac Associates of NH
 Central NH ER Associates

Your Valued Comments

The primary goal of LRGHealthcare is to deliver high-quality care to our patients. Your thoughts on your care at LRGHealthcare are valuable to us as we strive to continually enhance the care and service we provide.

Please remember: the presentation of a concern will not compromise your care or future access to quality care at LRGHealthcare. We welcome your feedback.

If you or your family has questions about the care or service you are receiving, please discuss your concerns with your healthcare provider or the director of the department. Your concerns will be reviewed, and you or your family will receive a response. Staff or administration will be available to discuss any further concerns you or your family might have.

Hospital President Tom Clairmont is also available to hear your concerns: call extension 300 if you are dialing from within the Hospital or (603) 934-2060, ext. 300 if you are dialing from outside. You may also write to him at:

Thomas Clairmont, President
Franklin Regional Hospital
15 Aiken Avenue
Franklin, NH 03235

After your care at LRGHealthcare, you may receive a patient survey or a telephone call asking you to give us feedback on your stay. We appreciate your suggestions on how we might further improve the care we provide for our patients and the community.

Patient/family complaints may also be submitted to:

Office of Program Support
Bureau of Health Facilities Administration
129 Pleasant Street
Concord, NH 03301-6505
(603) 271-4592
1-800-852-3345, ext. 4592
TTY: 1-800-735-2964

Pain Message

LRGHealthcare Cares about Your Pain Management

Patients have the right to appropriate assessment and management of pain.

Pain can be a common part of a patient's hospital experience, but untreated or unrelieved pain can have adverse physical and psychological effects. At LRGHealthcare, a patient's right to pain management is respected. We support and coordinate activities and resources to ensure that the pain of all patients is recognized and addressed appropriately.

LRGHealthcare is committed to the ideal that patients deserve care that respects their choices, supports their participation in the care provided, and recognizes their right to achieve their personal health goals. Whenever appropriate, patients and families are instructed about understanding pain, the risk for pain, the importance of effective pain management, and methods for pain management that may include various medications, relaxation techniques, heat, ice, comfortable positioning, occupational and physical therapy, or nerve blocks.

In order to help manage your pain, when you are admitted you will be asked various questions by your nurse such as whether you have pain now, or whether you have had pain within the last several months. If you answer "yes", then your nurse will ask you further questions about your pain. The nurse will want to know how intense your pain is at present, at its worst, and at its best. During your hospitalization, you may be asked to rate your pain on a pain rating scale. Your nurse will explain this to you.

You will be asked where it hurts. We want to know whether anything lessens your pain, or makes it worse. We will want to know how you presently manage your pain and whether or not that method has been effective. It is important that your physicians and nurses know how your pain has affected your daily life in terms of things such as your ability to sleep, your appetite, and your relationships with others. This information will help your healthcare team assist you in managing your pain.

The staff at LRGHealthcare has received specialized training in pain assessment and treatment. We also have an affiliation with Pain Solutions, whom we may use as a resource to assist in the management of your pain.

We encourage you to report to your healthcare providers if you are experiencing pain at any time during your care at LRGHealthcare.

If you have any questions or concerns, please call the Director of Medical Safety & Healthcare Management at 527-2934.

The N.H. Medication Bridge:

Every major pharmaceutical company has a Patient Assistance Program that offers many of its long-term medications free or at a reduced cost to eligible individuals. The N.H. Medication Bridge Program is a private-public partnership that helps patients navigate the red tape of the insurance company assistance programs to help them access the medications they need.

Eligibility: Eligibility requirements include U.S. residency, lack of any other type of prescription coverage, and falling within the household income guidelines set by the companies (generally less than 200 percent of Federal Poverty Guidelines). For more information or an application, please visit the Foundation for Healthy Communities website at healthynh.com, email bcameron@healthynh.com, or call 225-0900.

For information or referrals to any of these programs, please call HealthLink at 527-7171 today!

We are here to help!

Contacts and Information

Pre-registration Information:

934-2060, ext. 637

Monday - Friday, 8:00 a.m. - 4:30 p.m.

Patient Financial Services:

(Patient Advantage Program information, billing or claims status)

527-2864

Monday - Friday, 8:00 a.m. - 4:30 p.m.

HealthLink

527-7171

Monday - Friday, 7:00 a.m. - 5:00 p.m.

About LRGHealthcare

LRGHealthcare, composed of Lakes Region General Hospital (LRGH) and Franklin Regional Hospital (FRH), is a healthcare charitable trust. This organization is driven by healthcare needs of the communities that we serve.

FRH is a 25-bed critical access community hospital. The hospital's 38 active physicians and 74 associated doctors provide a wide range of medical specialty areas including cardiology, ENT, family practice, gynecology, internal medicine,

neurology, obstetrics, ophthalmology, orthopedic, pediatrics, podiatry, pulmonary medicine, rheumatology, and urology. The hospital also offers a full range of rehabilitation services, health education services, an occupational health program, diabetes, heart failure, and wellness services, and senior wellness and exercise classes at the Twin Rivers Intergenerational Program facility.

LRGH is a community and regional acute care facility with a licensed bed capacity of 137 beds. In 2000, the

Eligibility: We are happy to work with any patient who is having difficulty paying his or her healthcare expenses. For more information, please call 527-2864.

Referrals to Other Resources: We are fortunate to live in a region with a network of providers and services working together to ensure healthcare access for all in our community.

If you face financial challenges to paying for healthcare that you need, or someone in your family needs, please call us at 527-7171. There are a number of Federal, State, and local resources for which you may qualify. Our staff is familiar with the programs available, and can help you determine the best way to access financial assistance to pay for the healthcare you need.

Statewide Programs

New Hampshire Health Access Network: LRGHealthcare participates in the New Hampshire Health Access Network, an initiative sponsored by the foundation for Healthy Communities. One of 200 participating providers in the State, we will honor network discounts at Lakes Region General Hospital and Franklin Regional Hospital. In many cases, people who already qualify for the New Hampshire Health Access Network may also qualify for some of LRGHealthcare's local programs, including HealthLink. That membership is sometimes transferrable, and may not require an additional application process.

Eligibility: To get financial help through the New Hampshire Health Access Network, you must have tried to get, and been refused, all other sources of payment including insurance, public assistance, or a lawsuit. There are income eligibility guidelines. Please visit the www.healthynh.com website, or call the Foundation for Healthy Communities at 225-0900.

Hospital Access Plus (LRGHealthcare's Patient Advantage Plus Program): New Hampshire's Hospital Access Plus program provides an automatic 15 percent discount to any patient who is not covered by insurance, State or Federal programs, or charitable/community-based programs. This program is available only for hospital services and does not include provider practices. In some cases, these discounts may be combined with regular Patient Advantage Program discounts (total discount not to exceed 20 percent); or with the HealthLink Catastrophic Program (total discount not to exceed 30 percent).

Eligibility: All patients who are uninsured and uncovered by State, Federal, or charitable programs are eligible for this discount on bills for hospital services. For more information or an application, please call 527-2864 or visit the Foundation for Healthy Communities website at healthynh.com.

Care Management

We take a team approach to your care. Within 24 hours of checking in, you will meet with a member of our care management staff. Then you, your care manager, doctors, nurses, and other healthcare professionals will work together to create and implement the best care plan for you.

Our care management staff is made up of social workers and registered nurses who can assist you with discharge planning, emotional support, advance directives, and community services information. Care managers will also provide updates to your insurance company, and obtain any necessary approvals for your hospitalization. If you need to reach a care manager, please call ext. 430 from within the hospital, or 934-2060, ext. 430 from outside the hospital.

We recognize that for many people, spiritual support is an important part of physical and emotional wellness. LRGHealthcare has a Hospital Chaplain who works with our care management team, offering spiritual support and counseling to our patients and staff. If, at any time during your stay at FRH, you would like to call upon the Chaplain or any other community clergy member, please feel free to ask your nurse or care manager, and we will help connect you. You can also call him directly at 524-3211, ext. 2862, or contact him via pager at 385-4665.

For individuals facing a chronic or life-threatening illness, our organization has adopted a palliative care philosophy that meets the physical, emotional, and spiritual needs of the individual and his or her loved ones. For more information about this, please ask your care manager.

Admissions/Weekend Admissions

Prior to your arrival at Franklin Regional Hospital for any scheduled procedure, you should receive a call from one of our Patient Advantage Representatives. That person will pre-register you, answer any questions you may have, talk with you about the cost of your hospital care, arrange payment options that work for you, and help connect you with any resources you may need to help you pay for your portion of the cost. Taking care of these things in advance should make your visit to the hospital faster and more streamlined.

If you arrive at the hospital between the hours of 8:00 a.m. - 8:00 p.m., Monday - Friday, please enter through the main entrance and stop at the information desk in the front lobby. From there, if you have not yet registered, Franklin Regional Hospital staff will direct you to patient registration, where you will be asked a series of questions. If you have pre-registered (which we recommend), staff will escort you to wherever you need to go in the hospital.

If you come in on a weekend or after 8:00 p.m., you should come in through the Emergency Department entrance and register there. Our staff will make sure you are escorted to wherever you need to go.



Why Wait? Pre-Registration Saves Time!

Call Monday - Friday from 8:00 a.m. - 4:30 p.m. to pre-register for your labwork, x-rays, procedures, or other services at LRGHealthcare.
(603) 934-2060, ext. 637

What You Should Bring

Personal Items: For your comfort, you will want to bring a few personal items, such as a bathrobe, night-clothes, slippers, and personal toiletries including things such as a toothbrush, toothpaste, deodorant, a brush or comb, etc.

Medications: Please bring a list, including dosage and frequency, of any medications that have been prescribed for you and that you are currently taking. This will help us better plan for your care. If you have

a Medication Card, please bring that with you. Your Medication Card will be updated by your physician and nurse.

Insurance Cards: You should bring any insurance cards, claim forms, or authorization forms with you.

Advance Directives: Please bring copies of any Advance Directives or Living Wills you may have. For more information on Advance Directives and Living Wills, please 10.

Things To Leave At Home

Personal Electrical Devices: For safety reasons, we must ask you to leave electrical appliances such as hair dryers and electric shavers at home (unless battery-operated).

Valuables: Valuables such as jewelry and money are best left at home, as LRGHealthcare cannot assume responsibility for valuables kept at the bedside. If you must bring valuables with you, you may wish to secure them in the Hospital safe. Your nurse can make arrangements for the deposit and return of these items.

Eligibility: The Medication Connection Program is available to those who cannot afford to pay for their prescription medications, and who have no other source for assistance with medications. Many have too much income to qualify for state aid, but not enough to purchase a supplemental prescription plan. Depending on the medication needed, different pharmaceutical companies have individual guidelines for eligibility. Not all medications are available through this program; participation by pharmaceutical companies is voluntary. For more information, please call 527-7011.

The Patient Advantage Program: The Patient Advantage Program was created to provide all of our patients with a discount on their healthcare costs, whether or not they have insurance. With prompt payment or credit card payment arrangements, patients can access anywhere from an 8% to a 20% discount on their out-of-pocket costs. Designed to connect patients with the hospital before a scheduled procedure, the Patient Advantage Program ensures that patients will have their financial questions answered in advance, and that they will know what their out-of-pocket costs will be. It also provides an opportunity to connect patients with any other programs or services for which they may be eligible, including HealthLink.

Eligibility: All patients are eligible for the Patient Advantage Program, and may access a 20% discount by paying or pre-authorizing credit card payment before service, at the time of service, or within 48 hours of

discharge. They may also access a 10% discount by paying their balance in full within 20 days of their first statement date; or an 8% discount by setting up a credit card payment plan within 20 days of their first statement date. For more information, please call 527-2864.

The Patient Advantage Plus Program: The Patient Advantage Plus Program gives an automatic discount of 15 percent off of hospital bills for those without insurance. This program applies regardless of prompt payment, though working in combination with the traditional Patient Advantage Program, these patients can access up to a 20 percent total discount by paying their hospital bill at the time of service or within 48 hours of discharge. This program applies to hospital services only, and combined discounts will not exceed 20 percent of the patient's bill.

Eligibility: Any patient who does not have insurance is eligible for the Patient Advantage Plus Program.

Payment Plans: Planning for healthcare costs can be difficult, and sometimes these costs can arise unexpectedly. Whether you are insured or uninsured, whether or not you qualify for our other assistance programs—we understand that you may have difficulty paying your healthcare costs in full at the time of service or in a lump sum. We are happy to work with any patient to set up a payment plan in accordance with guidelines established by the LRGHealthcare Board of Trustees.

deductible or covering co-payments or other costs required by their plan. They often need one-time or short-term assistance meeting a healthcare financial obligation rather than needing long-term financial assistance. HealthLink Assistance will provide short-term supplemental support to an existing insurance plan; or short-term support paying a particular healthcare cost. This program was formerly known as Community Care.

Eligibility: Eligibility is based on several factors. Applicants must meet income requirements based on the Federal Poverty Guidelines. Assets, including savings, property, investments, and vehicles will also be considered in determining eligibility. Applicants may have an insurance plan, but must have demonstrated difficulty paying their copays, deductibles, or other healthcare costs. For more information, please call 527-7171.

HealthLink Catastrophic: The HealthLink Catastrophic program is available not only to HealthLink Access or Assistance members, but to anyone meeting financial guidelines who incurs an out-of-pocket expense of \$10,000 or more for a single medically-necessary hospital stay or outpatient treatment. Costs incurred over time do not qualify as part of this \$10,000 minimum unless they are all the result of a single injury or health episode. Once a patient qualifies for HealthLink Catastrophic, and discount eligibility is determined (ranging from 20% - 30%); that discount will apply for any additional costs incurred during the six months after approval.

Eligibility: HealthLink Catastrophic eligibility is based solely on gross income. The Federal Poverty Level Guidelines will be used to determine eligibility and the percentage of discount provided. Our staff will determine whether costs resulted from a single, qualifying hospitalization or course of treatment. For more information, please call 527-7171.

VetLink: The VetLink Program is a LRGHealthcare program that assists all veterans and families of veterans with their questions and concerns about their healthcare. The VA system is complicated, and VetLink can help veterans navigate the system to access the benefits and services that they deserve. Since its creation, VetLink has helped more than 800 veterans access the healthcare services they need.

Eligibility: All veterans who have earned an honorable discharge from military service are eligible. For more information, please call Bob Jones at 524-3211, ext. 6568

The Medication Connection: The Medication Connection Program helps qualified patients access reduced-rate prescriptions offered through pharmaceutical company programs. While these programs are available to the general public, they often involve a cumbersome application process, which can be confusing for patients to complete on their own. The Medication Connection Program is here to help make sure patients don't have to choose between prescription medications and other necessities of life.

Settling In

Rooms: Most of our rooms at FRH are private, but we cannot guarantee the availability of a private room. Occasionally a patient may be placed in a semi-private room, which has two beds.

If you would like a private room, we will do our best to honor your request. However, it is important to note that our private room rate is higher than our semi-private rate, and most insurance plans do not provide coverage for a private room when requested by a patient. If you request a private room, the difference will be your responsibility to pay. If you are assigned to a private room (not at your request), there will be no additional charge.

Each room has an individual bathroom. The shower and tub facilities are centrally located on each nursing floor.

Television: Each room is equipped with either one or two televisions. Cable television is available, and all standard channels are available for viewing at no charge to patients.

Please be considerate of other patients and visitors by keeping the volume low and turning the television off when not in use.

Telephones: Telephones are available to all non-critical patients. Calls may be made to you from outside the hospital by dialing (603) 934-2060. If calling from a touch-tone phone, the caller should enter your extension when instructed.

If the caller is calling from a rotary phone, or doesn't know your extension, he or she should stay on the line to reach the operator.

To make a local call from your room, dial 9 + the number you are trying to reach. Local calls are free-of-charge. For long distance calls, please dial 8 + the number (long distance calls must be charged to your home phone or a calling card). The hospital also has TYY (teletype device) for our hearing impaired patients. The number for that service is (603) 527-2914.

Please Note: Cellular phones can interfere with the functioning of sensitive electronic medical equipment. Please restrict cell phone use to waiting areas and other signed areas, and turn off cell phones when near medical equipment. Thank you!

Smoking: FRH is a non-smoking campus. Talk with your doctor before you arrive or during your stay if you feel a nicotine patch or other prescription might be helpful in your efforts to refrain from smoking.

Alarms & Drills: During your stay, we may use various pieces of electronic equipment to provide care or to monitor your condition. If at any time an alarm should sound on a piece of equipment, or if you have any questions or concerns, please notify your nurse.

Also, during your stay we may conduct a safety and emergency procedure drill. Unless you are instructed to do otherwise, please remain in your room when a fire or disaster drill is announced. These rehearsal drills are intended to test our staff preparedness and should not interrupt your patient care schedule. If you have any questions, please ask your nurse.

Meals: The Food and Nutrition Services Department strives to provide nutritious, attractive, well-balanced meals according to the recommendations of your physician or provider. Your daily menu will arrive with your breakfast tray. Nutrition Services representatives will help you select your meals and answer any questions you may have about your diet. If necessary, a clinical dietitian will evaluate your nutritional needs and advise you about any special dietary modifications.

Services For You And Your Family

Mail: Hospital volunteers will deliver mail Monday - Friday to your room. The mail arrives from the post office between 9:00 a.m. and 11:00 a.m. Any mail that arrives after you have been discharged will be forwarded to the home address listed on your registration information.

Flowers & Balloons: Flowers & Mylar balloons that are sent to you will be delivered to your bedside by our volunteers unless your physician/provider instructs that flowers are not permitted. For our patients' safety, flowers cannot be delivered to our Intensive Care Unit.

For our visitors' convenience, a flower case is located in our main lobby. Flower arrangements are available for purchase daily.

Please note: Because of the number of people with serious latex allergies, we do not allow latex balloons in the facility. We appreciate your understanding.

Newspapers: Vending machines for The Laconia Citizen, Concord Monitor, and the Manchester Union Leader are located in the front lobby. The Winnisquam Echo is available in the gift shop. At your request, volunteers will also deliver these papers to your room on weekdays.

Educational Videos: Videos are available in the Hospital at no cost on the following topics:

- Smoking Cessation
- Relieving Stress During Surgery
- Relaxation

Gift Shop: Located near the main lobby, the Gift Shop offers gifts, cards, stamps, jewelry, and candy. It is staffed by volunteers, and is open Monday - Friday, from 9:00 a.m. - 4:00 p.m.

Pastoral Care/Chapel: Clergy of all denominations visit the hospital regularly. If you would like to contact your own clergy, please ask your nurse to assist you.

accessing the healthcare services they need.

If cost is preventing you from getting healthcare services you need, or you feel you need healthcare financial assistance, please call HealthLink at 527-7171 today. Even if you do not feel you qualify for any of our programs, please be sure to call us for an application. There are many

factors taken into consideration when determining eligibility. In addition, we may be able to connect you with other Federal, State, or community resources for which you may qualify.

We are here to help!

LRGHealthcare Programs

HealthLink: HealthLink is our community's front door to healthcare information and resources for everyone. It is an information and referral system that provides healthcare financial counseling and access to medical, dental, and wellness services for those in financial need.

HealthLink is a partnership between LRGHealthcare, local physicians and medical providers, and area service agencies. Since our creation in 1993, we have helped to connect more than 20,600 people in the Lakes and Three Rivers regions to the services they need, both locally and through programs such as Medicaid, Medicare, Healthy Kids, and services available to veterans through the Veteran's Administration.

In addition to the information and referral services that are available free-of-charge to everyone in the community, HealthLink also has three membership programs for which local residents may apply.

HealthLink Access: The HealthLink Access program is a program designed to provide people

who are uninsured with access to the healthcare services they need. If a person qualifies, he or she will be given a co-pay responsibility or a set discount based upon a sliding fee scale, and will then have access to providers and services in the HealthLink network.

Eligibility: Eligibility is based on several factors. Applicants must meet income requirements based on the Federal Poverty Guidelines. Local residency is required. In general, they cannot have access to health insurance, though consideration may be given based on income level in some cases in which insurance is available but unaffordable. Assets, including savings, property, investments, and vehicles will also be considered in determining eligibility. For more information, please call 527-7171.

HealthLink Assistance: The HealthLink Assistance Program is designed for people who may have access to insurance; but still meet HealthLink financial guidelines and face financial hardship in paying for their healthcare costs. Members may have difficulty meeting a high

to try to create a payment plan that works for you.

We encourage you to pre-register for services whenever possible. If you have not yet received a call from one of our Patient Advantage Representatives by 24 hours before your scheduled time of arrival, please feel free to call 934-2060, ext. 637 to take care of your pre-registration. If you do not speak with a Patient Advantage representative, one will visit you during your stay in the hospital.

Unscheduled Hospital Visits: If your admission is not scheduled, and you must stay in the hospital, a representative will visit you during your stay here. If you come in to the hospital through our Emergency Department, you will learn more about the Patient Advantage Program in the Discharge Office.

Summary of Services and Insurance Claims: After you leave the hospital, you will receive an itemized summary of services received. This is not a bill, and you do not need to pay it. As a convenience for our patients, FRH will bill all primary insurance carriers. Our Patient Financial Services Department will also assist you with the status of claims that have been filed with your insurance company. If you would like an itemized bill, please call our Patient Financial Services Office at 527-2864.

The information we get from you during the registration process and the services listed on your itemized summary will be the information we

will submit to your insurance company. Franklin Regional Hospital has contracts with Medicare, Medicaid (NH), Aetna Healthcare, Anthem Blue Cross Blue Shield, CIGNA Healthcare, First Health, GIC Indemnity Plan, Harvard Pilgrim Health Care, HealthCare Value Management (HCVM), Martins' Point Health Plan, Matthew Thornton Health Plan, MVP Health Care, One Health Plan, Private Health Care Systems (PHCS) and United Healthcare.

Payment for Services: Please remember that even if you are covered by insurance, you are responsible for payment of any parts of your bill your insurance company doesn't cover. It is your obligation to fulfill the requirements of your insurance plan. But cost should never be a barrier to accessing the healthcare you and your family need: LRGHealthcare wants to work with you to create a payment plan that works for you.

LRGHealthcare's mission is to make quality healthcare available, affordable, and accessible to all, regardless of ability to pay. In the spirit of our mission, we offer a number of financial assistance and referral programs to meet the full range of need in our community. We also participate in Statewide efforts to keep quality healthcare accessible for all.

Whether you are insured or uninsured, in need of extensive medical services or just a check-up from time to time, everyone deserves to have access to healthcare. Our programs ensure that cost will not be a barrier to anyone in our community

The LRGHealthcare Hospital Chaplain is based at LRGH, but his services are also available to all of our FRH patients and visitors. He can be reached at 524-3211, ext. 2862, via beeper at 385-4665, or you can ask your nurse to help you contact him.

The Hospital Chapel is non-denominational and is open to all patients and visitors 24-hours-a-day. It is located near the front lobby.

Medical Records: You are entitled to access to your own medical records. If you need to obtain copies, please contact our Health Information Services department at 934-2060, ext. 388, or at extension 388 from within the hospital.

Information For Your Family and Friends

Visiting Guidelines: We understand that it is important for you to be able to visit with family and friends while you are in the hospital. Because we want to make this as convenient as possible, we do not have strict visiting hours. However, we do ask that you are courteous of other patients, and recognize that there are times when the nursing staff may need to ask your family or friends to leave.

Pediatric Patients: One parent may stay overnight in their child's room after making arrangements with nursing staff.

Intensive Care Unit: By arrangement with nursing staff.

Parking: Please look for posted patient and visitor parking areas.

Security: Security officers make regular rounds on all units and surrounding hospital properties seven days a week, twenty four hours a day. If necessary, security personnel are available to assist with unexpected overnight parking for patients and family members, and a safe for your valuables.

Other Services: Foreign language interpreters, interpreters for the hearing impaired, and assistive devices are available for our patients who need assistance with translation or communication. We also have notary publics on staff here at the hospital. Please ask your nurse if you require any of these services.

Handicapped parking spaces are located near the front entrance. If your vehicle must remain in our parking lot overnight, please ask your nurse to notify our Security Department.

Cafeteria: The cafeteria, located on the first floor, is open seven-days-a-week from 6:15 - 11:00 a.m. for hot breakfast (8:30 -11:00 a.m. is self-service only); 12:00 - 1:30 p.m. for lunch; 2:30 - 4:00 p.m. for afternoon break, and 5:00 - 6:15 p.m. for dinner.

Vending Machines: A vending machine is available in the cafeteria. It is open 24-hours-a-day, and offers hot and cold beverages, juice, fruit, and snacks. For your convenience a microwave is also available.

ATM & Public Telephone: The ATM is located in the front lobby and the public telephones are located in the main lobby hallway and outside the Emergency Room waiting area.

Visitor Accommodations: The Care Management staff at LRGHealthcare can assist your family members who would like to stay and/or dine near the hospital. Please dial 934-2060, ext. 430.

Smoking Policy

New Hampshire State Law RSA 155:64 prohibits smoking by all patients, visitors, employees, physicians/healthcare providers, and volunteers within the hospital or anywhere on the hospital grounds. For your health, LRGH is committed to maintaining a smoke-free environment.



A Living Will is a document containing the express direction that no life-sustaining procedures be taken should you have a terminal condition or become permanently unconscious.

A Durable Power of Attorney for Healthcare allows you to name another person to make any and all healthcare decisions should you become unable to make your own decisions regarding your healthcare.

It is the philosophy of LRGHealthcare that adults have the right to make informed decisions regarding their healthcare. We encourage a collaborative decision-making process that involves you, your physician or provider, and your family, while you retain the right to accept or refuse any medical or surgical treatment.

Volunteers

You will notice that volunteers play an important role in the operations of Franklin Regional Hospital. These are people who give their time to help our organization run more smoothly, and to make our patients' experience a little more pleasant. They are easy to pick out in their blue smocks or red jackets, and you will see them doing everything from escorting patients through the

Hospital, to working in offices and departments, to bringing books, flowers, magazines, or the mail to your room. We are grateful for all these generous people do for LRGHealthcare, and we hope they are able to make your stay a bit more pleasant. If you are interested in becoming a volunteer at FRH, please call 934-2060, ext. 207. We would be happy to welcome you to our family!

Advance Directives

A federal law requires us to ask if you have a Living Will or Durable Power of Attorney for Healthcare (advance directives). Your admitting nurse will talk with you about these directives, and will help you access one of our Care Managers to provide you with forms you need, or answer any questions you may have.

Or, if you prefer, you may call Care Management at 934-2060, ext. 220, or simply extension 220 from within the hospital. Forms are also available on the LRGHealthcare website at www.lrg.org.

Helping You Access & Pay For Hospital Services

At LRGHealthcare, we understand that paying for hospital services can be challenging. But cost shouldn't stop anyone from getting the healthcare they need. For that reason, we have a number of programs in place to help you access and pay for the healthcare you need.

Before a Scheduled Hospital Visit: If you have insurance, our goal is to contact your insurance company to verify your benefits whenever your services are scheduled in advance so we can help you to understand your insurance coverage. Once these services are verified, our Patient Advantage Representative will contact you and you may pre-register for your services, ask any questions you may have and make payment arrangements in advance for any of your out-of-pocket expenses. If it will be difficult for you to meet those expenses, the Patient Advantage Representative will help connect you with resources to help you satisfy your portion of the bill. This process, taken care of

in advance of your hospital visit, will provide you with a more streamlined and positive experience the day you come to the hospital.

Calling your Insurance Company: Some insurance companies require that you or your provider let them know before you register for the planned services. If you need to stay in the hospital as the result of an emergency, our Patient Advantage Representatives will notify your insurance company if you supply us with the necessary information when you register.

Even if you do not have insurance, our Patient Advantage Representatives will contact you to pre-register you, answer any questions you may have, and talk with you about the cost of the services you need. They will be happy to help connect you with resources to help you meet those costs. Please don't let cost stop you from getting the healthcare you and your family need: LRGHealthcare will work with you