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Welcome

Welcome to the Mid-Atlantic Wellness Institute (MWI). Our goals are to ensure that your experience with us is focused on your safety and comfort, and that you receive the highest quality healthcare.

MWI is fully accredited by Accreditation Canada. Participating in accreditation and evaluating ourselves against accreditation standards enables the hospital to meet the highest standards of care. We are strongly committed to our mission of providing exceptional care in an environment where quality, respect, caring and compassion are at the centre of all we do.

This booklet contains essential information about our commitment to making MWI safe and welcoming for all of our service users. Should you have any questions about your care or experience with us, please do not hesitate to ask a member of our staff. We value your comments and suggestions on ways we can continue to improve the care and services at MWI.
Our Vision, Mission and Values

Vision:
Exceptional Care. Strong Partnerships. Healthy Community.

Mission:
Delivering safe, high-quality, people-centred, compassionate care, every day

Values:
Respect • Accountability • Integrity • Service • Excellence

Our Privacy Practices
Bermuda Hospitals Board has in place Confidentiality and Release of Medical Information Policies and Procedures that safeguard the disclosure of personal information about anyone associated with the hospitals, including staff. The Confidentiality Policy is taken extremely seriously by the Board in the interests of protecting the private information of its patients and staff.
Our Service Standards

Our eight Organisational Service Standards are a BHB promise: We are committed to practicing excellence in customer service. We take pride in meeting and surpassing the expectations of patients, families, physicians, volunteers, vendors and each other. And we will honour the trust placed in us by treating everyone with dignity and respect.

BHB Organisational Service Standards

1. Greet others in a friendly manner by making eye contact, addressing them by their last name (unless otherwise directed) and introducing yourself by name and department or title.

2. Respond quickly and appropriately to patient and visitor requests. Be prepared to offer directions or assistance when necessary.

3. Keep employee and patient information confidential. Never discuss such information in public areas, or with people who have no need to know.

4. Take immediate action to resolve matters brought to your attention. If you are unable to resolve, involve the appropriate people or department.

5. Listen and give people your full attention. When people complain, don’t be defensive. Hear them out, thank them for sharing their concern and show understanding.


7. Wear your identification badge above the waist, facing forward.

8. Take pride in the appearance of BHB by ensuring your workplace is neat, organised and free of clutter. In public areas, pick up trash (if it is safe to do so), or promptly report matters to housekeeping.
Mental Health Service Standards

**Treat** service users and service providers with courtesy and respect. Use caring behaviours and be considerate of ethnicity, race or diversity.

**Cooperate** with one another ensuring that teamwork is being practiced at all times.

**Educate** and involve service users and their carers in the planning and delivery of care.

**Take** initiative to engage with the service users to ensure their expectations/needs are met. Adapt your responses to make them feel comfortable and understood.

**Take** responsibility for keeping noise levels in clinical areas to a level that does not disturb or distract others.

**Ensure** service users have the best care possible by making appropriate documentation in response to clinical engagement.

**Offer** service users choice which promote their independence.

**Do not** display work-related and/or personal frustrations in the workplace.

**Wear** the appropriate uniform or dress attire at all times to ensure our service users feel confident in us and the BHB.
Service User Bill of Rights

Your Rights and Responsibilities

We want you to think of yourself as a partner in your care by participating in your treatment choices, promoting your own safety by being well informed and actively participating in your care. We invite you to know your rights and responsibilities during your stay at our hospital:

- You have the right to receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation, or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect or harassment.
- You have the right to be called by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment and the expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- You have the right to have your pain assessed and to be involved in decisions about managing your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required.
- You can expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination.
• You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.

• You, your family members and friends with your permission have the right to participate in decisions about your care, your treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.

• You have the right to agree or refuse to take part in medical research studies. You may at any time withdraw from a study.

• You have the right to sign language or foreign language interpreter services. We will provide an interpreter as needed.

• You have the right to make an advance directive, appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and guidance.

• You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.

• You have the right to receive detailed information about your hospital and physician charges.
• You can expect that all communications and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Health Information Management Services 441-239-1483. Upon request, you have the right to receive a list of people to whom your personal health information was disclosed.

• If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph is used.

• If you or a family member needs to discuss an ethical issue related to your care, a member of the Ethics Committee is available at all times. To reach a member, dial our Ethics Consultation Hotline 441-291-4673. You may report your concern anonymously or if you leave your name and number, Ethics Committee member will return your call.

• You have the right to pastoral and other spiritual services. You may contact your personal spiritual support or ask your nurse to contact the chaplain on call.

• You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a director. You may also contact the Patient Advocate at 441-239-1425 or e-mail patientadvocate@bhb.bm
Your Responsibilities

• You are expected to treat all hospital staff, other service users and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.

• You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Insurance number, insurance carrier and employer, when it is required.

• You should provide the hospital or your doctor with a copy of your advance directive if you have one.

• You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to your health, including perceived safety risks.

• You are expected to ask questions when you do not understand information or instructions. If you believe you can’t follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and services plan.

• You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.

• You are expected to abstain from the use of alcohol and drugs not prescribed by your physician and administered by BHB staff.

• You are expected to leave valuables at home and only bring necessary items for your hospital stay.
• You are expected to provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.

• You are expected to keep appointments, be on time for appointments or call your health care provider if you must cancel an appointment.

**MWI Satisfaction Survey**

Shortly after your discharge from MWI, you may be contacted regarding a service user satisfaction survey asking for feedback about your experience with us. We encourage you to tell us how we are doing by taking a few minutes to complete the survey. Your rating and comments will help us to not only meet your needs, but to continually strive to exceed your expectations.

**Bermuda Hospitals Board Executive Team**

For information about our Executive Team and Board, please visit our website at www.bermudahospitals.bm/about-us/.
Your Hospital Stay

Our goal is to help you get settled and feel comfortable as quickly as possible.

What happens if you are admitted to Hospital?

If the mental health problems you are experiencing get worse or if for any reason it becomes inappropriate for you to stay at home, your GP or a member of the Community Team may suggest that you go into hospital for some treatment. Usually this will be as an informal service user. This means that you are free to leave hospital and do not have to accept treatment.

Sometimes, however, people are treated as formal service users. If your GP or another health professional thinks you need hospital treatment and you refuse, you can be admitted to hospital against your wishes under one of the Sections of the Mental Health Act. Most people who are admitted to hospital stay for a short time – usually between one week and one month.

The Admission Process

When you first go into hospital, you may be seen by a number of different people. First of all, a nurse will ask you for some basic information about yourself. This will include your name, address, next-of-kin, insurance company details and your GP’s address. You may also have a physical examination.

You will then be interviewed by a Psychiatrist so that he or she can find out how you feel at the moment and decide what treatment you need. Sometimes the nurse and doctor will interview you together.

You will be given a tour of the ward and told how it works. You should also be given some written information about the ward you are in. A psychiatric hospital is different to a general hospital – most people do not stay in bed and get up to do things around the ward and go outside with hospital staff.
**During Your Stay**

This is your chance to ask any questions. Let staff know if there is anything you are worried about and don’t be afraid to ask if there is anything you do not understand.

Treatment in hospital usually involves some sort of medications. There should be information on your ward about the medication you are taking. You may also be given the other non-drug treatments such as psychotherapy or occupational therapy. The nurses will also talk to you about your problem and help you to manage your thoughts and feelings.

You will have a named nurse who is responsible for you during your stay. You will also have an alternate assigned for when your nurse is off duty. These can be good people to talk to if there are things you are concerned about.

While you are in hospital you will be involved in putting together your Care Plan. This is where your care and treatment is written down. Your Case Manager will be assigned and indicated to you.

You may ask to be put in touch with religious/spiritual contacts via the Ward Manager.

**Your Privacy and Dignity is Important to Us – You always expect these ten pledges from us:**

1. Courtesy and respect from our Service Users, Carers and Families.

2. Zero tolerance of any abuse from our staff or other Service Users.

3. The chance to be listened to and to contribute to your Care Plan.

4. Choices and opportunities to express any concerns, wants or needs.

5. Privacy for you, and confidentiality with your issues.
6. Your compliments, comments or complaints will be taken seriously.
7. Engagement with your care and support network if required.
8. Assistance in boosting your confidence, self-esteem and well-being.
9. Guidance to access information and advice.
10. Help to become more involved and engage in Support Groups.

*If we do not meet all these pledges – let us know via our Quality and Risk Management Department.*

**Advocacy Services**

The Patient Advocate Manager serves as the liaison between service users and MWI so that our moral, ethical, operational and care standards are upheld and expectations are met and exceeded.

At BHB our goal is to provide our service users with the best in medical, health and wellness care, however, if we fail to meet our service users’ or their families’ expectations, our Patient Advocate can help you with:

- Any unmet needs
- Hospital policies and procedures
- Compliments and/or complaints
- Ethical questions and/or concerns

**Contact us with your concerns**

Please do not hesitate to voice your concerns. If you contact us, two things will happen. You will give us a chance to try to resolve your problem and in solving your problem, we will also learn how to provide better service.
The information that you provide is used to help us improve the care that we deliver. We value what you have to say and we welcome your call. Contact us on extension 1425 or 441-239-1425. Email: patientadvocate@bhb.bm

**Mealtimes**

Nutritionally balanced meals are an important part of your care. A menu order system is used in MWI to enable you to select your choice of meal and meet any special nutritional or dietary requirements.

Meals are served between the following times:

- **Breakfast:** 7:30 am to 9:30 am
- **Lunch:** 11:30 pm to 1:30 pm
- **Dinner:** 4:00 pm to 6:30 pm

Snacks and hot and cold beverages are also available throughout the day. If you require a meal after the service has ended, please inform your nurse of any concerns or requests.

**Your Health and Safety**

Your safety is a top priority at BHB. Multiple programmes have been put in place to create a “Culture of Safety.” These include:

**Service User Identifiers**

While you are at MWI, expect our staff to check for two identifiers (usually name and birth date) in order to make sure:

- We reliably identify the service user as the person for whom the service or treatment is intended
- We match the service, medications, specimens or treatment to that individual service user
We believe that strict adherence to this policy will ensure the safest care for each service user. Please bear with us at times when the two-identifier check seems obvious and repetitious from a caregiver. If you are in a situation where someone is starting treatment or giving you medication without matching your identification band to the treatment requisition, please speak up and remind the clinician to confirm this information.

**Informed Consent**

Informed consent is a process of communication between a service user and physician that results in the service user’s authorization or agreement to undergo a specific medical intervention. A signed and witnessed consent form is required by law before any procedure.

The physician providing or performing the treatment and/or procedure will disclose and discuss with you:

- Your diagnosis
- What procedure is to be done and why
- Risks and benefits of the procedure and the likelihood of either occurring
- Other treatment options and their associated risks and benefits
- How your information will be kept confidential

In turn, you will have an opportunity to ask questions to elicit a better understanding of the treatment or procedure, time to consider your options and to review the consent form prior to signing.
Participating in Your Care (SPEAK UP)

Becoming an active partner in your health care team, you can help improve care, prevent errors and speed your recovery.

• Make a list of questions for your care team so you will remember to ask.

• Make sure you can see and hear well when your care team are answering your questions. Ask a relative or friend to be with you if you think this will help you understand and remember the answers.

• Make sure you receive the results of any test or procedure.

• Ask for explanations of what the results mean for you.

Speak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.

Pay attention to the care you get. Always make sure you’re getting the right treatments and medicines by the right health care professionals. Don’t assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use a hospital, clinic, or other type of health care organisation that has been carefully checked out. For example, Accreditation Canada visits our hospitals regularly to see how well we meet their hospital quality standards.

Participate in all decisions about your treatment. You are the centre of the health care team.
Help Prevent the Spread of Germs

Hand washing is the best way to prevent the spread of germs. Wash hands for at least 15 seconds. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands or wear gloves before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and waterless hand sanitizer dispensers for use by staff, service users and visitors.

• Practice good personal hygiene.
• Let your nurse know if your gown or linens are soiled.
• Ask friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital.
• Get vaccinated if it is recommended. Flu and pneumonia vaccines can help prevent illnesses, particularly in young, elderly and high-risk service users.
• Speak up if you have any questions or concerns.

Medicine Safety

While you are in the hospital, it is important for you and your physician to talk about your medicines. Tell your physician and nurse everything you are taking, including:

• Prescription medicines
• Over-the-counter medicines (like aspirin and cough medicine)
• Medicines that a family member or friend gave you
• Vitamins
• Herbal products
• Health food store products
Do not take medicines that you brought to the hospital from home unless your physician or someone on your health care team tells you that it is OK.

Before your health care team administers medication to any service user, we check for:

- Right service user
- Right drug
- Right dose
- Right time
- Right route (pill, injection, etc.)

**Preventing Falls**

Avoiding slips, trips and falls will help you maintain your health and wellness.

In the hospital, people can be at a higher risk for falling down. Illness and certain medicines can make you feel weaker than usual or can affect your balance or judgment. We want to keep you safe from injury of any kind, including an accidental fall.

You can help!

**Your health care team will:**

- Assess you for your risk of falling upon admission and as your condition changes
- Determine what preventive measures should be taken to try to prevent a fall while you are in the hospital, and share this information with other staff
- Show you how to use your call bell and remind you when to call for help
- Respond to your calls for assistance in a timely manner
- Assist you with getting in and out of bed and using the restroom as needed
• Provide you with safe footwear and any recommended equipment (such as a walker or bedside commode) that will make it safer for you to move about

• Make sure the call bell and other needed items are within reach before staff leaves you alone

We ask you or a loved one to:

• Tell your nurse if you have a history of falls

• Ask your nurse what your assessed risk for a fall is and what prevention measures are being taken

• Use the call bell to ask for help before attempting to get out of bed after calling for help, stay where you are and wait for staff to come and help you when finished in the bathroom, use the call bell and wait for staff to assist you back to your bed

• Wear non-skid footwear and use equipment that has been provided for your safety

• Make sure the call bell and other needed items are within reach before family or staff leaves your room

Information for You, Family and Friends

Electronic Devices - Cellular Phones, etc.

Service users and visitors may not use wireless communication devices in critical care areas, such as the Psychiatric Intensive Care Unit (PICU/ Somers Annex). Service users and visitors may use wireless communications devices in non-critical care areas, i.e., lobbies, main entrances, waiting areas and most nursing units. Please check with nursing staff before using a wireless communication device.

If you must use your cell phone, please speak in a low voice so as not to disturb the privacy and comfort of other service users and visitors.
Fire Safety

Fire drills are routinely conducted to conform to Bermuda Fire Service and Hospital regulations and to ensure the safety of Hospital procedures. Fire drills or actual fire alarms begin with the sounding of a loud siren. Should the fire alarm sound, remain calm and return to your room if you are on the ward. Your nurse will keep you informed and assist you as needed during the fire event. Elevator use is prohibited during an alarm. If you have any questions, please ask your nurse.

Security

MWI Security Services is concerned about the safety and welfare of all service users and visitors, staff and volunteers.

- There is restricted access to the hospital after visiting hours.
- Staff and volunteers are required to wear name badges.
- If you are unsure or concerned about someone who enters your room or the nursing unit, alert your nurse immediately.

You may contact the MWI Security Office on extension 2264.

A Smoke-Free Hospital

In an attempt to promote the healthiest environment possible, MWI is a smoke free hospital. Service users and visitors may not smoke anywhere in MWI, including on any ward, lobby, or in your room.

Perfume

For the protection of high risk (sensitive/allergic) service users and staff, please refrain from using perfumes, colognes and/or other perfumed products when entering the hospital.
Latex Allergies

Many people also experience allergic reactions to latex balloons therefore they are not allowed within the hospital. Mylar balloons are acceptable as they are non allergenic.

Flowers

Florists make deliveries daily to the hospital. Friends and relatives must make arrangements for delivery through their designated florists and should order flowers that are not in vases, as these are not allowed in rooms.

Visitors and Telephone Enquiries

We encourage visiting, as it plays an important role in your care and recovery. The Reception located in the main Lobby will assist visitors looking for service users staying at MWI. Visitors and callers are asked to identify a service user by name when phoning or coming to Reception. Receptionists will confirm a service user’s location once they have telephone confirmation from the ward that the service user approves the visit.

Visiting Hours

• Somers Annex:
  Weekdays: 6 pm - 8 pm
  Weekends and Public Holidays: 2 pm - 4 pm and 6 pm - 8 pm
• Somers Ward:
  Weekdays: 12 pm - 8 pm
• Reid Ward:
  Weekdays: 12 pm - 8 pm
• Devon Lodge:
  Weekdays: 12 pm - 8 pm
Visitors on the Units or Wards:

If you have visitors, please be aware of the following:

• No more than two visitors at a time
• Visitors who are feeling ill and with fever are asked not to enter the hospital to visit
• Visitors should stop at the Nursing Station on each unit to find out if a service user is able to receive visitors
• All visitors are required to use the hand sanitizers when entering and leaving the hospital
• All visiting is at the discretion of the doctors and nurse in charge
• Children under 12 years of age are not permitted to visit
• Visitors should not stay long. A service user tires quickly entertaining visitors
• Service users require a quiet, restful environment and visitors can assist by walking softly and speaking in low tones
• Consult the nurse before bringing food or beverages to service users
• Bottles and cans cannot be brought onto the wards
• Alcoholic beverages and illegal drugs are not allowed anywhere in the hospital
• Visiting may be interrupted to allow for doctor’s examinations, nursing care, special care and treatments
• The Psychiatric Intensive Care Unit (PICU/Somers Annex) has special visiting hours
• Visiting outside of the scheduled visiting hours can be arranged in exceptional circumstances with the clinical care team
Services and Amenities

Food

MWI Cafeteria

Located on the first floor, the cafeteria serves breakfast, lunch and dinner, Monday to Friday. Visitors and service users are welcome to use the MWI cafeteria. Hours of operation: 9:05 am to 10:30 am, 12:00 pm to 1:30 pm and 5:00 pm to 6:45 pm.

Vending Machines

Vending machines are located in MWI’s main ground floor lobby, Devon Lodge lobby and the cafeteria.

Lost and Found

If you lose an item while in the hospital, please notify the nurse manager on your ward or you may contact our Security Services on extension 2264.

Mail

Mail addressed to service users in the hospital should identify the addressee as a service user to ensure prompt delivery. Mail arriving after a service user is discharged will be forwarded to the service user’s home address if it is on file. An outgoing mail box is located within the ground floor Lobby.

Taxi Service

Taxi pickup may be arranged with the receptionist at MWI’s Reception in main lobby on the ground floor.

Pay Phones

Pay Phones are located in the ground floor entrance, Somers Ward and Devon lodge lobby areas.
Special Services

Foreign Language Interpreters

BHB provides free medical interpreter services to service users whose first language is not English. Service users can communicate important medical information through our interpreter volunteers who are available via phone service and on-site providing verbal or written translations for numerous foreign languages.

This service is available 24 hours a day, seven days a week.

Assistance for the Hearing Impaired

To ensure effective communication with service users and their companions who are deaf or hard of hearing, we provide sign language and oral interpreters services free of charge.

To request this service, please inform your nurse or you may contact extension 2134 or 441-239-2134 between the hours of 9:00 am to 5:00 pm, Monday to Friday.

Pastoral Services

The Pastoral Care team cares for a wide range of spiritual needs and spiritual injuries, providing a sensitive and inclusive ministry in health crises. This team consists of approximately 160 representatives from most faith groups in Bermuda. They provide on-call spiritual support for service users, their families, caregivers and staff. The team is available for:

- Pastoral care and counselling
- Spiritual assessment, intervention, comfort, and nurture
- Facilitation and support of religious practices of all faiths and spiritual paths
- Emotional support
- Non-judgmental listening
• Crisis intervention
• Advocacy for service users and staff
• Collaboration with all members of the health care team
• Consultations on advanced directives, end-of-life decisions, and ethical issues

If you need to contact a member of the Pastoral Care team, please inform your nurse or you may contact extension 2134 or 441-239-2134 between the hours of 9:00 am to 5:00 pm, Monday to Friday.

**Ethics Consultation Service**

Making complex health care decisions are not easy. An ethics consultation is designed to assist service users, families and health care providers to identify, clarify and work through ethical concerns. If you or a family member needs to discuss or report an ethical issue related to your care, dial our Ethics Consultation Hotline 441-291-4673. If you leave your name and number, an Ethics Committee member will return your call. All consultations are confidential.

**Medical Concierge**

Our Medical Concierge Service provides travel services to assist you and your relatives with international travel needs, including flight and hotel reservations and overseas medical services.

The Medical Concierge provides these services:

• Assistance with coordinating appointments to overseas medical services
• Assistance with air, hotel, transportation, and provision of discounts when available
• Connection with Meyer-Franklin Travel, a business travel service, to schedule or confirm airline reservations at the
BHB travel office

- Arrangement of taxi or car service between the airports and hotel
- Information about leisure activities for family members

Our Medical Concierge hours of operation are 9:00 am to 5:00 pm Monday to Friday. Please call ext. 6305 or 441-239-6305, or emergency phone 441-331-7401.
Email: medicalconcierge@bhb.bm

Leaving the Hospital and Discharge Planning

Follow up
You may already have a follow-up appointment with your doctor or other healthcare professional. If not, please ensure that you make one for sometime in the next few weeks if necessary.

Discharge Checklist
- Do you have transportation to your home?
- If you are already receiving care or services at home, does the service provider know you have been discharged?
- If there are any problems when discharged, whom do you contact?
- Do you have your prescription?
- Have you received your discharge medication?
- Do you have all your belongings?
- Do you have a letter for your doctor?
• Do you need a Community Mental Health appointment or follow-up care?
• Do you have an appointment with the Community Mental Health Team and do you know whom it is with?
• When can you return to work and normal activities?
• Do you need a medical certificate for your employer?
• Do you have a copy of and do you understand the details of your discharge plan?
• Are you aware that you will be contacted within 72 hours after your discharge by a member of the ward staff about your admission experience?

Visitors to Bermuda

MWI accepts insurance coverage through Blue Cross/Blue Shield, upon confirmation of insurability. MWI is not affiliated with any other insurer for medical benefits. If you are visitor from overseas, your account is payable at time of discharge. This can be settled by major credit card, if you wish. Documentation for your insurance reimbursement can be obtained through the Credit Office, 441-239-2026 or ext. 2026
The following numbers are in the 441 area code. If you are using a MWI phone, you may also dial the 4-digit extension number for the office or service you are trying to reach.

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<thead>
<tr>
<th>Department</th>
<th>Services</th>
<th>Telephone Number</th>
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<tbody>
<tr>
<td>Main Line</td>
<td>Receptionist</td>
<td>236-3770</td>
<td>236-9383</td>
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<td>Inpatient Acute Services</td>
<td>Somers Ward</td>
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<td>Inpatient Rehabilitation Services</td>
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