

A Handbook for Patients

Your Mental Health Admissions Experience



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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 delivering the highest quality and safest 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 patients. 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:

To pursue excellence through improvement,
to make Bermuda proud

Mission:

To continuously strive to deliver the highest quality
and safest care to our patients, every day

Values:

- Patient-Centred
- Respect
- Ownership of successes and failures
- Unity
- Delivery of excellence
(PROUD)

Our privacy practices

Bermuda Hospitals Board (BHB) 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 BHB in the interests of protecting the private information of its patients and staff.

Your rights and responsibilities

We want you to know your rights at BHB and what we expect from you (your responsibilities). We encourage you to be an active partner in your care. This means we want you to speak openly with your health care team. We want you to ask questions and give your thoughts and opinions about your care and treatment. Please review the rights and responsibilities listed below.

YOU OR YOUR DESIGNATED PERSON HAVE THE RIGHT TO:

RESPECTFUL AND SAFE CARE

- Receive treatment with respect and compassion in a safe environment.
- Receive treatment no matter who you are and where you are from. This includes how old you are, your gender identity, your faith, sexual orientation, any disabilities or illnesses you have, or your ability to pay.
- Have someone you choose contacted when you are admitted and discharged from the hospital.
- Know the names of your health care team members and what they do.
- Have your values, beliefs and wishes respected.
- Be visited by members of your religious or spiritual community.
- Get help from the Ethics Committee for difficult decisions about your care.
- Only be isolated or restrained if there is a medical or safety concern.
- Seek help outside of BHB if there has been abuse or neglect.

COMMUNICATION AND INVOLVEMENT

- Get information that is clearly understandable to you. A sign language or foreign language interpreter can be provided free of charge.
- Have your questions about your care answered in a timely manner.
- Be told about all possible outcomes of your care.
- Participate and be involved in all decisions about your care, your treatment, services provided and discharge plans.
- Share your concerns and expectations.
- Choose a person to support you. This person can be with you during your care and make decisions on your behalf if at any time you are unable to do so yourself and if you have given them that permission. The support person is not allowed to interfere with your, other patients or staff's rights, safety or health.
- Be told fully and promptly of any adverse or unexpected safety events.
- Have your pain assessed and have your say about how to manage your pain.
- Have a second opinion.
- Refuse treatment or care.
- Decide who may visit and change your mind about who may visit.

END-OF-LIFE DECISIONS

- Let us know what you would want to happen if you are unable to make decisions about your care. This can be done in an advance health directive. BHB can provide you with one to complete. If you have one, you can update date it at any time.
- Make decisions about your end-of-life care.

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- Choose whether your organs are considered for donation or not.

INFORMED CONSENT

- Agree or refuse to care before it is provided or at any time during your treatment.
- Know the risks and benefits of your treatment, and any alternatives.
- Agree or refuse to be part of a research study without affecting your care. If you agree, you have the right at any time to withdraw from the study.
- Agree or refuse to allow any types of pictures, videos, or voice recordings.

PRIVACY AND CONFIDENTIALITY

- Have all communication and records about your care kept confidential, unless you say it can be shared, or if this is required by law.
- Have your privacy and confidentiality respected in care discussions, examinations and treatments.
- See a copy of your medical records and have your information explained.

COMPLIMENTS, COMPLAINTS AND GRIEVANCES

- Give your opinion, whether good or bad, about the care you receive.
- Have your complaints addressed by speaking directly with the doctor(s), ward nurse manager, department manager or a clinical director. You can also contact the BHB Patient Relations Manager at (441) 239-1425 or e-mail: feedback@bhb.bm. If you are still not satisfied, you may be referred to other community support groups.

YOU HAVE THE RESPONSIBILITY TO:

- Treat all hospital staff, other patients and visitors with courtesy and respect. Patients and visitors who do not will be removed from BHB properties and possibly banned from accessing non-emergency care services at the hospital. The police may be also involved as needed.
- Respect all individuals, no matter who you are and where you are from. We will consider individual requests (such as the gender of a caregiver) for privacy, religious, or cultural needs if it can be accommodated.
- Let the staff know what you would prefer for your care and treatment.
- Ask questions or let the staff know if you do not understand information or instructions.
- Provide complete and accurate information, including your full name, address, telephone number, date of birth, social insurance number, insurance coverage and employer.
- Provide as complete a medical history as you can including: information about past illnesses, hospitalisations, family history of illness, medications (prescription, over-the-counter and herbal remedies) and the use of tobacco, alcohol, illegal drugs or any other substances.
- Give the hospital or your doctor a copy of your advance health directive (if you have one) or make your wishes known at the time of admission.
- Keep appointments or call in advance to cancel or reschedule an appointment.
- Leave valuables at home and only bring what you need while in hospital.
- Sign a Departure without Authorisation form if refusing to stay at the hospital.

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- Pay your bills. If you are unable to do so, contact our Finance Department to set up a payment plan. The current fee schedule is on bermudahospitals.bm/general-information/bermuda-hospitals-board-fees-regulation/.

MWI satisfaction survey

Shortly after your discharge from MWI, you may be contacted regarding a patient 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 strive to not only meet your needs, but 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 patient. This means that you are free to leave hospital and do not have to accept treatment.

Sometimes, however, people are treated as formal patients. 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 to 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

You can 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 medication. There should be information on your ward about the medication you are taking. You may also be given 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 – always expect these ten pledges from us:

1. Courtesy and respect from our patients, carers and families.
2. Zero tolerance of any abuse from our staff or other patients.
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 Relations Manager serves as the liaison between patients 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 patients with the best in medical, health and wellness care, however, if we fail to meet our patients' or their families' expectations, our Patient Relations Manager 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: feedback@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: 7:30am to 9:30am

Lunch: 11:30pm to 1:30pm

Dinner: 4pm to 6:30pm

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:

Patient 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 individual as the person for whom the service or treatment is intended
- We match the service, medications, specimens or treatment to that individual

We believe that strict adherence to this policy will ensure the safest care for each patient. 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 patient and physician that results in the patient's authorisation 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

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. 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, patients 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 patients.
- 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 patient, we check for:

- Right patient
- 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 - mobile phones, etc.

Patients and visitors may not use wireless communication devices in critical care areas, such as the Psychiatric Intensive Care Unit (PICU/ Somers Annex). Patients 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 patients 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 patients and visitors, staff and volunteers.

- Access to the hospital is restricted 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. Patients 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) patients 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 patients staying at MWI. Visitors and callers are asked to identify a patient by name when phoning or coming to reception. Receptionists will confirm a patient's location once they have telephone confirmation from the ward that the patient approves the visit.

Visiting Hours

- **Somers Annex:**

Weekdays: 6pm - 8pm

Weekends, public holidays: 2pm - 4pm and 6pm - 8pm

- **Somers Ward:**

Weekdays: 12pm - 8pm

- **Reid Ward:**

Weekdays: 12pm - 8pm

- **Devon Lodge:**

Weekdays: 12pm - 8pm

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 patient 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

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- Visitors should not stay long. Patients can tire quickly entertaining visitors
 - Patients 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 patients
 - 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 patients are welcome to use the MWI cafeteria. Hours of operation: 9:05am to 10:30am, 12pm (noon) to 1:30pm and 5pm to 6:45pm.

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 patients in the hospital should identify the addressee as a patient to ensure prompt delivery. Mail arriving after a patient is discharged will be forwarded to the patient'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 patients whose first language is not English. Patients 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 patients 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 6263 or 441-239-6263 between the hours of 9:00am to 5:00pm, Monday to Friday.

Pastoral services

Pastoral care providers care for a wide range of spiritual needs and spiritual injuries, providing a sensitive and inclusive ministry in health crises. This group consists of approximately 160 representatives from most faith groups in Bermuda. They provide on-call spiritual support for patients, 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 patients and staff
- Collaboration with all members of the health care team
- Consultations on advanced directives, end-of-life decisions, and ethical issues

To speak to a pastoral care provider, inform your nurse or you may call extension 6263 or 441-239-6263 between the hours of 9am to 5pm, Monday to Friday.

Ethics consultation service

An ethics consultation is designed to assist patients, families and health care providers to identify, clarify and work through difficult decisions. 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 9am to 5pm ,Monday to Friday. Call ext. 6305, 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 you make one for sometime in the next few weeks if needed.

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, who 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 a 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

Frequently Used MWI Telephone Numbers

The following numbers are in the 441 area code. If you are using a MWI phone, you may also dial the extension number for the office or service you are trying to reach, which is the last four digits of the telephone number.

Department	Services	Telephone Number	Fax Number
Main Line	Receptionist	236-3770	236-9383
Inpatient Acute Services	Somers Ward	249-3205 249-3256	
	Somers Annex	249-3260 249-3295	
Inpatient Rehabilitation Services	Devon Lodge	249-3458 249-3252	
	Reid Ward	249-3320 249-3235	
Acute Community Mental Health Services	Adult Outpatient Clinic	249-3432 249-3433	239-2260
Community Rehabilitation Services	Day Hospital	249-3443	239-2263
Health Information Management Services	Clinical Records	249-3265	

Department	Services	Telephone Number	Fax Number
Evening/Night Managers	Resource Person	249-3258	
Substance Abuse Programme	Turning Point	239-2038	239-2257
	Inpatient Detox Unit	239-2267	239-2266
Child & Adolescent Services		239-6344 239-2078	232-1512
Help Line Services	Evening/Night Manager	236-3770	
Quality/Risk Management	Vice President, Quality and Patient Safety	239-6405	
Patient Relationship Manager		239-1425	



Bermuda Hospitals Board

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