



Welcome to Kent Hospital

The Main Hospital Number is 401.737.7000
The Main Entrance is located on Level 2

Identification Band

When you are admitted to the hospital (or in the emergency department if you arrive there first), an identification band will be attached to your wrist. This contains important information and should not be removed at any time during your stay. This identifies you to all who care for you and is another safety measure for your protection.

Patient Information

Friends and family can call the hospital at (401) 737-7010, ext. 34285 for a report on your condition.

The best time for a family member to call the unit for information is between: 9 a.m. and 2 p.m. or 4 p.m. and 11 p.m.

Please choose one family member who shares information about your loved one's condition with family and friends. We are happy to give you information when you use the **PIN number** that was provided to the patient on admission.

PIN _____

Room Extension _____

Unit Extension _____

Valuables

Please leave jewelry, large amounts of cash, credit cards and other valuable items at home. We cannot be responsible for items that you keep in your room. To inquire about or report a lost item, please call our security department at ext. 31360.



Family Activated Safety Team (FAST)

The Rapid Response – Family Activated Safety Team (FAST) provides you with extra help when you have concerns about your own care or the care of a family member.

By dialing 33278 from any hospital phone, you and your family member will receive a quick response. Within minutes, Rapid Response FAST members will arrive to your room to address your needs.

When to Call the Fast Hotline

1. If there is a noticeable change in you or your family member and you feel the care team is not recognizing or addressing the concern.
2. If, after speaking to a member of the health care team, the patient/family continues to have concerns on how care is being given, managed or planned.

Telephone Service

To use the telephone:

Dial 81 for all Rhode Island calls
Dial 81-1-800 for all 800 calls
Dial 80-0 for all out of state, third party and all calling cards.

Television Service

During your stay at Kent Hospital, we are happy to inform you that both your telephone and television service are free.

Extension 35588 will help you with any questions or repairs that may be needed. We look forward to providing you with excellent telephone and television service while you are a patient at Kent Hospital.



Food and Nutrition Services for the Patient

At Your Request-Room Service Dining is a "hotel style" food service system. Upon admission the nursing staff will introduce you to the room service menu. You will be able to order any item based on your prescribed diet, between 7 a.m. and 7 p.m. It will be prepared and delivered to you within 30 to 45 minutes.

The patient orders each meal from the Room Service menu by calling–X33663.

If for some reason the patient is unable to place their order and family is unavailable to do so, the nursing staff will help the patient place their order by using a tablet at the patient bedside.

Food and Nutrition Services for family and visitors

Visitors meal service is provide in the Blue Wave Cafeteria (1st floor) and at the Concourse Café (near entrance). When requested by Patient Care Services we will send guest trays directly to the patient's room for a nominal fee. We encourage you to choose from our wellness menu.

Concourse Café

Located on the 2nd level

Hours

Monday-Friday 1:30 a.m. - 8 p.m.
Saturday & Sunday 1 p.m. - 8 p.m.
Holidays 1 p.m. - 8 p.m.

Blue Wave Café

Located on the 1st level

Hours

Breakfast 6:30 a.m. - 10 a.m.
Lunch 11 a.m. - 2 p.m.
Dinner 4:30 p.m. - 7 p.m.



Visiting Hours

We believe visitors play an important part in a patient's well being. Visitors create healing. You may visit at any time, however, please note the guidelines below. Rest is needed for comfort and well being. Be aware of the patient's need for rest when you visit.

Some units such as Women's Care Center, the Emergency Department, Intensive Care Unit, Cardiac Care Unit and Psychiatric Care Unit have specific visiting guidelines. Please speak with the patient's nurse about visiting these units.

To help with rest and comfort we suggest no more than two visitors at a time. Please be respectful of other patients nearby. Larger families may wait in our waiting areas.

Although we have open visiting, quiet time begins at 9 p.m. Please help our patients get the rest they need by observing quiet time. **If it is necessary that you visit after 9 p.m.**, please enter through the Emergency Department and check in with Security.

If an isolation sign is posted outside the patient's room, please follow the instructions on the sign. If you have any questions speak to a nurse.

Language Line

Kent uses the services of certified medical interpreters in some 150 languages, available 24-hours a day.

Cell Phones

Are allowed throughout the facility in clearly marked areas. Please turn off cell phones when not in use.

Flowers and Mail

A volunteer will deliver your mail and flowers during the day. The address for the hospital is 455 Toll Gate Road, Warwick, RI 02886.

Balloons

For safety reasons only Mylar balloons are allowed in the hospital. **Latex balloons are not allowed in the hospital.**



Visiting Guidelines

People who are sick should not visit patients.

Please cooperate with all requests from hospital staff. There may be times when visitors are asked to leave a patient's room or change locations while the patient's needs are being met.

Healthy **children under 12 years** of age may visit if planned ahead of time with the nursing staff. Children must be watched by a visiting adult at all times.

Patients may not be able to eat certain **foods or have certain drinks**. Check with the nurse before bringing in food or drink for the patient.

Medicines are provided by our pharmacy. Please do not bring any medicines, supplements, herbs, or vitamins from home.

Bathrooms in patients' rooms are for patient use only. Public bathrooms are available on every floor. Hospital staff will help you locate the one nearest you.

Smoking

Kent Hospital is committed to ensuring a healthy, safe environment for our patients, staff and visitors. Smoking and the use of tobacco will not be allowed in hospital buildings, on the grounds, or parking lots.

ATMs

Located on the 1st level outside the Blue Wave Café, 2nd level outside the Concourse Café and in the Emergency Department waiting area.

Appliances

Only battery-operated appliances can be used in patient rooms. Electrical appliances must be checked out by our engineering department. Please ask your nurse prior to use.



Patient Information and Your Privacy

The federal HIPAA law requires hospitals and other providers to follow strict rules to protect the privacy of our patients. We are allowed to give only a general condition statement to callers, including family members, unless special arrangements are made. We suggest choosing someone who can serve as a channel for other inquiries. With the patient's permission, we can provide additional information to this person, using a PIN number. The nurse manager on each floor can help make these arrangements.

Patients also have the right to choose not to be listed in the information directory. In that case, we are not allowed to even confirm that an individual is a patient at Kent. This can prevent incoming (though not outgoing) telephone calls and the delivery of mail, gifts or flowers. We regret any inconvenience this may present.

Your Opinion is Important to Us

Once you have arrived home, you may receive a patient satisfaction survey through the mail or by email, if you had provided us with your email address.

Your input regarding the care you received and the support your family was given is important to everyone here at Kent Hospital. We can only improve our care if our patients tell us about their stay.

So please, should you receive our survey, take the time to tell us how we did. Thank you.



Just Ask!

IF YOU'RE THINKING IT... ASK IT!

For example:

- May I request a different meal selection?
- Can my vital signs and blood work be drawn at a more convenient time for me?
- What medications are you giving me and what are they for?

Please ask, so that we can better meet your needs and make your stay more comfortable.

Our Nursing Philosophy

We believe nursing is compassionate caring in both activity and attitude. Nurses listen, minister, heal and teach while serving as patient advocates responsible for coordinating, implementing and adjusting the patient centered plan of care. We recognize and value each individual and respect the patient's privacy and dignity. We work in a multidisciplinary, collaborative partnership in caring and value the contribution of all members of the health care team. Our nursing practice is based on the best available evidence. We are committed to life long learning and are accountable for our individual practice and professional growth.

Our Mission and Vision
To be your partner in health.
To create a community of healthier people.



A MEMBER OF
CareNew England

455 Toll Gate Road
Warwick, Rhode Island 02886
401-737-7000
kentri.org

Developed by the Kent Hospital Patient and Family Advisory Council



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