

EASE THE TRANSITION

From Hospital to Home

Page 26

STAY SAFE

HOW TO:

- Stop Falls
- Prevent DVT
- Fight Infections

Page 13

SPEAK UP!

*Ask Questions &
Voice Concerns*

Page 12

*Mayo's 2014 Nurse of the Year,
Robert Grove*

HARDWOOD PRODUCTS COMPANY LLC & PURITAN MEDICAL PRODUCTS COMPANY LLC

"Companies that support their community...Build for the future"



31 School Street, Guilford, Maine 04443

My friend's uncle's second cousin's son has autism.
My ~~friend's~~ uncle's second cousin's son has autism.
My ~~friend's uncle's~~ second cousin's son has autism.
My ~~friend's uncle's second~~ cousin's son has autism.
My ~~friend's uncle's second cousin's~~ son has autism.

Autism is getting closer to home.

Today, 1 in 110 children is diagnosed.

Early diagnosis can make a lifetime of difference.



Learn the signs at autismspeaks.org



AUTISM SPEAKS™
It's time to listen.

© 2010 Autism Speaks Inc. "Autism Speaks" and "It's time to listen" & design are trademarks owned by Autism Speaks Inc. All rights reserved.

New Beginnings

RESIDENTIAL CARE & ASSISTED LIVING FACILITY

90 Park Street, P.O. Box 55
Milo, ME 04463
(207) 943-2000 or (207) 943-6082
www.newbeginningsliving.com

- Friendly Staff
- CNAs, CRMAs, an RN and a PT on staff
- Transportation to Physician Appointments Available
- Planned Weekly Activities
- All Laundry is Done by Staff
- On-site Hairdresser Available
- Full Kitchen Available 24 Hours a Day to Residents & Family
- All Rooms are Private with Cable Television, Long-Distance Phone & Internet Access
- Home Healthcare Available
- Adult Day Care
- In-House Physician
- Lab & Podiatry



“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

In This Guide

Welcome to	3
Mayo Regional Hospital	
Concerns or Complaints	4
Your Satisfaction	5
Telephone Directory	6
During Your Stay	7-11
Patient Visitation Rights	7
Visitor Guidelines	7
Visiting Hours	7
Visitor Passes	7
Public Restrooms	7
Calling Your Nurse	8
Vocera Badges	8
Wireless Internet Access	8
Your Room	8
Your Hospital Bed	8
Room Temperature	8
For the Hearing Impaired	8
Telephone/Cellphones	8
Medications	8
Fire Safety	9
Smoking	9
Oxygen	9



12

Speak Up

Take charge of your care.



13

Stay Safe

You can contribute to healthcare safety.



OUR ADDRESS

897 West Main Street
Dover-Foxcroft, ME 04426





18

Do You Have Pain?

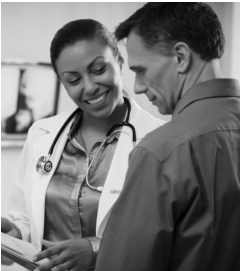
Make your stay as comfortable as possible.



24

Don't Leave Until...

6 things you should know before you walk out the door.



29

Make the Most of Your Doctor's Visit

Getting what you need.

During Your Stay *continued*

Electrical Devices 9

Personal Care Items 9

Cafeteria 9

Patient Meals 9

Valuables 10

Lost and Found 10

TV 10

Mail and Flowers 10

Call For Help 10

For Your Safety and Security 11

Pastoral Care 11

Gift Shop 11

Vending Machines 11

Speak Up 12

Stay Safe 13-17

Do You Have Pain? 18

Your Rights & Responsibilities 19-21

What are Your Advance Directives? 22

Privacy & Your Health Information 23

Don't Leave Until... 24-25

Preparing to Leave the Hospital 26-27

Managing Your Medications 28

Doctor's Visit 29-30

Partners in Care 31

Patient Portal 31

Stop Smoking Today 32



Welcome to Mayo Regional Hospital

■ We are pleased that you and your physician have chosen us to provide your medical care.

Our first priority is to provide you with the care you need, when you need it, with skill, compassion and respect. During your stay, you should expect high-quality care, a clean and safe environment, involvement in your care, protection of your privacy, help with leaving the hospital and assistance with your billing claims.

We know that hospitalization is not always an entirely pleasant experience and we will do our best to make you as comfortable as possible. If you have questions or concerns, please don't hesitate to ask your physician or your nurse.

It is our privilege to be your healthcare provider.

Sincerely,

Marie Vienneau
CEO

Lynne Gagnon
Vice President for Patient Care

David McDermott, MD
In-Patient Medical Director

About Us

Mayo Regional Hospital is a not-for-profit, 25-bed critical access hospital. Mayo Hospital has 28 physicians and over 500 staff members dedicated to providing acute medical/surgical care intensive care, surgical services and obstetrics in an array of inpatient and outpatient settings, including eight physician practices in Corinth, Dexter, Dover-Foxcroft, Guilford and Milo.

Mission Statement

Our mission is to provide you with up-to-date, high-quality, compassionate and affordable healthcare.

Our Vision

Mayo Regional Hospital is a caring family committed to excellence in people-centered care in a community setting. As the role of community hospitals changes, Mayo remains committed to serving as a healthcare and civic leader, concerned employer and good neighbor.

Our Values

At Mayo Regional Hospital we value all individuals and strive always to provide an environment that supports courtesy, honesty, accountability, respect and trust for all.





Concerns or Complaints

You may also call/contact:

The Maine Department of Health and Human Services

Division of Licensing
and Certification
State House Station 11
Augusta, ME 0433
Tel: 800-621-8222
TTY: 207-624-5512

State of Maine Long Term Ombudsman

P.O. Box 128
Augusta, ME 04332
800-499-0229
or 207-287-4056

Department of Health & Human Services

Office of Advocate
Ceta Building
State House Station 11
Augusta, ME 0433
207-287-2205

Here at Mayo Regional Hospital, your feedback is valuable to us. We make every effort to meet your needs and expectations. We also believe that every person has the right to quality care. We are eager to hear and correct complaints and we consider them helpful in assessing and improving the quality of care here at Mayo Regional Hospital.

Please let any employee, manager or member of administration know your concerns. We will make every effort to resolve your concern prior to discharge. If you have been discharged, you will receive a letter or personal telephone call to inform you of the results in a timely manner.

Anyone registering a complaint may rest assured it will have no bearing on future access to quality healthcare. All complaints will receive a response in writing that contains the name of the hospital contact person and the steps taken on behalf of the patient to investigate the complaint. The results of the investigation and the date of completion will be included in the letter.

If you are uncomfortable expressing your concerns in person you may call our VP for Quality and Risk, Nicole Chadwick, at address/number below:

Mayo Regional Hospital

897 West Main Street
Dover-Foxcroft, ME 04426
800-792-8242, Menu choose #2 or 207-792-4391

Your concerns will be answered in writing.



“Truth is what stands the test of experience.”

Your Satisfaction

We encourage your feedback to improve care.

Your healthcare is our priority. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple-choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is valuable!

What is HCAHPS?

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of healthcare. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

You are part of the team

COMMUNICATE It's your health; don't be afraid to ask your doctors and nurses questions.

PARTICIPATE You are the center of your healthcare team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

APPRECIATE There are hundreds of people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

Hospital Compare

is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results.

www.hospitalcompare.hhs.gov

The Leapfrog Group

rates hospitals that take part in the Leapfrog Hospital Quality and Safety Survey. The survey measures how well hospitals meet the Leapfrog Group's quality and safety standards. Survey results are reported on Leapfrog's website for users to compare hospitals.

www.leapfroggroup.org/cp



Telephone Directory

MAIN NUMBER

207-564-8401

Patient Accounts

207-564-4306

Pastoral Care

207-564-3459

Pharmacy

207-564-4283

Mayo Physician Billing

207-564-4547

Administration	207-564-4251
Cardiopulmonary	207-564-4394
EMS	207-564-3078
Emergency Department	207-564-4260
Laboratory	207-564-4268
Mayo Physician Billing	207-564-4547
Medical Surgical	207-564-4290
Obstetrics	207-564-4292
Oncology	207-564-4254
Human Resources	207-564-4351
Patient Accounts	207-564-4306
Patient Services	207-564-4250
Pastoral Care	207-564-3459
Pharmacy	207-564-4283
Pine Tree Hospice	207-564-4346
Public Relations	207-564-4342
Radiology	207-564-4263
Rehabilitation	207-564-4273
Special Care	207-564-4271
Surgical Services	207-564-4446
Workwise	207-564-4338

Please visit us at www.mayohospital.com

Calling a Department WITHIN the Hospital?
Dial the last four digits of the number.





During Your Stay

■ We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Patient Visitation Rights

Mayo Regional Hospital believes family and friends are important to the patient's healing process. We will make every effort to ensure that all visitors enjoy visitation privileges consistent with patient preferences and patient safety. Visitors will not be restricted or denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Visitation privileges may be restricted for clinical/patient safety concerns.

Visitors are permitted to visit based on the wishes and consent of the patient.

Visitors may include, but are not limited to, a spouse, domestic partner, same sex partner, immediate and extended family and friends

The patient will designate who he or she wants to see and may at any time alter consent for visitation.

Clinical/safety conditions may necessitate limitations on visitor access. Visitors will be allowed to return when it is safe to do so.

Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.
- Observe "No Visiting" and precaution signs before entering the room.
- Do not smoke.
- Leave the room during tests or treatments if asked.
- Visitors who have been exposed to, or show signs of, contagious disease will be asked not to visit.

VISITING HOURS

OB Visiting Hours

Not restricted for immediate family; however, for others, visiting is restricted based on the new mom's need for rest. We encourage other visitors to call ahead to determine best time for visiting.

Visitor Passes

Visitors are welcome at any time as long as this does not interfere with the patient's recovery. From 7:00 p.m. to 7:00 a.m. visitors are asked to enter the emergency department and obtain a visitors badge. All other times visitors may proceed to the nursing station on the unit where the patient is receiving care.

Public Restrooms

Please do not use the bathrooms in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.



During Your Stay

Calling Your Nurse

A button to call your nurse is located on your top side rail. When you press the button, the nurse's station is alerted that you need assistance and a light will flash above your door. Also, all bathrooms are equipped with a call system either by pushing a button or pulling a string. A staff member will show you how to use this system and respond to your signal as soon as possible.

Vocera Badges

All clinical staff wear a Vocera badge which is integrated with our nurse call system. When you push the nurse call button on your bed, it will go directly to the nurse assigned to care for you. This enables our staff to respond quickly to your needs.

Wireless Internet Access

Mayo Guest Wireless is accessible through your own personal computer.

Your Room

Your Room assignment at Mayo is based on your admitting diagnosis and bed availability on the day of your admission. It is possible that you may be moved to another room as your health changes. Private and semi-private rooms are available. Insurance may not cover the full cost of private room and you may be asked to pay the difference. A representative from Patient Billing can answer these questions.

Every room has a bathroom for patient use only. In semi-private rooms, patients share a common toilet, shower and sink.

Your Hospital Bed

Your hospital bed operates electronically. You will be shown how to work it properly. Bedrails are for your protection. The two top rails may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications.

Room Temperature

Your room temperature can be controlled within your room. If you have additional concerns about the environment in your room, please contact Engineering at 4297.

For the Hearing Impaired

Services for the hearing impaired are provided through the TTY access phone located in the emergency department.
207-797-7656 V/TTY
800-639-3884 V/TTY

Telephone/Cellphones

Telephones are provided to each patient for your convenience. Your phone number is posted on your whiteboard. Cellphone use is not restricted on the Medical-Surgical unit; however, it may be in other areas where use could interrupt patient care equipment.

Medications

All medications you take while in the hospital are prescribed by your physician, dispensed by the hospital pharmacy, and administered by a registered nurse. In special situations,



medications from home may be administered if they are not available from the hospital pharmacy. Your physician or nurse will provide you with that information. While in the hospital, never take a medication that has not been ordered for you.

If you use herbal medications or supplements, please let your physician or nurse know.

Fire Safety

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital has many safeguards in place and staff is trained in fire prevention.

Smoking

To promote the health of patients and staff, Mayo is a tobacco-free environment. This means no patient, family member or employee may smoke in the hospital, other buildings or on the grounds.

Oxygen

All patients' rooms have an oxygen supply. Aerosol products are not permitted in these areas due to their explosive nature. Please do not adjust the setting on your oxygen because it can cause misinformation involving your care. Ask your nurse if you have a concern.

Electrical Devices

Electrical devices including hair dryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, computers and other devices are not permitted in patient rooms. You may use only battery-operated devices.

Personal Care Items

While you are staying with us, you may want to bring some items from home. We supply basic personal care items such as soap, toothpaste and brushes, basic combs, deodorant and lotion. We cannot provide shaving razors or foam because of infection control concerns. Please feel free to bring in any personal care items you may need and they will be stored in your bedside table.

WHERE'S THE CAFETERIA?

LOCATION:

Located in the basement and accessed by taking the main lobby elevator to BR (basement rear). Visitors are welcome to dine in the cafeteria.

HOURS:

Breakfast

Opens at 6:15 for self-serve breakfast items

Lunch

11:15 a.m.–1:00 p.m.

Dinner

5:15 p.m.–6:00 p.m.

Patient Meals

Your diet will be ordered by the hospitalist caring for you. If you have any dietary restrictions, please be sure to let him or her know. Our nutrition services staff will make every accommodation possible. Meals are delivered to the patient rooms at 7:30 a.m., 11:30 a.m. and 5:00 p.m. If you would like your meal delivered at a different time, let your nurse know.



During Your Stay



Leave Your Valuables At Home

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay.

Store your contact lenses, eyeglasses, hearing aids and dentures in containers labeled with your name and place them in a drawer in your bedside table when not in use. Please don't put them on your bed or food tray—they may be damaged or lost. Mayo Regional Hospital cannot be responsible for replacement of personal belongings.

Lost and Found

If you have misplaced or lost personal belongings, please contact 207-564-4298.

TV

Color television sets with cable are provided free of charge in each room to all patients. Please be considerate of others by playing TVs on lower volumes. Closed caption is available on most sets for the hearing impaired.

Mail and Flowers

Mail and packages will be delivered to you by a hospital volunteer. Any mail received after your discharge will be forwarded to your home address. Florists deliver directly to patient rooms. Please note that flowers are prohibited in intensive care units.

Call For Help

Call for help with your call bell. Be patient and remain lying or seated while waiting. We will answer your call bell as quickly as possible.

Ask for help from a staff member when getting a family member to and from a chair, in or out of bed, or to the bathroom.

Let staff help you on and off the toilet.

Little or no help may be needed at home, but your illness or equipment may make you unsteady, weak or dizzy. Please do not get up alone.

Footwear that is non-skid can help as floors can be slippery. Please wear the non-skid footwear that we provide when getting out of bed.

Objects such as IV poles or bedside tables must not be used to support yourself when walking.

Remind staff or family to place your call bell, phone and other items close to you.

Help keep your room neat and tidy by removing unnecessary items.

Educate your nurse if you have fallen or been dizzy or confused at home or in the hospital.

Let us know if a spill occurs. Do not try to clean spills yourself.

Preventing falls takes everyone's help. Thank you for your cooperation!



For Your Safety and Security

In an effort to keep you and your staff free from injury, we use special equipment to lift and move patients. These devices are completely safe, and we have a lot of experience using them.

In order to help insure maximum safety, comfort and quality of care during your stay, we have instituted lifting and repositioning procedures that encompass.

- Introduction of advanced patient handling equipment and repositioning aids
- Adoption of new safe lifting guidelines designed to prevent injury to you as well as members of nursing staff.

Pastoral Care

We believe that patient care includes attention to spiritual needs as well as physical needs. Mayo has a Chaplain on staff to assist you with matters of a spiritual nature. A minister of your own choice is always welcome to visit you while you are here. Please ask a staff member if you need assistance.

Gift Shop

The hospital's gift shop is located in the Main Lobby and is operated by the hospital auxiliary. The proceeds from the gift shop are donated back to the hospital through the Volunteer Auxiliary to assist the needs of our patients.

Hours of Operation:

Monday–Friday:

9:00 a.m.–3:00 p.m.

Vending Machines

Vending machines offering beverages and snacks are located in the basement across from the elevator BF (basement front). They are available 24 hours a day, seven days a week.



“Who questions much, shall learn much,
and retain much.”

Speak Up!

Take charge of your care.

During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.



STEP UP & SPEAK UP

SPEAK UP: Ask questions and voice concerns. It's your body and you have a right to know.

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

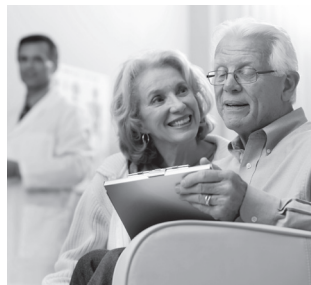
CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the healthcare team.

Remember:

- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

**Don't Get Overwhelmed,
Write It Down!**



Courtesy of The Joint Commission.

“Fear is the father of courage
and the mother of safety.”

Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.



Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don't ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.

PATIENT IDENTIFICATION

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand, however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.



Fighting Infections

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It is also important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Doctors, nurses and other healthcare providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- ☐ What is the name of the medicine?
- ☐ What is its generic name?
- ☐ Why am I taking this medicine?
- ☐ What dose will I be taking? How often, and for how long?
- ☐ When will the medicine begin to work?
- ☐ What are the possible side effects?
- ☐ Can I take this medicine while taking my other medications or dietary supplements?
- ☐ Are there any foods, drinks or activities that I should avoid while taking this medicine?
- ☐ Should I take my medicine at meals or between meals?
- ☐ Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- ☐ What should I do if I forget to take the medicine and miss a dose?

KEEP A WALLET-SIZED NOTEBOOK OF ALL MEDICATIONS YOU ARE TAKING.



Preventing Medication Errors

By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

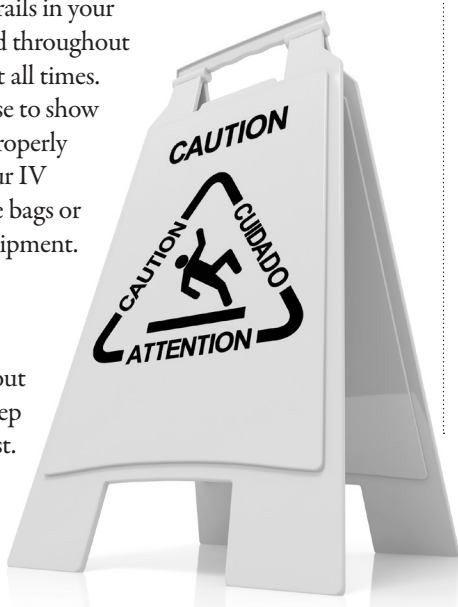
Remember—you play an important role in helping to reduce medication errors.



Preventing Falls

Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or they've been sitting or lying down for too long. Mayo Regional Hospital cares about our patients' safety. Please help us keep you safe by following these guidelines during your hospital stay:

- **Do not get out of bed by yourself.** Your hospital bed is probably higher and narrower than your bed at home, and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear non-skid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.



DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. And be sure to tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out

PATIENTS OF ALL AGES ARE AT RISK OF FALLS BECAUSE OF MEDICATIONS THAT MAY MAKE THEM **DIZZY, WEAK OR UNSTEADY**

Questions for My Doctor

Be Informed

You and your caregiver need to stay informed about your medical condition and treatments while you are hospitalized. Once you are released from the hospital, it is important to have this information available so you can share it with your primary care physician during your next visit. These checklists will help you ask questions while in the hospital and keep track of vital health and medication information.

About My Medicines

See “Know Your Meds” on page 15. Once you are discharged from the hospital, your pharmacist can help answer your questions about medications, including what the label on the medicine bottle means. Ask your pharmacist to put your medicines in easy-to-open containers, and ask for large-print labels.

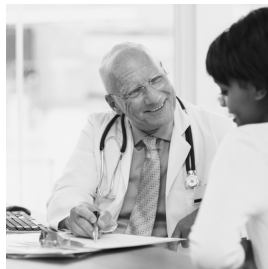
About My Medical Tests

- ✓ Why do I need this test?
- ✓ What will this test show about my health?
- ✓ What will the test cost? Will my health insurance cover the costs?
- ✓ What do I need to do to get ready for the test?
- ✓ How is the test done? What steps does the test involve?
- ✓ Are there any dangers or side effects?
- ✓ How will I find out the results of my test? How long will it take to get the results?
- ✓ What will we know after the test?
- ✓ Will I get a written copy of the test results?



About My Condition

- ✓ What effect did my hospitalization have on my condition? Is it cured or just under control for now?
- ✓ How can my condition be treated, managed or made better?
- ✓ How will this condition affect me? Will I need to change some of my activities?
- ✓ Are there long-term effects of my condition?
- ✓ How can I learn more about my condition?



“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”

Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?



USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.

Wong-Baker FACES® Pain Rating Scale



©1983 Wong-Baker FACES® Foundation. Visit us at www.wongbakerFACES.org. Used with permission.



Rights & Responsibilities

Patient Rights

Mayo Regional Hospital support the following rights for each patient:

- The right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- The right of each patient to a reasonable response to his/her requests and needs for treatment or services within the hospital's capacity, its stated mission and applicable laws and regulations.
- The right of each patient to obtain a copy of any rules and regulations of the hospital which apply to a person's conduct as a patient.
- The right of each patient to considerate and respectful care, including consideration of the psychosocial, spiritual and cultural values that influence the perception of illness.
- The right of each patient to privacy during medical care, within the hospital's capacity to provide it, and to receive care in a safe setting, free from any form of abuse, neglect or harassment.
- The right of the patient to receive the name and specialty of any individual responsible for care or the coordination of care upon request.
- The right of each patient to obtain an explanation as to the relationship, if any, of the hospital and its physicians to any other healthcare facility or educational institution insofar as the relationship relates to the patient's care or treatment.
- The right of each patient to refuse to be examined, observed or treated by students or other hospital staff without jeopardizing the patient's access to medical care.
- The right of each patient to receive prompt lifesaving treatment in an emergency without discrimination on account of economic status or source of payment and without delaying treatment for purposes of determining insurance information, unless such delay can be imposed without material risk to the patient's health. This right extends to all patients, including people accessing care through the Emergency Department.
- The right of each patient to the confidentiality of his or her medical information. The patient or the patient's legal representative will have access to the information contained within his or her medical record within the limits of the law.
- The right of each patient to refuse removal of clothing.
- The right of the patient suffering from breast cancer to receive complete information on the alternative treatments, which are medically viable.
- The right of the patient to refuse to serve as a research subject, and to refuse any care or examination when the primary goal is educational or informational rather than therapeutic. No patient will participate as a research subject without his or her written consent.
- The right of each patient to receive effective management of pain.



Rights & Responsibilities

- The right, if you are a maternity patient, if applicable, to receive information about the hospital's rate of cesarean sections and related statistics.
- The right of each victim of sexual assault to be provided with medically and factually accurate written information prepared by the commissioner about emergency contraception.
- The right of each female rape victim of childbearing age who presents to the emergency department after rape to receive initial emergency contraception upon request.
- The right of each patient, or patient's representative, in collaboration with his or her physician, to participate in the development and implementation of the care plan, inpatient and outpatient, and including as applicable a discharge plan and pain management plan, and to make healthcare decisions to the extent permitted by law.
- The right of each patient to obtain information necessary, such as diagnosis, possible prognosis, benefits and risks to enable the patient to make treatment decisions that reflects the patient's wishes.
- The right of each patient to know in advance who will perform each treatment or procedure and to request another physician or healthcare provider for treatment or consultation.
- The right of the patient (or the patient-designated representative) to participate in the consideration of ethical issues that arise in the care of the patient.
- The right of the patient to formulate Advance Directives and to appoint a surrogate or healthcare agent (proxy) to make healthcare decisions in the event that the patient becomes unable to do so. The provision of care is not conditioned on the existence of an Advance Directive.
- The right of the patient to accept or refuse treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- The right of each patient to request and receive from Patient Billing any information the hospital has available relative to financial assistance and eligibility for free hospital care.
- The right for each patient to receive upon request an itemized bill or other statement of charges submitted to any third party by the hospital, and to have a copy of the itemized bill or statement sent to your attending physician.
- The right of all patients and their families requiring language interpretation or translation, those requiring large print/Braille/audio video-tape, and those requiring assistance with listening devices or those with other special needs, to receive such services and materials in a timely manner at no additional cost to the patient.
- The right to be free from restraints or seclusion in any form that is not medically necessary.
- The right to have someone of your choice remain with you for emotional support during your hospital stay or outpatient visit, unless your visitor's presence compromises your or other's



rights, safety or health. You have the right to deny visitation at any time.

- The right of the patient to have a family member or representative of his/her choice and his/her own private physician notified promptly of his/her admission to the hospital.
- The right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager. You may also contact the hospital president or patient advocate. You have the right to be informed of the process around complaint resolution.
- You have the right to give or refuse consent for recordings, photographs, films or other images to be produced or used for internal or external purposes other than identification, diagnosis or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.

Patient Responsibilities

- To provide, to the best of your knowledge, accurate and complete information about present symptoms, past illnesses, hospitalizations, medications and other matters relating to your health.
- To report unexpected changes in your condition to those responsible for your care.
- To understand your healthcare. If you are unclear about either your condition or medical treatment, please ask your physician or other staff member to discuss them with you.

- To follow the treatment plan recommended by the practitioner primarily responsible for your care.
- To accept full responsibility for your decision and your healthcare if you refuse treatment.
- To pay your hospital bill promptly and to supply us with necessary health insurance information.
- To follow the hospital's rules and regulations affecting patient care and conduct, including the smoking policy.
- To be considerate of the rights of other patients and the hospital personnel by assisting in the control of the noise and the number of your visitors and allowing your roommates and other patients privacy and quiet.
- To respect the property of others and of the hospital.
- To respect the individuality of others including racial, ethnic and cultural differences.
- To report your pain and to discuss with the doctors/nurses any concerns you may have about pain.
- To take reasonable care of your own valuables and other possessions.



What are Your Advance Directives?

What Are Advance Directives?

A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family, and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

Your Advance Directive is destroyed once you are discharged from the hospital. You must provide a new Advance Directive each time you are readmitted. In this way, you ensure that the hospital has your most current information.

For more information about Advance Directives or to obtain forms, please speak with your nurse.



Patient Services Advance Directives

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For healthcare: A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You may also want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.



Your Privacy & Health Information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

*Adapted from U.S. Department of Health
& Human Services Office for Civil Rights*

Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to www.hhs.gov/ocr/hipaa/ for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.



“In the field of observation,
chance favors only the prepared mind.”

Don't Leave Until...

6 things to know before you walk out that hospital door.



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, at right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may have

some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

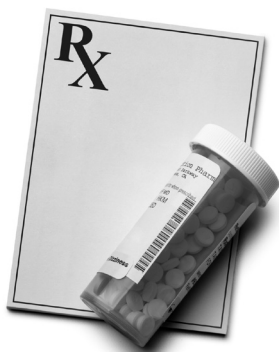
Make sure you have the following information before you leave the hospital:

1. Discharge summary. This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly, so you don't run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.



4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care.



Preparing to Leave the Hospital

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.

When your doctor feels that you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.
- If you had bloodwork or other tests done, be sure you know the results before you are discharged.

Billing & Insurance

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services. If you have questions about these separate bills, please call the number printed on each statement.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

Pre-Certification

Most insurance plans now require pre-certification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your responsibility to see that this is completed. This





information can be found on your insurance card. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company as soon as possible.

Coordination of Benefits (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other's insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare

We will need a copy of your Medicare card to verify eligibility and to process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments are the patient's responsibility.

Medicaid

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

Financial Assistance

A representative of the Business Office will discuss financial arrangements with you. You may also speak with a hospital representative from the Social Services Department to assist you in applying for Medicaid or other government-assisted programs.



“Science is organized knowledge.
Wisdom is organized life.”

Managing Your Medications



Help avoid medication errors by asking questions and tracking your meds.

The best way to avoid medication errors is by keeping up-to-date records of all the medications, supplements and herbs that you take and sharing that information with any doctors you visit. If you are hospitalized, you will be asked to list all the medications you are taking—including prescription medications, over-the-counter drugs and vitamin/herbal supplements.

Double Check!

Be sure that all of your doctors know what medications you have been taking. They also need to be aware of any allergies you may have. And whenever any of your doctors prescribes new medications, be sure to ask:

- Which of my original medications/supplements should I still be taking?
- Which of my original medications/supplements should I no longer take?
- Will any new medications I am being prescribed interfere with my original medications/supplements?
- What side effects do I need to be aware of?
- Who should I call if I have questions or problems with my medications?

Rx for Less

The Partnership for Prescription Assistance helps qualifying patients who don't have prescription medication coverage get the medicines they need. Many medicines are available for free or are nearly free. To find out more, go to www.pparx.org or call 888-477-2669.



CHECK IT OUT!

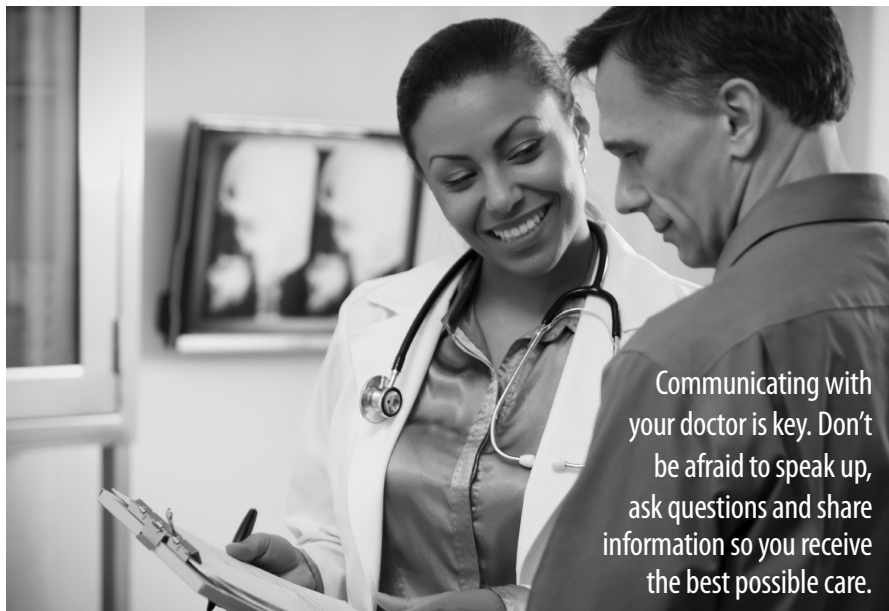
Use this checklist to be sure you understand what your medicines are and why they are being prescribed:

- ☑ What are the brand and generic names of the medicine?
- ☑ Why do I need to take this medicine?
- ☑ What dose will I be taking? How often, and for how long?
- ☑ What are the possible side effects?
- ☑ Can I take this medicine while taking my other medications and/or dietary supplements?
- ☑ Are there any foods, drinks or activities that I should avoid while taking this medicine?

“Health is the greatest gift...”

Make the Most of Your Doctor's Visit

Simple Steps to Get What You Need.



Communicating with your doctor is key. Don't be afraid to speak up, ask questions and share information so you receive the best possible care.

Do you ever leave the doctor's office feeling like you didn't have the time to get your questions answered or your concerns voiced? While the typical doctor's visit lasts just 15 minutes, there are steps you can take to make the most of the time you do have.



1. Be prepared.

Start at home by making a list of your concerns and questions. Bring this to your doctor's visit, along with a current list of all medications you are taking, including vitamins, herbs and over-the-counter medicines. If you are seeing this doctor for the first time, bring a copy of your health history. If you've recently had a hospital stay, bring along copies of your hospital records, including a list of any medications you were prescribed while in the hospital.

Make the Most of Your Doctor's Visit *continued*

2. Show and tell.

Share the following information with your doctor during your visit:

- Your reason for making the appointment
- Any symptoms you are having
- How long you've had your symptoms
- Any home remedies you've tried
- Any changes in your mood, sleep, diet and physical activity levels

3. Ask questions.

Ask every time you don't understand something your doctor tells you. Don't be afraid to ask your doctor to repeat something she or he has said, or to ask that it be explained in simpler terms. Take notes during the visit so you don't forget important information. Also:

- If your doctor wants to schedule tests, be sure you understand exactly what they are, why you need them and how long it will be before you get the results.

- If your doctor wants to prescribe new medication, be sure you understand what the medication is for, what the correct dosage is, how long you'll need to take the medication and what, if any, side effects to watch out for. Be sure to ask if this new medication will interfere in any way with the medications you are currently taking.
- If you are dealing with a specific disease, such as breast or prostate cancer, or a medical condition, such as high blood pressure, ask for educational materials that you can take home.

4. Know before you go.

Before you leave the doctor's office, be sure you know what the next steps are.

- Will you need to return for another visit or for follow-up tests?
- Will you need to fill a prescription?
- Will you need to monitor your diet or activities?





Partners in Care

The nursing staff at Mayo Regional Hospital is dedicated to providing professional and outstanding care to their patients. Therefore, we have developed a program in which a team consisting of RNs and CNAs together will care for your needs.

This allows the registered nurse to focus on the more technical aspects of your care, such as working closely with your physician, medication administration and developing focused plans of care. The CNA will assist you in activities on daily living, such as meal set up, bathing, walking and toileting. During busy days, the Medical Surgical unit will have an extra CNA just to answer call bells and address patient needs. We know your needs are important, and we will make every effort to ensure your stay is pleasant as possible.

Registered nurse supervisors are available in house 24 hours a day, seven days a week to assist with your care and concerns.

Physician Care

While hospitalized, you will be cared for by your surgeon or our Hospitalist Service. A hospitalist is a physician who specializes in the care of hospitalized patients. During your hospitalization, the hospitalist will communicate with your primary care provider to share information about your hospitalization. There is a hospitalist available in the hospital 24/7.

Patient Portal

Upon your discharge from our hospital, the email address you provided us with will receive an email notification with step-by-step instructions on how to access your personal electronic medical record. If you have any questions or concerns regarding this process, you can call us at 207-564-8401.

Volunteers

Mayo has a dedicated group of volunteers who provide many hours of service to the hospital. They may take you to another department for a test, provide newspapers or deliver flowers and cards to your room. They are most easily identified by their “pink coats” for the ladies and “blue coats” for the gentlemen.

Mayo's Shining Stars

The Shining Stars program was developed as a way for you, the patient, to recognize those employees who have provided exceptional care during your stay and let them know they made a difference.

Please feel free to complete a ballot and turn it in to any Mayo employee. Your input is always valuable.



“You’re always better off if you quit smoking; it’s never too late.”

Stop Smoking Today

Millions of Americans have quit smoking—so can you.

Quitting smoking will help you live a longer, healthier life by reducing your risk of heart attack, stroke, lung disease, and lung and other cancers. The benefits start right away and last a lifetime:

- ▼ **20 minutes** after quitting, your heart rate and blood pressure drop.
- ▼ **2 weeks to 3 months** after quitting, your circulation improves and your lungs work better.
- ▼ **1 year** after quitting, your risk of heart disease is half that of a smoker’s.
- ▼ **5 years** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- ▼ **10 years** after quitting, your risk of lung cancer is half that of a smoker’s.
- ▼ **15 years** after quitting, your risk of heart disease is the same as a nonsmoker’s.

It’s never too late to quit smoking!

Here’s how you can start today:

Set a quit date.

Tell your family, friends and coworkers that you plan to quit, and ask for their support.

Anticipate the challenges you’ll face.

Remove cigarettes and other tobacco products from your house, car and workplace.

Talk to your doctor about getting help to quit.

When you quit smoking, you:

- save money
- breathe better and cough less
- have whiter teeth and fresher breath
- set a good example for your loved ones

For More Information

- American Cancer Society – www.cancer.org
- National Cancer Institute – www.smokefree.gov



Kids whose parents smoke around them get bronchitis and pneumonia more often, are at increased risk for ear infections and get more frequent and severe asthma attacks.

Caring for your Home Health and Hospice needs for 45 years.



**Community Health and
Counseling Services**

564-2267

***CHCS is available,
24 hours a day,
7 days a week,
365 days a year.***

CHCS Home Health and Hospice

is a non-profit, providing compassionate medical and surgical care to hasten your recovery

SERVICES WE PROVIDE:

- ▶ Nursing Care
- ▶ PT OT Therapies
- ▶ Complex medical care
- ▶ Hospice
- ▶ Medical Social Work
- ▶ Home Health Aides



**Care at Home
You Can Trust.**

Stay connected with better hearing.



*Mention
or bring in this
ad for a FREE
hearing test*

**Our free consultation can put you
on the road to better hearing.**

We'll help you identify the signs of hearing loss, then test your hearing and discuss the wide range of hearing solutions available today.

No pressure, no gimmicks, no obligation. Just straightforward answers to your questions about hearing health.



Hearing aids made simple.

Hearing aids do not restore natural hearing. Experiences may differ based on severity of hearing loss and the ability to adapt to amplification. 0274LCMK ©2011 Unihon

**Tune in to life again—Call now to request your Free Hearing Consultation
(207) 564-3337 • Doveraudiologycenter.com**

Dover Audiology & Hearing Aids—859 W. Main Street • Dover Foxcroft, ME 04426



Thompson Funeral Homes Inc.

**Raymond E. Thompson – Director
Chadwick B. Crooker – Assistant**

207-285-3377
877-351-3146 (Toll Free)
e-mail: TFH17@aol.com

17 Hudson Road, Corinth
30 St. Albans Road, Corinna
www.ThompsonFuneralHome.org



Personalized, Caring Service
Pre-arrangements, Full Service Burial, Cremation, Custom Services
48 Years of Family-Owned Service

MayoPractice Associates™

*Offering expanded care and services
where you need it most—close to home*

Corinth Medical Associates

Family Practice

Dexter Internal Medicine

Dover-Foxcroft Family Medicine

Internal Medicine | Family Practice | Pediatrics

Guilford Medical Associates

Family Practice

Milo Family Practice

Family Practice & Womens' Health

ONE CONTACT. MANY LOCATIONS.

ACCEPTING NEW PATIENTS

564-1224

Mayo 
Regional Hospital