

Television

Your TV has hospital information, health education, and entertainment choices. Press the menu button on your remote control/ pillow speaker to make a choice.

Hospital Information

Includes visitor parking, ATMs, and places to eat.

Patient Family Services

Includes chaplaincy, interpreter services, and financial and insurance information.

Patient Education

Includes videos on diabetes, cancer, blood thinners, smoking, caring for your heart, and other health topics.

Entertainment

Includes 30 free new movies, games, music, and TV channels.

Social Services

Please ask for social services if you feel they may be helpful.

Services include:

- Home Safety
- Domestic violence
- Rehabilitation
- Mental health referrals
- Alcohol or Drug Detoxification
- Community resources

If you are having trouble managing at home, a nursing care coordinator may be able to help with:

- Alternative arrangements
- Elder services
- Meals on Wheels
- Life Line buttons
- Visiting nurses
- Physical therapy
- Rides to healthcare appointments

Please tell us how we can help you!

Welcome!



**Department of
Emergency Medicine**
Tower Observation Unit
at
Brigham and Women's Hospital



**BRIGHAM AND
WOMEN'S HOSPITAL**

What you need to know...

You can expect that your stay in this Observation Unit will be less than two nights. While you are here, you will continue your work up and be given any needed treatments.

If you are staying overnight, you will see doctors around 7:00 in the morning. A physician assistant is in the unit PA at all times and will be in charge of your care. **If you need to speak with a provider, one will be contacted for you.**

Medications

We will provide you with all necessary medications, including any daily meds you usually take. For your safety, please do not take your own medications. **If you must take your own medication, please inform your care team.**

Visitors

Visitors are welcome at any time. Between the hours of 10 p.m. to 8 a.m. Your guests will need to check in with security prior to arriving on the unit. They may ask for directions to 12D at the information desk at the entrance to the hospital or in the ED.

“Can I Eat?”

Ask your nurse.

Whether or not you can eat or drink depends on your condition and the testing planned.

- If you are allowed to eat, your nurse can tell you about the foods you may have and will call the kitchen to put in a diet order.
- Ask your nurse for a menu. Then, call 4FOOD (4-3663) to order Room Service or to ask for help. Meals are available from 7 a.m. to 8 p.m. and will arrive in about 45 minutes.
- BWH has several dining options for your family and friends. Your care team can provide you additional information.

For your comfort...

For your rest and comfort, several items are available by request:

- Additional pillows
- Blankets
- Lotion
- Water*
- Juice*
- Ginger ale*
- Crackers*

*Check with your nurse to see if you are allowed to eat or drink.

Please enjoy your stay!