



Backus Hospital Patient and Visitor Guide

326 Washington Street
Norwich, CT 06360
860.889.8331

About Backus Hospital

Backus Hospital is a 213-bed, not-for-profit, acute care community hospital. Since its founding, Backus has provided programs and services to meet the healthcare needs of the region. Backus is a Comprehensive Community Hospital Cancer Center, an accredited Breast Health Center, and the only trauma center in New London and Windham counties. BackusHospital.org

Phone Directory

- Main Number:** 860.889.8331
- Emergency Room:** 860.889.8331
- Food & Nutrition Services:** 860.889.8331
- Lost and Found:** 860.889.8331, ext. 6364
- Patient Relations:** 860.889.8331, ext.6320
- Public Safety:** 860.889.8331, ext.6364
- Social Work:** 860.823.6319
- Spiritual Services:** 860.889.8331

Parking

Patient and visitor parking is available directly in front of the hospital.

For the Emergency Department or Same Day Surgery parking spaces are available behind the hospital.

Parking for the **Medical Office Building** is available near the building for patients with doctor’s appointments or for testing.

You can arrive at Backus directly via **Public Transportation** as there is a bus stop in front of the hospital.

Handicap parking is designated in all hospital parking garages and lots.

Maps and Directions

326 Washington Street Norwich, CT 06360

Visitors should enter through the front main entrance, except after 8pm, when they should enter through the rear emergency department entrance.

Visitor Policy

We welcome visitors 24/7 in most hospital areas. Please check with the patient’s unit to verify.

- Children under the age of 16 must be accompanied by an adult.
- Birthing Center patients may have visitors between 12:00pm-08:00pm

Dining

As a patient your nutrition and dietary needs are met through a collaborative effort by your medical team and our kitchen and nutrition department. You may select your daily meals from a menu.

Patient Meal Hours

Breakfast.....	07:00AM - 08:30AM
Lunch.....	11:30AM - 01:00PM
Dinner.....	04:30PM - 06:00PM

If you are on a special diet related to your medical condition it is considered part of your treatment and should be followed closely.

Vending machines are located on the ground floor and in waiting areas.

Cafeteria Hours of Operation (located on the ground floor)

06:30AM - 06:30PM.....Everyday

Bringing in food: Food for patients can be brought into the hospital, but should meet the dietary orders outlined by the patient’s doctor or dietitian. Please check with the patient’s nurse to verify if there are any dietary restrictions.

Spirituality

The hospital’s Pastoral Care Department, staffed by Roman Catholic and Protestant chaplains, is available to assist all patients and their families with spiritual needs. If you would like to see a chaplain, ask a member of the nursing staff or the hospital operator to call our Pastoral Care Department. The hospital also has a chapel that is open to the public on the ground floor.

Patient Services

Interpreter/ Language Services

Backus Hospital is committed to providing quality services to everyone, including patients and family members or companions who are deaf or hard of hearing. Through the use of My Accessible Real-Time Trusted Interpreter (MARTTI), which instantly connects patients to interpreters via video conference, qualified sign language and oral interpreters, we are able to provide video interpreter services for American Sign Language and over 55 spoken languages, as well as audio services for about 200 other languages, on a 24/7 basis. For information on accessing these services, please contact the patient care representative at 860.889.8331, extension 2222 (after hours, call the nursing supervisor at extension 6812).

Language interpretation for patients who prefer to communicate in a language other than English is available 24 hours a day through telephone translation. Please inform our staff of your interpretation needs.

Physical disabilities

Backus Hospital is a handicapped-accessible facility

Medical Records

For more information and to obtain medical records, call 860.823.6382

Overnight Guest Accommodations

There are many hotels in the Norwich area. Please consult with the Backus front Information Desk or Visit backushospital.org

Safety and Security

To reach the Safety and Security Department or request an escort, dial "0" from a hospital phone.

Drugs, tobacco and weapons policy

Drugs, weapons, tobacco and e-cigarettes/ personal vaporizers are not permitted on the Backus Hospital campus. If you need assistance with a fire arm, please notify public safety at 860.889.8331.

Fire alarms

The hospital has a fire plan, sprinklers, fire extinguishers and the staff is trained in fire protection. If a drill occurs, staff will close the patient's room door; visitors are asked to remain in the patient's room.

Personal belongings/valuables: Patients are asked to send valuables and other non-essential belongings home with family or friends. Backus is not responsible for lost valuables.

Mobile Phones: Wireless communication devices may be used in non-patient areas such as stairways, lobbies, the cafeteria, conference rooms, offices or outside on campus grounds. Backus is not responsible for devices lost or damaged while in patient possession. Use of cell phones is prohibited in certain areas, such as Critical Care and Radiology. Please adhere to any signage.

Updated 11-15-2018