



Charlotte Hungerford Hospital Patient & Visitor Guide

540 Litchfield Street
Torrington, CT 06790
860.496.6666
CharlotteHungerford.org

About Charlotte Hungerford Hospital

Charlotte Hungerford Hospital is a 109-bed, general acute care community hospital in Torrington, Connecticut, that serves as a regional health care resource for 100,000 residents of Litchfield County and Northwest Connecticut.

CHH is a Hartford HealthCare partner, and offers personalized attention from an expert team of caregivers and physicians that utilize advanced technology and clinical partnerships in a convenient, safe and comfortable patient environment.

Phone Directory

Main Number: 860.496.6666

Emergency Room: 860.496.6650

Food & Nutrition Services: 860.496.6444

Patient Relations: 860.496.6657

Security Services: 860.601.0499

Social Services: 860.496.6646

Spiritual Services: 860.496.6543

Parking

Patient and visitor parking

Visitors take the main driveway off Litchfield Street to the front Hospital entrance and park in the front circle. Outpatients take the second driveway off Litchfield Street and park in the lot adjacent to the Outpatient entrance. Emergency Department patients and visitors take the third driveway off Litchfield Street and park in the lot adjacent to the Emergency entrance. Handicap parking is available in each of these parking lots.

Maps and Directions

540 Litchfield Street, Torrington, CT 06790

You can find printed directions to Charlotte Hungerford Hospital at CharlotteHungerford.org/locations.

Visitor Policy

Visitor Policy For the safety of our patients, their caregivers and visitors, visiting hours are subject to change. For current visitation status, please visit CharlotteHungerford.org or call our front desk at 860.496.6666.

Dining

Specialized menus are available to meet your personal, medical and nutritional needs. Juices, other drinks, and snacks are provided during the day and evening, carefully prepared by our food and nutrition staff. Guest trays are available for patient visitors who would like to eat with you during patient meal times.

Visitors are welcome to use the hospital cafeteria on the ground floor for coffee, beverages, snacks, and candy during the day and evening. Trays should not be taken to other areas in the hospital. Vending machines are also located in the hospital cafeteria for your convenience.

Gift Shop

The Hospital's full service Auxiliary run gift shop open daily and is located to the right of the main entrance lobby. The shop features magazines, cards, candy, and a large selection of gifts. All proceeds benefit CHH programs and services.

ATM – Automatic Teller Machine

A 24-hour automated teller machine is located on the ground level adjacent to the cafeteria. The machine accepts Visa, MasterCard, and cards from the NYCE, Cirrus, and Plus banking systems.

Chapel

The Hospital's Sanctuary is open at all times for prayer and meditation to people of all faiths and is located on the main floor of the hospital, to the left of the main entrance lobby.

Spiritual Care Services

CHH is dedicated to not only the health but also the spiritual needs of its patients. A group of chaplains and volunteers provide pastoral care to patients, friends and families.

Chaplains work collaboratively with caregivers to counsel and integrate physical, emotional and spiritual health needs of all faith orientations.

Bereavement Services

At CHH, we understand how difficult it is to lose a friend or loved one. Our caregivers want everyone to know that there are many things you can do to help cope during a time of personal loss. The Hospital has developed a resource and support guide containing helpful tips and information.

Patient Services

Interpreter/ Language Services

We are committed to providing effective communication for patients, families and loved ones with limitations in English proficiency as well as those that are deaf or hard of hearing. Hartford HealthCare provides interpreter services as needed or requested for all patients, designated caregivers, families and loved ones. Our services are offered at no cost 24 hours/day throughout the year. Your nurse or guest services can assist you. **Please call 1.888.420.9740 then push 1 for Acute Care Hospitals. No access code is needed.** Video Interpreters are available in the ED and all clinical areas. In person interpreters can be scheduled as needed. Please contact your caregiver.

Physical disabilities Upon admission, patients are notified of availability of rooms designated to accommodate special needs.

Medical Records

The Health Information Management Department (Medical Records) maintains and safeguards the confidentiality of medical record information in accordance with the patient's right to privacy, legal requirements and appropriate ethical considerations. For any questions, please call Health Information services at 860.496.6670

Care Management & Social Services

The CHH Social Services Department plays a key, and increasingly important role in managing the patient's care throughout their hospitalization and after care. They can be contacted at 860.496.6646

Transportation

Candystriper Bus

Local bus service is available to and from Charlotte Hungerford Hospital via NWCT Transit District's Candystriper Bus.

Safety and Security

To reach the Safety and Security Department or request an escort, call 860.601.0499.

Drugs, tobacco and weapons policy Drugs, weapons, tobacco and e-cigarettes/personal vaporizers are not permitted on the hospital campus.

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

Mobile Phones: The use of cellular phones is prohibited in some areas within the hospital as they may cause certain critical equipment to malfunction.

WIFI: Free wireless internet connection is available free of charge in hospital rooms and main building waiting rooms.