



## The Hospital of Central Connecticut Patient & Visitor Guide

100 Grand Street  
New Britain, CT 06050  
860.224.5011  
THOCC.org

### About The Hospital of Central Connecticut

*The Hospital of Central Connecticut (HOCC) is an acute-care community teaching hospital with campuses in New Britain and Southington.*

*Patients receive comprehensive inpatient and outpatient services in general medicine and surgery and a wide variety of specialties. [www.thocc.org](http://www.thocc.org)*

### Phone Directory

**Main Number:** 860.224.5011

**Emergency Room:** 860.244.5671

**Food & Nutrition Services:** 860.224.5900 ext. 2187

**Lost and Found:** 860.224.5481

**Patient Advocacy:** 860.224.5391

**Public Safety:** 860.224.5481

**Social Work:** 860.276.5236

**Spiritual Services:** 860.224.5900 ext. 2303

### Parking

**Patient and visitor parking** is located in The Quigley Garage next to the hospital lobby. There is no fee for visitors and patients to park in the garage. On-street parking is available in front of the hospital and metered through the city of New Britain.

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

**Valet parking** is available in near the Emergency Room entrance.

### Maps and Directions

**100 Grand Street New Britain, CT 06050**

A staff member at the information desk in the main lobby will be able to direct you to your destination.

### Visitor Policy

General visiting hours are from noon and 8 p.m. Please check with the patient's unit to verify these hours

- Visitor passes are required for all guests/visitors who do not display an employee badge. A drivers license is required to get a visitor pass. Visitor badges expire after one day so you must stop at the information desk to obtain a badge for every visit.
- The main lobby is staffed by public safety officers 24 hours a day, 7 days a week.
- Visitors and patients can enter through the main lobby and emergency entrance after hours
- Visitors can speak with staff at any of the information desks on the campus for directions and visitor passes.
- Please check with the patient's unit to understand if there are any restrictions (children visiting, outside food accepted, etc.)

### Dining

As a patient you will be visited each day by a food service coordinator who will help you make menu selections. To place a food order, call 860.224.5900 ext. 2187, or ask a staff member to put you in contact with a catering associate.

#### Cafeteria Hours of Operation

6:30 a.m. – 7 p.m.....Monday - Friday

6:30 a.m. - 6:30 p.m.....Saturday - Sunday

#### **Au Bon Pain (in the main lobby)**

Hours:

6:30 a.m. – 4 p.m.....Monday - Friday

Closed on Saturday and Sunday

**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.

## Quiet Hours

The hospital is committed to maintaining a quiet environment, and enforces "quiet hours" for all units:

**Every Day:** 1 – 3 p.m. & 8 p.m. – 8 a.m

## Spirituality

### Hospital Chaplain

Provides sensitive, compassionate care to patients and families of diverse spiritual and cultural backgrounds.

If you would like your own clergy notified of your hospitalization or if you have sacramental or other religious requests including Holy Communion, a Bible or other sacred text, please ask any member of your care team.

Catholic Chaplain: 860.224.5900 ext. 2303 For all other denominations: 860.224.5900 ext. 6103

## Patient Services

### Interpreter/ Language Services

Contact your nurse to arrange for interpretation services.

### Services for the deaf and hearing-impaired

Contact your nurse or call 860.224.5541(voice) or 860.224.5705 (TTY) to arrange for interpretation services or auxiliary aids.

### Services for the visually impaired

You may request services from any staff member.

### Physical disabilities

The hospital is a handicapped-accessible.

### Integrative Medicine

Therapeutic sessions include healing touch, reiki, reflexology, massage, comforting hands and pet therapy.

### Palliative medicine

Provides emotional support to patients and families, address cultural and spiritual issues and help with symptoms management.

## Caregrams

A free service that allows you to send a greeting to a friend or loved one who is a patient at THOCC. Go to the "caregrams" link on our website at [thocc.org/caregrams](http://thocc.org/caregrams)

## ATMs

The ATM is located on the first floor.

## The Gift Shop

The HOCC Gift Shop, located on the first floor in the main lobby, offers a wide variety of items for patients, families and staff. Proceeds benefit the programs and services of the hospital. Please call 860.224.5260 for additional information.

## Public Safety

**To reach the Public Safety Department or request an escort, call 860.224.5111.**

### Drugs, tobacco and weapons policy

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

### 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. HOCC 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. HOCC 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 signage.