



UNIVERSITY *of* MARYLAND MEDICAL CENTER

A Member of the University of
Maryland Medical System



PATIENT & FAMILY **HANDBOOK**



We hope this **HANDBOOK** will help answer questions you may have during your stay at the **University of Maryland Medical Center**.

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Welcome



Welcome to the University of Maryland Medical Center. Our goal is to care for you the way we would want our own loved ones cared for, while also giving you and your family the information and support you need.

This guide to the Medical Center can answer some common questions, describe the roles of the professionals on your care team, explain how to use services such as the TV in your room, and provide a summary of your rights and responsibilities as a patient.

Thank you for putting your trust in us. Our staff is made up of individuals in many roles: Some provide direct care, while others work behind the scenes to make sure everything functions well, that rooms are clean and stocked and instruments are sterile. Every one of us is privileged to care for you.

Sincerely,

ALISON BROWN, MPH
President and Chief Executive Officer



About the Hospital

As a patient at the Medical Center, you will be assigned to an excellent team of health care providers who are always available to answer your questions. This handbook provides basic information you will need during your stay.

USING HOSPITAL TELEPHONES

- To make a local call, dial 9 then the area code and local number.
- To reach an outside operator, dial 9 and then 0.
- To call a number within the Medical Center, dial 8 and the last four digits.
- For long-distance, dial 9 plus 0 and use a calling card, or charge to your home number.
- The Medical Center does not accept collect calls.
- If you change rooms, your phone number will change.
- Hearing-impaired patients can receive TTY equipment, a videophone or a hearing amplifier for the phone. Ask your nurse to call 8-3323.
- Ask at the Information Desk for locations of regular and amplified public phones.
- In-house telephones are available throughout the hospital for free calls within the Medical Center.

FINDING YOUR WAY IN THE MEDICAL CENTER

There are four entrances to the hospital: **Main Entrance** on Greene Street, **South Entrance** at the corner of Greene and Lombard streets, **Emergency Room Entrance** on Lombard Street, and the **Shock Trauma Entrance** at the corner of Lombard and Penn streets.

From 9 pm to 6 am, the only entrances that will be open are the Emergency Room Entrance and the Shock Trauma Entrance.

UMMC has a wayfinding system with signs suspended from the ceiling throughout the first floor and posted at each elevator bank.

At each entrance, staff at the Information Desk will provide a map and explain the color-coded “routes” and elevators. For example, you might be advised to “follow the Main Route to the North Route and turn left, then take the North elevators to the 10th floor.”

FOOD AND DINING

Dining options are located along the Main Route and Trauma Route on the first floor of the Medical Center (hours may vary from those listed below):

- **Au Bon Pain:** Open 24 hours
- **Courtyard Café:** Monday – Friday, 6:30 am – 8 pm, and Saturday – Sunday, 7 am – 3 pm
- **The Great Cookie:** Monday – Friday, 7 am – midnight; Saturday, 10 am – 10 pm; and Sunday, 11 am – midnight
- **Mamma Ilardo’s Pizza:** Monday – Friday, 10:30 am – 11 pm, and Saturday – Sunday, 10:30 am – 10 pm

- **Subway:** Open 24 hours
- **Rx Brew (Starbucks):** Monday – Friday, 6 am – 3 pm
- **Yoya Sushi and Ramen:** Monday – Friday, 8:30 am – 10 pm, and Saturday – Sunday, 11 am – 7 pm

Vending machines are located along the Trauma Route just outside of Courtyard Café and in the Healing Garden surgery waiting area.

TOBACCO-FREE HOSPITAL — NO SMOKING

Smoking, e-cigarettes and other tobacco products are not allowed anywhere inside the hospital. The information desks at hospital entrances can direct smokers to designated outdoor smoking areas.

Patients who are caught smoking risk being discharged from the Medical Center, to protect themselves and others from fire. Visitors who violate the policy will be escorted away from the Medical Center.

Why this is important:

- Beds, equipment and gases used in the hospital can easily catch fire.
- Fire is more dangerous in a hospital because most patients cannot move quickly to escape smoke or flames.

If you smoke:

- Tell your nurse that you smoke.
- Work with your health care team to make a plan to help you stay smoke-free during your hospital stay. Medications are available to help control nicotine cravings.

Patients and visitors can access free smoking-cessation classes through the Patient Resource Center. More resources can be found on page 13.

BANK/ATMs

A branch of M&T Bank is located on the first floor along the Main Route and is open Monday – Friday, 9 am – 5 pm. The ATM is available 24 hours a day. Bank of America ATMs are located on the first floor of the South Hospital along the Central Route. There is an additional ATM located just outside the Courtyard Café.

CHAPEL

A nondenominational chapel is located on the first floor of the Weinberg Building along the Atrium Route and is open 24 hours. You can watch services from your patient television on channel 47. To learn about pastoral care and chaplains, see page 12.

GIFT SHOP

Lori's Gift Shop is in the Main Lobby behind the reception desk along the North Route.
Hours: Monday – Friday, 8 am – 9 pm
Saturday – Sunday, 9 am – 8 pm
Phone: 8-9913

LOST AND FOUND

The Medical Center's Lost and Found Office is in the basement of the North Hospital, Room NBE47.

Hours: Monday – Friday, 6 am – 6 pm

Phone: 8-1329

PARKING

Discounted parking for patients and their drivers is available at:

- Plaza Garage at 500 W. Redwood St., across from the main entrance of the Medical Center
- Medical Center Garage at 111 S. Greene St., enter from Paca Street or Greene Street

Valet:

Valet parking for patients and those who drive them is offered from 5 am – 10 pm weekdays.

To use this service, pull into the valet lane of the main entrance, 22 S. Greene St.

The cost of valet service is:

- Up to one hour \$10
- Up to two hours \$11
- Two to 24 hours \$12

Additional Parking:

- Redwood Street Garage, West Redwood and Eutaw streets. No validation offered.
- Baltimore Grand Garage, Paca Street between Baltimore and Fayette streets
- Marriott Hotel, Lombard and Eutaw streets. No validation offered.
- Penn Garage, Penn Street between Pratt and Lombard streets

Long-term Parking:

Options are available at the Medical Center Garage in two-week and one-month increments. For more information, contact the UMMC Parking Office.

Phone: 8-0055

Email: parking@umm.edu

Office location: G1J42

Hours: Monday – Friday, 7 am – 4:30 pm

SHUTTLE SERVICE

The Medical Center provides free on-campus shuttle service for patients and guests. It picks up and drops off riders at the main lobby. To request the shuttle, call 410-328-5174 (or 8-5174 from a UMMC phone).



During Your Stay

IDENTIFICATION BAND

Your identification (ID) band shows your name, date of birth and medical record number. The ID band is used to match you with the treatment and medications you need. Do not remove it while you are at the Medical Center.

YOUR BED

The nursing staff will show you how to raise and lower your bed and can help you adjust it. Please do not try to get out of bed unless your doctor or nurse says it is okay. Your bed should always be in the “low” position when you get in or out of it.

Your doctor or nurse may decide there is a specific medical reason for your bed rails to be raised. If so, please do not lower them yourself or allow a visitor to do so for you. Use the Call Signal to get a staff member if you need assistance.

CALL SIGNAL

The nursing staff will show you how to use the Call Signal in your room and bathroom. Someone will respond as soon as possible when you use it.

BATHING AND TOILETRIES

If you need assistance, your nurse or nursing assistant can help you with your bath or shower. Gowns are provided but undergarments are not. If you need a toothbrush, toothpaste, comb or other toiletries, please ask your nurse.

MEALS — BEDSIDE MEAL SELECTION

Three meals are served daily, and times vary throughout the Medical Center. A meal attendant will come to your room daily and help you select your menu choices. Meals are served to meet your current diet order. If you are on a special diet please check with your nurse before asking visitors to bring you food. If you want to discuss your diet or if you have special food requirements, ask your nurse to contact the dietitian.

TELEVISION IN YOUR ROOM

TV services are free. Channel 39 displays a guide to what is on all the other channels.

You can also find information about parking, the gift shop and places to eat in the hospital on your TV menu. Call 8-0981 and follow the directions or ask the staff to help you use this menu. Room TVs are equipped with closed captioning (CC), which you can turn on or off.

HEALTH EDUCATION AND RELAXATION VIDEOS ON DEMAND

Channel 41 has free videos that will help you cope with and understand your illness. Dial 8-0981 and follow the directions to “browse” the menu on the screen of your room TV, at any time of the day or night.

The MY TO-DO LIST has videos selected just for you by your care team. In the same menu you will see the VIDEO LIBRARY. When you feel up to it, you can watch videos based on your interest. Your VIDEO LIBRARY also has videos that help you relax and keep a positive outlook on your healing. These videos are called GUIDED IMAGERY, and studies show they can help in your recovery.

Channel 40 — the CARE Channel — plays all day and night with music and pictures that match the time of day. Hospitals are noisy and this channel helps to block noise and provide a sense of calm.

HOW TO STORE BELONGINGS

Anything you do not need should be sent home, including luggage, jewelry, money and extra clothes. Please store belongings in the bedside table or cabinet. Put dentures or eyeglasses in a case. Do not wrap small items in paper towels or tissues because they may be mistaken for trash. **The Medical Center is not responsible for personal belongings or money.** Your valuables can be stored in our safe if not taken home. Ask your nurse to arrange this and provide you with a receipt, which you or a family member must have to pick up your valuables upon discharge. You will also need a valid ID. You can ask a staff member to pick up valuables on your behalf. The Security valuables office is open Monday–Friday, 6 am–6 pm, and is located in room NBE47. After hours, your nurse may call 8-5174 (1-Call) to request a pick up.



How to Stay Informed

Here are some ways to follow what's happening at the University of Maryland Medical Center — whether you're in the hospital or off-site. These tools help the hospital staff communicate with you about special events, important announcements and emergency situations:

Speak to the nurse. Nurses are great sources of information. The staff will do all they can to keep you informed.

Check out the digital screens. We post helpful information regarding the latest news, upcoming events and important information on our digital signs, located throughout the hospital.

Connect with us on social media. “Like” us on Facebook (University of MD Medical Center) and follow us on Twitter (@UMMC). We use these two primary social media accounts to help keep you informed.

Visit our website. Please visit www.umm.edu to stay up-to-date on the latest news and events happening at the Medical Center.

Listen for announcements. Overhead announcements can help keep you informed on occasions such as inclement weather or an emergency situation.



Family and Friends

PATIENT VISITATION RIGHTS

Patients have the right to receive visitors of their choosing, such as a spouse, domestic partner, other family or friends. Patients have the right to withdraw or deny visitation privileges at any time. All patients have the right to designate a support person to stay with them as needed and help them communicate with the health care team (see page 8).

The Medical Center prefers no more than two visitors per patient at any one time. Please check with your Patient Care Unit for any specific visitation guidelines. All visitors must adhere to the rules and regulations of the hospital.

CARINGBRIDGE WEBSITE

CaringBridge is an Internet service that helps patients and their families stay connected with loved ones during medical treatment. CaringBridge is free and easy to use. Patients or their family members can create a secure CaringBridge web page, and then sign in at any time to post journal entries and photographs to update friends and family members. Only those who have been given the site address and password can visit, read the updates and post their own messages of support, love and encouragement for the family.

For more information, visit the CaringBridge website at www.caringbridge.com, or contact the Patient Resource Center at 410-328-WELL (9355).

PATIENT RESOURCE CENTER

The Medical Center's Patient Resource Center (PRC) is a place where patients, families and the public can get information and support. Business services, such as Internet access, copying and faxing are available.

Location: Weinberg Building, first floor, Atrium Route

Phone: 410-328-WELL (9355)

Hours: Monday – Friday, 8:30 am – 5 pm

HOTELS/SPECIAL ACCOMMODATIONS

There are many hotels within a short walk from the Medical Center. Some of them provide a UMMC discounted rate. These include:

- Days Inn Inner Harbor - 410-576-1000
- Holiday Inn Baltimore — Inner Harbor Hotel - 410-685-3500

Many other nearby hotels are listed on the Medical Center's website at www.umm.edu, or you may call the Patient Resource Center at 410-328-9355 or send an email to prc@umm.edu.

Hope Lodge (410-547-2522) and the **Ronald McDonald House** (410-528-1010), both located two blocks from the Medical Center, are home-like settings for cancer patients and families of children with cancer and other diseases.

FLOWERS AND BALLOONS

When someone sends you flowers, they are delivered to your room when allowed. To avoid infection, live flowers may not be permitted in certain areas. Only foil balloons are permitted in the hospital, since some patients are allergic to latex.



Your Health Care Team

Be an active part of your health team. Don't be afraid to ask questions or share concerns.

During your stay, you will be assigned to an excellent team of health care providers. The health care team will interview you and/or your family and plan your care based on this information. Please provide the team with accurate and complete information so that your care will best meet your needs.

DOCTORS

Your attending doctor is the leader of your health care team and is assisted by residents and fellows — doctors who are receiving additional training.

NURSE PRACTITIONERS AND PHYSICIAN ASSISTANTS

Nurse practitioners (NPs) and physician assistants (PAs) will also be part of the health care team. These professionals work with the doctors and nurses. Your NP or PA may do your daily assessment, write orders for medication and tests and update the attending doctor about your condition.

NPs are registered nurses with advanced education at the masters or doctoral level. Other advanced-practice nurses include certified registered nurse anesthetists and certified registered nurse midwives.

The PA manages patient care and performs specific procedures directed by a doctor.

NURSES

You will spend more time with your nurses than with any other member of your care team. They provide physical care, health education and emotional support.

Your nursing team may include registered nurses, patient care technicians, nursing assistants and others. On each shift, a specific registered nurse will supervise your care.

PHARMACISTS

The pharmacy team works closely with your doctor to make sure you get the most effective medications. Upon request, pharmacists are available to discuss your medicines and answer questions.

You may report a suspected medication error to the Patient Safety Hotline, 410-328-SAFE; or the Board of Pharmacy, 800-542-4964 or mdbop@dhhm.state.md.us

THERAPISTS

Physical therapists, speech therapists, occupational therapists and respiratory therapists help you return to normal activity as soon as possible.

CASE MANAGERS

At UMMC, case managers are registered nurses who are part of your multidisciplinary care team. They provide services that include care coordination, patient education and discharge planning. The case manager will work with your insurance company to help obtain the services you need when you leave the hospital. If you have a question or problem about your discharge, please ask to speak with your case manager.

SOCIAL WORKERS

Social workers help you and your loved ones understand and cope with disease and disability. They also find services in the community to assist in your recovery. You, your doctor or a family member can request a visit from a social worker.

Phone: 8-6700

OTHER HEALTH CARE PROFESSIONALS AND SUPPORT SERVICES

Lab technicians, dietitians, radiographers and employees in security, maintenance, housekeeping and hospitality, and food and nutrition are among the many people who make your hospital stay as beneficial and comfortable as possible.

YOUR CARE PLAN

With your help, we will create a plan for your care. Early on, it will help us figure out what your problems are, and how we will treat them. At first, it might include tests to diagnose the condition. Later, it can include procedures, medications, therapy and diet.

You need to understand the plan. Please feel free to ask about it as many times as you need to.

WHY WE ASK THE QUESTIONS WE ASK

While you are in the hospital, different members of your care team may ask the same questions over and over. We know this may be annoying, so we would like to tell you why we ask the questions multiple times:

What is your name and date of birth?

This is an important safety question. You will be asked this before every procedure, treatment or medication. This prevents errors.

What are you here for today?

A number of people will ask you this question when you are being admitted because you are the best source of information. When you are asked again, you may remember things you had forgotten earlier.

Do you have any allergies?

The nurse or doctor taking care of you has this information in your chart but may double-check it just before the medication is given.

Do you have pain right now?

We ask you to rate your pain throughout the day so that we can make adjustments based on how you are currently feeling. Our goal is your comfort.

What is your goal for today?

Small daily goals help to speed up your recovery. We will work with you to best reach your goals.



Be an Active Part of Your Health Care Team

Every day is a new day. Ask your questions as often as you need to, even if you asked them yesterday.

You are our main source of information. You know how you feel. You live with your disease or illness. We depend on you and your loved ones to tell us about your health.

TIPS FOR TALKING TO YOUR HEALTH CARE TEAM

You are helping us when you ask questions. It lets us know what you understand and what you need to learn more about. The more you know, the more helpful you are to your care team. Sometimes, your care team may look busy and in a rush. They may use words you do not understand or talk too fast. It is our job to help you understand, so let us know when you don't.

Here are some tips:

- Know the names of the people who come to talk to you. Different members of your care team focus on different things, so it is good to know who said what about your plan of care. It helps to write down names and discussions.
- Write down your questions or concerns as soon as you think of them.
- Have a family member or friend with you who can help you remember the answers.
- Have someone who can speak for you or ask questions when you feel too sick or not up to it yourself.
- Medical personnel tend to use short-cut abbreviations and phrases you may not understand, especially when they are speaking with each other. When this happens, ask the person to explain any word or phrase you don't know.
- Your nurse will be able to answer many of your questions and will know the best person to talk to about specific questions or concerns.

ASSIGN A SUPPORT PERSON

You should assign a family member or friend age 18 or older to act as a liaison with the team and give permission for him or her to speak for you. Your support person can stay with you at all times unless for medical or safety reasons it would be inappropriate.

SUPPORT GROUPS

The Medical Center offers a variety of support groups for patients, family members and caregivers. Ask a member of your health care team for information.

PALLIATIVE CARE

Palliative Care is provided by a team of physicians, nurses and other clinicians who work with your health care providers to give an extra layer of support. It helps patients and their families manage the pain, symptoms and stress of a serious illness. Palliative care is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment. The goal of palliative care is to relieve suffering and provide the best possible quality of life for the person and their family. For more information, speak with your physician or nurse or call the Department of Palliative Care.

Phone: 8-7392

ETHICS CONSULTATION SERVICE

Sometimes patients, their families, and their health care team face difficult ethical issues regarding treatment decisions. The Ethics Consultation Service has individuals trained in ethical decision-making who can help, discuss options for care, clarify values, explain choices, offer guidance and work with you and your health care team to resolve disagreements. Any patient or family member may discuss ethical issues with a member of the Ethics Consultation Service.

Hours: 7 days a week, 24 hours a day

Phone: 443-562-5143 or 410-328-8667, ask for the hospital Ethics Consultation Service

QUESTIONS YOU MIGHT WANT TO ASK

General:

- Who will know the information I give you?
- Is it OK for me to see you without my parents/spouse/family members in the room?
- What is wrong with me?
- What do I do when I experience pain?
- Whom do I contact when I have concerns about my care or services?
- How long will I be in the hospital? (Remember, we may not always be able to answer this question.)

About your illness or symptoms:

- What do you think is causing my problem?
- What tests will you do to diagnose the problem?
- How safe are the tests?
- What is the long-term outlook with and without treatment?
- If my symptoms get worse, what should I do on my own? When should I contact you?
- Are there any activities or foods I should avoid?
- When can I return to work or school?

RAPID RESPONSE PROCESS: PARTNERING FOR THE SAFEST CARE

Family members are very important “eyes and ears” to help the staff. There may be times when a loved one will note changes in the patient that we did not notice. If you have particular concerns that the patient’s condition is taking a turn for the worse, be sure to ask the nurse caring for the patient to start the Rapid Response Process.

- Rapid Response is a way to get help right away from your doctor or another doctor for a sudden and worrisome change in the patient’s condition.
- When you request the Rapid Response Process, the nurse will assess the patient right away.
- If called by the nurse, the doctor will come right away to assess the problem and begin needed treatment.

IF YOU HAVE CONCERNS

If you have concerns about the care you are receiving, we urge you to tell your physician or nurse. If you believe further action needs to be taken, talk with the manager of your unit. You may also contact:

Patient Advocate: 8-8777

Patient Safety Hotline: 8-SAFE or 410-328-SAFE (outside the hospital), or
8safe@umm.edu



Medical Information and Support Services

FOREIGN/SIGN LANGUAGE INTERPRETERS

Interpretation services are available 24 hours a day, 7 days a week.

Please tell your doctor or nurse as soon as possible if you require interpreting services in a language other than English or in sign language. Also, when making a follow-up appointment at the Medical Center, please inform staff that you will need an interpreter for your appointment. This will help us have the interpreters available when you need them. See our **Nondiscrimination Policy** (pages 22-23).

For deaf/hard of hearing patients only, the Patient Advocacy Department has a deaf-friendly videophone number — 410-650-4213.

PASTORAL CARE

Chaplains are available in the hospital 24 hours a day, 7 days a week, to offer spiritual support for all patients and families. If you would like a chaplain to visit, you can:

- Ask your nurse to page the chaplain
- Phone: 8-6014
- Call the hospital operator

Your own clergy may visit at any time.

VOLUNTEER SERVICES

Thanks to our volunteers, we are able to provide extra services to patients. Volunteers can run errands, mail letters or help you with other special needs.

Hours: Monday – Friday, 9 am – 4 pm

Phone: 8-5600

CENTER FOR IMAGE RENEWAL

The Center for Image Renewal is designed to promote personal well-being and a positive self-image for those dealing with the physical effects of cancer treatment and other conditions. The center specializes in mastectomy and compression garments, wigs, turbans, hats and other accessories. Services include individualized consultations for skin, hair and body. Wellness programs are offered for caregivers. Appointments are required.

Location: First floor, Weinberg Building, Atrium Route

Hours: Monday – Friday, 9 am – 3:30 pm, or by appointment

Phone: 443-220-0668



For Your Safety and Comfort

Patient safety and the quality of care are our top priority.

YOUR SAFETY

You and your family should watch an important video in the MY TO-DO LIST on your room TV when you first arrive. It's called "Your Care — Speak Up." This can be watched on your TV by dialing 8-0981. Following the directions to "browse" the TV menu and go to your "my to do list." It is short and has important safety messages about:

- Preventing infections
- Medication safety
- Preventing a falling-down injury
- Handling pain
- Asking questions to prevent errors

FIRE AND BUILDING SAFETY

In the event of a fire or other emergency, stay where you are and follow the directions of staff members.

Certain personal electrical appliances are not permitted in the Medical Center because of the risk of fire, disturbance to others or interference with medical equipment. Check with your nurse prior to bringing any electrical items into the Medical Center.

Please respect locked doors and restricted areas. These areas are off-limits for a reason.

If you smoke, or use tobacco products of any kind, please tell your nurse and see important "Tobacco-Free Hospital" fire safety information on page 3.

INFECTION PREVENTION

Anyone can get an infection. You can help us prevent them.

- Ask family or friends not to visit if they do not feel well, have an infection or even just a runny nose.
- Ask your visitors to observe isolation signs. Visitors must wear a mask and gown as instructed.
- Please ask a nurse to help visitors the first time they enter an isolation room.
- If someone does not come in with the correct coverings, please ask them to return with the right coverings.
- Proper hand washing is essential. Wash your hands. Don't be afraid to ask us if we washed our hands.
- Everyone, including you and your visitors, **MUST** wash his or her hands, or use hand sanitizer, when entering and leaving your room.
- Hands must be washed after sneezing, coughing, touching eyes, nose or mouth, and after using the restroom.
- Do not permit anyone to touch you, your IV or your wounds if you did not see them wash their hands or use hand sanitizer. This includes your doctor or nurse.

MEDICATIONS

Do not take medications you bring from home unless your doctor or nurse tells you to do so. Please inform your doctor or nurse about everything you take at home, including over-the-counter drugs and herbal supplements.

We are very careful about making sure that you get the medicines intended for you, but you can help make this even safer:

- Be sure that your nurse asks your name and date of birth and checks your ID band before giving you the medicine.
- Ask your nurse the name of the medicine and what it is for. Your nurse will tell you this information before giving you the medicine, but if he or she does not, **ASK**.
- Ask to see the container of your medicine, if you wish.
- Ask if there are any side effects (like trouble breathing, rash or swelling) you should be watching for so you can report them to your doctor and/or nurse.

PAIN MANAGEMENT

You will receive assessment and prompt treatment of pain and other symptoms by:

- Having your reports of pain and other symptoms taken seriously.
- Receiving information about what may be causing the symptoms.
- Having regular reassessments.
- Having treatment adjustments if symptoms have not been eased.
- Being referred to a pain or palliative care specialist if symptoms persist.
- Working with the health care team to evaluate symptom management choices.
- Getting clear and prompt answers to questions.
- Having time to make decisions.

Patients may also refuse a treatment in an effort to ease pain.

PATIENT ACTIVITY

As a partner in your care, please understand the importance of staying in your room, or on the patient care unit, at all times. If you feel you need to leave your unit, please speak to your nurse for additional instructions.



Financial Arrangements

INSURANCE

While you are at the Medical Center, a staff member may review your insurance coverage. You may be asked for your insurance card, policy number, insurance company's address and claim forms. The Medical Center will bill your insurance company directly for services that are covered.

UNDERSTANDING YOUR BILL

Your bill from the Medical Center includes tests and procedures ordered by your doctor, room charges and nursing care charges. You will get separate bills from the doctors who cared for you. If you have any questions, call the number listed on the bill.

If you have difficulty paying your bills, the Medical Center provides health care services to those in need regardless of a person's ability to pay. An individual's eligibility to receive care without charge, at a reduced charge, or to pay for their care over time is determined on a case-by-case basis. If you do not have insurance, please call the Central Business Office.

Phone: 410-821-4140



Hospital Discharge

PLANNING

When it is time to leave, your doctor will discharge you. Your health care team will help you get ready to leave and give you and your loved ones instructions on at-home care. They will also help you arrange to get medicines, special equipment or supplies.

A case manager will help make the arrangements if you need to:

- leave in an ambulance
- go to another hospital or nursing facility
- arrange for home health services to continue your care

Your case manager will discuss discharge plans and available options with you and your loved ones. You may choose from any of these options or select other providers.

If you have any questions or need more information, please call our Case Management Office.

Phone: 8-6700

OUTPATIENT PHARMACY

You can fill your prescriptions before you leave the Medical Center. The Outpatient Pharmacy is on the first floor in the Weinberg Building, along the Atrium Route.

Hours: Open 24 hours

Phone: 8-5233

UNDERSTANDING YOUR MEDICATIONS

Before you leave the hospital, you need to understand your medications:

- Ask about the name, dose and how often you should be taking any medications, especially new ones. Ask if there are special instructions for taking them; for example, with food. Ask if a new medicine may react with medicines you will be taking at home, even over-the-counter or herbal medicines.
- Ask if there are any changes in the way you are to take medications you took before coming into the hospital.
- Ask about medicines you were taking that you do not see on your discharge medication list. (Example: "I take medicine for my back pain at home. Should I continue to take that? It is not on the list." or "I take vitamins at home. Can I continue to take this vitamin?")
- Ask what would happen if you do not take the medicine your doctor ordered, and what to do if you miss a dose by accident.
- Always carry with you a list of all your medications and share the list with your doctor when you visit. Make sure your family or close friends have this list in case of an emergency.

MyPORTFOLIO ELECTRONIC MEDICAL RECORD

As you continue to follow up with office visits to your University of Maryland physicians, MyPortfolio is a confidential, easy-to-use site that gives you 24-hour access to key information in your medical records, such as test results, medications and a history of appointments. It uses the latest technology to keep all information completely private. Patients or their legal guardians can sign up for MyPortfolio at www.umm.edu/myportfolio using the instructions and activation code found in their discharge paperwork or enrollment letter. For help, contact University of Maryland Medical System (UMMS) support staff via email at myportfoliosupport@umm.edu.

MEDICAL RECORDS ACCESS

The medical record is a confidential document and access is limited to the patient and authorized persons, according to Maryland law. You can get a copy of your medical record by completing and signing an authorization form, which is available on the unit prior to discharge, or by visiting the Health Information Management Department at W1L401.

Hours: Monday – Friday, 8 am – 4:30 pm

LEAVING THE MEDICAL CENTER

When you are ready to leave and your transportation has arrived, a nurse or other staff member will help you get your things ready and accompany you to the main lobby.

PATIENT SATISFACTION

Please take the time to respond if you are contacted to fill out a patient satisfaction survey, whether by mail from an independent company hired by the Medical Center or by a staff member by phone or email. Your responses help us to continually improve the patient experience. Your responses will be confidential.



Healthy Living Instructions

Here are some good ways to take care of yourself and your health.

FOLLOW-UP INSTRUCTIONS

When you leave the Medical Center, you may be instructed to make a follow-up appointment with your doctor. It is important that you follow these instructions so that your doctor can address any ongoing medical problems.

HELP TO STOP SMOKING

If you smoke, we strongly suggest that you stop. The following are resources that may help you and provide support as you work towards being tobacco-free:

- Help in your community: 1-800-QUIT-NOW
- American Cancer Society Quit for Life: 1-800-227-2345
- National Cancer Institute Quit Line: 1-877-448-7848, www.smokefree.gov
- American Lung Association: 1-800-548-8252, www.lungusa.org
- Nicotine Anonymous: 1-877-879-6422, www.nicotine-anonymous.org

VACCINATIONS

The pneumococcal vaccine helps to prevent certain types of pneumonia. You should consider having the vaccine if you are 65 years of age or older unless you have a previous allergic reaction. Ask your nurse or doctor about the vaccine. As a patient you will be offered the pneumonia and flu vaccinations during your stay.

The flu vaccine lessens your risk of seasonal flu. People who should be vaccinated include:

- Children 6 months to 18 years old
- Pregnant women
- People age 50 years and older
- People with chronic medical conditions
- Residents of nursing homes

HEALTHY EATING AND EXERCISE

- If your doctor has put you on a special diet, it is important to follow it. If you do not understand the diet, ask for a nutritionist to provide guidance.
- If you are not on a special diet, it is important to eat plenty of fruit, vegetables and grains, drink plenty of water, keep portions moderate and limit sweet and salty foods.
- Exercise is important at any age. Ask your doctor before starting any fitness program.



Patient Rights and Responsibilities

PATIENT RIGHTS

As a patient, you have a right to:

- Receive respectful, considerate, compassionate care, and to be treated without discrimination, regardless of your race, color, religion, ethnicity, culture, national origin, language, age, gender, sexual orientation, gender identity or expression, physical or mental disability, or ability to pay.
- Be provided a safe environment that preserves dignity and promotes a positive self-image, and to be free from financial or other exploitation, humiliation, and all forms of abuse and neglect, including verbal, mental or sexual abuse.
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Be free from restraint or seclusion of any form. Restraint or seclusion may only be used to ensure your immediate physical safety or that of others and must be discontinued at the earliest possible time.
- Know the names and professional titles of your health care team members, if staff safety is not a concern.
- Have respect shown for your personal values, beliefs and wishes.
- Be provided a list of protective and advocacy services when needed or requested.
- Receive information about your hospital and physician charges and ask for an estimate of hospital charges before care is provided and as long as patient care is not impeded. Charges may vary based on individual case.
- Receive information in a manner that is understandable, which may include: sign language and foreign language interpreter services; alternative formats including large print, braille, audio recordings and computer files; vision, speech, hearing and other temporary aids as needed and at no cost to you.
- Receive information from your doctor or other health care practitioners about your diagnosis, prognosis, test results, treatments and services, possible outcomes of care and unanticipated outcomes of care in sufficient time to facilitate decision making.
- Be provided a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
- See your medical record in accordance with HIPAA Notice of Privacy Practices.
- Be involved in your plan of care and discharge plan.
- Be screened, assessed and treated for pain.
- Refuse care or treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- In accordance with the hospital's visitation policies, choose a person to stay with you to provide emotional support during your hospital stay.
- In addition, in accordance with the hospital's visitation policies, you can choose your visitors. You have the right to withdraw or deny visitation privileges at any time during your hospital stay. We do not restrict or deny visitation privileges based on race, religion, ethnicity, culture, national origin, language, age, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.

- An explanation if we restrict your visitors, mail or telephone calls.
- Appoint an individual, of your choice, to make health care decisions for you, if you are unable to do so.
- Create or change an Advance Medical Directive or a MOLST (Medical Order for Life-Sustaining Treatment); have these followed within the limits of the law and the organization's capabilities.
- Create or change a Behavioral Health Directive; have these followed within the limits of the law and the organization's capabilities
- Give or refuse informed consent before any non-emergency care is provided, including benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care.
- Agree or refuse to take part in medical research studies, without agreement or refusal affecting the patient's care. You can withdraw from a study at any time.
- Allow or refuse to allow the taking of pictures, recording or filming for purposes other than your care.
- Expect privacy and confidentiality in care discussions and treatments.
- File a complaint about care or infringement of rights and have the complaint reviewed without the complaint affecting your care.
- Be provided pastoral and other spiritual services.
- Know about professional and financial ties between institutions and people caring for you.
- An explanation of hospital rules.

YOU HAVE A RIGHT TO VOICE CONCERNS ABOUT YOUR CARE

Tell your physician, nurse or caregiver about your concern. If you believe further action is needed, we urge you to take any of these steps:

- Talk to the **NURSE MANAGER** of your unit.
- Contact the **PATIENT ADVOCATE** at your location.
- Contact the **MARYLAND OFFICE OF HEALTH CARE QUALITY** at 410-402-8016, or by mail to: Office of Health Care Quality, Maryland Department of Health, 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046.
- Contact **THE JOINT COMMISSION** www.jointcommission.org, using the Report a Patient Safety Event link in the Action Center on the home page, or by FAX to 630-792-5636, or by mail to: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

You and your family members have a right to discuss or relay any concerns and issues with the Patient Relations office.

PATIENT RESPONSIBILITIES

As a patient, you are responsible for:

- Providing the hospital with complete and accurate information when required, including the following:
 - Your full name, address, home telephone number, date of birth, social security number, insurance carrier, employer
 - Your health and medical history
- Present condition, past illnesses, previous hospital stays, medicines, vitamins, herbal products
- Any other matters that pertain to your health, including perceived safety risks
- Providing the hospital or your provider with a copy of your Advance Directive and/or MOLST, if you have them.
- Asking questions when you do not understand information or instructions.
- Telling your provider if you believe you cannot follow through with your treatment plan.
- Outcomes if you do not follow your care, treatment and/or services plans.
- Reporting changes in your condition or symptoms, including pain, to a member of the health care team.
- Acting in a considerate and cooperative manner and respecting the rights, safety and property of others.
- Following the rules and regulations of the health care facility.
- Keeping your scheduled outpatient appointments or cancelling them in advance if possible.
- Meeting your financial commitments relating to your bills for services. Contact the billing department if we can help with your payment arrangements.



Informed Consent and Advance Directives

INFORMED CONSENT

To help you understand your medical treatment, your doctor will talk to you about:

- Your illness
- The plan for treating your illness
- The possible benefits and risks of the treatment
- Other ways to treat your illness
- What may happen if you decide against treatment

Your consent is needed before any treatment is initiated that may involve significant risk to you. Consent is not needed in certain emergencies where treatment cannot wait.

ADVANCE DIRECTIVES AND MOLST (MEDICAL ORDERS FOR LIFE-SUSTAINING TREATMENT)

Advance Directives are written instructions that allow you to make decisions about your future medical care, and/or to designate somebody to make those decisions for

you if you are no longer able to do so. Advance Directives can include: appointment of a health care agent, your health care instructions, a living will, and Do-Not-Resuscitate (DNR) orders. You may give these instructions to your family, close friends, nurses or doctors. Writing down your instructions is the best way to make sure everyone knows what you want.

MOLST is a new Maryland law. The MOLST form contains medical orders about cardiopulmonary resuscitation and other life-sustaining treatments specific to your current condition. If you create a MOLST form, it puts into operation a broader, patient-developed Advance Directive. It helps to ensure that your wishes to receive or decline care are honored by all health care providers throughout the course of your care. To be valid, a MOLST form must be signed and dated by a provider with a Maryland license. You may have an Advance Directive and a MOLST form or just one of these documents. The Medical Center will honor the most current document.

As required by Maryland law, most of the Medical Center's adult inpatients and some of our pediatric inpatients will need a MOLST completed before discharge. During admission, the nurse will ask the patient or the patient's authorized decision-maker (health care agent, guardian, parent, surrogate) if there is an existing Advance Directive or MOLST form. Also, the nurse will offer MOLST educational materials to the patient or to the patient's authorized decision-maker.

Your physician or nurse practitioner will create a MOLST based on a discussion with you or your authorized decision-maker. By law, you or your authorized decision-maker can decline to discuss the MOLST.

If you wish to create a written Advance Directive, the social worker is available to answer any of your questions and to assist you in creating this document.

If you have an Advance Directive and/or MOLST form, please bring them to the hospital. These documents will become a part of your medical record, which will help to ensure that we honor your wishes.



Notice of Information on Privacy Practices

The Medical Center has a legal responsibility to protect your health information. Your rights regarding this protected information are outlined in our Notice of Information Privacy Practices, a copy of which is given to you upon registration. The Medical Center may use and disclose this protected information to continue your treatment, to receive payment for services and for other purposes as described in the notice. If you have any questions, please refer to the Notice of Information Privacy Practices or contact a patient advocate.



Nondiscrimination Policy

University of Maryland Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. University of Maryland Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

University of Maryland Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Patient Advocacy Department at 410-328-8777.

If you believe that University of Maryland Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Kerry Sobol, director, Patient Advocacy, 22 S. Greene St., 1st Floor, Room S1A11, Baltimore, MD 21201, 410-328-8777, TDD 800-735-2258, Fax 410-328-8654, ksobol@umm.edu. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kerry Sobol is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at
www.hhs.gov/ocr/office/file/index.html

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-328-8777, TDD 800-735-2258.

注意：如果使用繁體中文，可以免費獲得語言援助服務。請致電 410-328-8777, TDD 800-735-2258。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-328-8777 TDD 800-735-2258. 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-328-8777, TDD 800-735-2258.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-328-8777, ATS 800-735-2258.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-328-8777, TDD 800-735-2258.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-328-8777, телетайп: 800-735-2258.

ትኩረት፡- አማርኛ ተናጋሪ ከሆኑ በነፃ የቋንቋ አርዳታ ያገኛሉ።አባከዎ 410-328-8777 ላይ ይደውሉ።
TTY 800-735-2258.

Dè dè nià kè dyédé gbo: Ǫ jǔ ké m̃ [Bàsòò-wùdù-po-nyò] jǔ ní, n̄í, à wudu kà kò dọ po-poò béin m̃ gbo kpáa. Dá 410-328-8777, TDD 800-735-2258.

Nti: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 410-328-8777, TDD 800-735-2258.

AKIYESI: Bi o ba nsọ Yoruba, akanṣe iṣẹ iranlọwọ ede, niọfẹ, wa fun ọ. Pe 410-328-8777, TTY 800-735-2258.

توجہ: اگر آپ کی زبان اردو ہے تو آپ کو زبان میں مدد کی خدمات مفت میں دستیاب ہیں۔
پر کال کریں۔ 410-328-8777, TTY 800-735-2258

توجہ: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشند. با 410-328-8777 (TTY 800-735-2258) تماس بگیرید.

ATANSYON: Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-328-8777, TDD 800-735-2258.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-328-8777, TDD 800-735-2258.



Disclosure of Financially Affiliated Providers

After you are discharged from this hospital, you may need ongoing care from another hospital, rehabilitation center, long-term care center or home health care provider. Your care team will list and clarify options so that you can choose the best provider. In an effort to be open and honest, we would like to explain that UMMC is part of an integrated health care system called University of Maryland Medical System. This means UMMC has direct or indirect financial relationships with some of the providers you might be choosing from. These include:

- UM Baltimore Washington Medical Center
- UM Capital Region Health
 - UM Bowie Health Center
 - UM Laurel Medical Center
 - UM Prince George's Hospital Center
- UM Charles Regional Medical Center
- University of Maryland Medical Center Midtown Campus
- UM Rehabilitation & Orthopaedic Institute
- UM St. Joseph Medical Center
- UM Shore Regional Health
 - UM Shore Medical Center at Chestertown
 - UM Shore Medical Center at Easton
 - UM Shore Medical Center at Dorchester
 - Chester River Home Care
 - Shore Home Care
- UM Upper Chesapeake Health
 - UM Upper Chesapeake Medical Center
 - UM Harford Memorial Hospital
- Mt. Washington Pediatric Hospital
- Chesapeake Potomac Healthcare Alliance
- University of Maryland Medical Solutions

If you have questions or need more information, please call **UMMC Care Management Office** at 410-328-6700.



Don't forget to write down your questions and keep notes while you are here. You may also want to write the names of people who come to talk to you or give you information.

[illegible]



Don't forget to write down your questions and keep notes while you are here. You may also want to write the names of people who come to talk to you or give you information.

[illegible]

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UMMS FOUNDATION

Donations to the University of Maryland Medical Center support our ability to provide excellent and compassionate care in a healing environment. It's what we call "Medicine on a Mission." You can help.

There are many ways to give. The Tribute Program is a way to recognize a friend, loved one or care giver. A donation to the Tribute Program honors the recipient and supports the important work of the doctors and nurses at the Medical Center.

For more information on the University of Maryland Medical System Foundation and supporting the mission of the Medical Center, please visit www.ummsfoundation.org or call 8-5770.

KEY PHONE NUMBERS



Admitting	410-328-8153
Billing Inquiries	410-821-4140
Blood Bank	410-328-5630
Case Management	410-328-6700
Center for Image Renewal	410-328-9154
Contributions	410-328-5770
Ethics Consultation	443-562-5143
Gift Shop	410-328-9913
Information	
General	410-328-UMMS (8667)
Patient	410-328-6971
Guest Services Desks	
Gudelsky Lobby	410-328-1500
Healing Garden Surgical	
Family Waiting Room	410-328-9899
Main Lobby	410-328-5473
Shock Trauma Center	410-328-9284
Medical Records (Health Information Management)	
Administration	410-328-6915
Birth Registration	410-328-6752
Copies	410-328-5706
General Information	410-328-6750
Pastoral Care	410-328-6014
Patient Advocate	410-328-8777
Deaf-friendly Videophone	410-650-4213
Shock Trauma Patient Advocate	410-328-1531
Patient Resource Center	410-328-WELL (9355)
Parking	410-328-0055
Pharmacy	410-328-5233
Security	410-328-8711
Social Work	410-328-6700
Television	
On Demand Patient Education	410-328-0981
TV Service Concerns	410-328-5005
Volunteer Services	410-328-5600

NOTE: Inside the Medical Center, just dial 8 and the last four digits.

