



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. Working together as team, our goal is to provide the safest care in the most supportive setting possible, the way we would want our own loved ones cared for.

The staff has prepared this guide to the Medical Center to answer some common questions, to explain how to use services such as the TV in your room, and to 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.

Privileged to Care,

JOHN W. ASHWORTH III

President and Chief Executive Officer

MICHAEL JABLONOVER, MD

Senior Vice President and Chief Medical Officer

KEITH PERSINGER

Executive Vice President and Chief Operating Officer

LISA ROWEN, DNSc, RN

Senior Vice President for Patient Care Services and Chief Nursing Officer

LEONARD TAYLOR Jr.

Senior Vice President for Operations and Support Systems



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 or concerns. This handbook provides you with most of the 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.
- To make a long-distance call, dial 9 plus 0 and use a calling card, or charge the call 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 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.

ROOM NUMBERING SYSTEM

The Medical Center is actually a series of connected buildings. The room numbering system is a five-digit code representing your building, floor, wing and room. For example: N3E10 can be found in the North Hospital, Third Floor, East Wing, Room 10.

The five main buildings are: **N = North Hospital** **G = Gudelsky Building**
S = South Hospital **W = Weinberg Building**
T = Shock Trauma Center

If you need help finding a room, please ask our Guest Services staff or call 8-5473.

FOOD SERVICE LOCATIONS

These food service options are located on the first floor of the Medical Center:

- **Courtyard Café**
Monday – Friday, 6:30 am – 8 pm, and Saturday – Sunday, 7 am – 3 pm
- **Cypriana Café**
Sunday – Thursday, 8 am – midnight and Friday – Saturday, 8 am – 1 am
- **Au Bon Pain**
Open 24 hours
- **Great Cookie**
Monday – Friday, 7 am – midnight and Saturday – Sunday, 11 am – 10 pm
- **Mama Ilardo's**
Open 24 hours
- **Subway**
Open 24 hours
- **Rx Brew (Starbucks)**
Monday – Friday, 6 am – 3 pm

BANK/ATMs

A branch of M&T Bank is located on the first floor between the main lobby and the Gudelsky Building. The bank is open Monday through Saturday and its ATMs can be accessed at any time. Bank of America ATMs are located on the first floor of the South Hospital. 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 and is open 24 hours.

Scheduled services are televised and you can watch these from your patient television on channel 47.

GIFT SHOP

The Gift Shop is in the main lobby behind the reception desk. It carries a variety of magazines, newspapers, toiletries, snacks and gifts.

Hours: Monday – Saturday, 7:30 am – 9 pm

Sunday, 9 am – 8 pm

Phone: 8-9913

MAIL

Mail is delivered once a day, Monday through Friday. Packages are brought to your room as soon as possible. Mail will reach you faster if your family and friends include your room number in the address. If mail arrives after you are discharged, it will be forwarded to your home.

Stamps are available in the gift shop. Members of our staff will mail stamped letters for you.

LOST AND FOUND

The Medical Center's Lost and Found Office is in the basement of the North Hospital, Room NBE40.

Hours: Monday – Friday, 7:30 am – 4 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 6 am to 10 pm weekdays. Guests wishing to use this service should pull into the valet lane of the main entrance, which is located at 22 S. Greene St.

The cost of valet service is:

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

Additional Parking:

- Allright Parking, West Redwood and Eutaw streets
- Baltimore Grand Garage, Paca Street between Baltimore and Fayette streets
- Marriott Hotel, Lombard and Eutaw streets
- 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, 7 am – 4:30 pm, Tuesday – Friday, 8 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. Please visit the Guest Services Information Desk to request the shuttle.



Your Stay at the Medical Center

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. Before each meal, a meal attendant will come to your room and help you select your menu choices. You may be on a special diet, so 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.

If you miss a meal because of tests or treatments, your nurse can arrange for you to receive it upon your return.

TELEVISION IN YOUR ROOM

TV services are free. Channel 39 displays a guide to what is on all the other channels, such as where to find the main TV programs, ESPN, Home and Garden, etc.

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 hospital information and education menu on your room TV.

Helpful channels include:

- How to use Health Education TV and Videos on Demand: Channel 37
- Shock Trauma Center: Channel 38
- CARE Relax: Channel 40
- Nature Relax: Channel 41
- Chapel: Channel 47

HEALTH EDUCATION AND RELAXATION VIDEOS ON DEMAND

Channel 37 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 special music and pictures that match the time of day. The CARE Channel can help you relax and cope with stress, anxiety and pain. 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 – ask the staff to arrange this and provide you with a receipt, which you or a family member will use to pick up your valuables upon discharge, at the Security Service Center in Room T1R83 on the first floor of the Shock Trauma Center. Hours: Monday – Friday, 7:30–11:30 am and 12:30–3 pm. At other times, call Security at 8-8711.

HOSPITAL GUIDELINES

- 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.

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 25.



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 p. 15).

The Medical Center ensures that all visitors enjoy full and equal visitation privileges consistent with patient preferences and protection of the health and safety of patients, staff and visitors. The Medical Center does not restrict or deny visitation privileges based on race, color, national origin, religion, sex, gender identification, sexual orientation or disability. The Medical Center is committed to open and flexible visitation, which encourages visitation by individuals who give emotional support to our patients. The Medical Center prefers two visitors at any one time. Please check with your Patient Care Unit for any specific visitation guidelines.

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).

HOTELS/SPECIAL ACCOMMODATIONS

There are many hotels located near the Medical Center, including many within a short walk. Some of them provide a UMMC discounted rate.

These include:

- Days Inn Inner Harbor - 410-576-1000
- Holiday Inn (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 our Concierge services staff at 410-328-9355, send an email to: prc@umm.edu, or visit our site at www.umm.edu/patients/concierge-services.

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.

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. The PRC also offers a variety of classes, support groups and events.

The PRC is equipped with computer workstations to help patients and their families start a CaringBridge web page. Staff is available to assist patients with Internet searches for health information as well.

Location: Weinberg Building, first floor • Phone: 410-328-WELL (9355)

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

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.

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 (RNs), nurse practitioners, patient care technicians, nursing assistants and others. A registered nurse will plan your nursing care. 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 MANAGER

A case manager may work with your team to plan your discharge and care after you leave the Medical Center. The case manager is the key contact with your insurance company while you are a patient. If you have a question or problem about your discharge, ask to speak to your nurse, the charge nurse or the case manager in your area.

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 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 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.

We may not know all the answers all the time. If we say, “I don’t know,” we are not avoiding answering your questions. We want to give you the most accurate information possible. Please be patient with us.

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 on support groups that may suit your needs.

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 explain medical facts, discuss options for care, 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: 410-328-8667, ask for the hospital Ethics Committee

SURGERY SAFETY

You may be able to donate your own blood before elective surgery. These donations are usually scheduled days or weeks before your surgery. Ask your doctor for details. If your doctor recommends surgery, here are some questions you may want to ask:

- Why do I need to have surgery? Do I need to have it right away?

- Are there any alternatives (other treatments) to surgery? Do I have a choice between inpatient and outpatient surgery?
- Can a family member or friend stay with me before or after surgery?
- What are the risks of this surgery?
- What are the expected benefits?
- Where can I get a second opinion?
- What kind of anesthesia will I need?
- How much pain can I expect to have? How will it be treated?
- What will happen during this surgery?
- When will you talk with me about how the surgery went?
- How long will my recovery take? What will it involve?
- Will I need therapy or any other special care or equipment?
- Will surgery have any lasting effects on my health and/or appearance? What are they?
- How many surgeries like this one have you done before?

Steps you can take to ensure a safe surgery:

- Be sure to read the consent form before you sign it to make sure that all written information is correct.
- On the day of surgery, tell the doctor and nurse your name, date of birth and which part of your body you are having the surgery on.
- If your surgery is going to be on your spine or either the left or right side of your body, expect that our staff will confirm the location with you and will mark that side with a checkmark. Examples are: your left arm, or right knee or right side of your head.
- If your procedure is on your left lung, for example, or another location that cannot be marked, the staff will mark the side on a drawing of the human figure on your chart.
- Speak up if you think the staff has any information that is wrong or not exactly and completely correct. We want to make sure that your surgery or procedure goes exactly as planned.

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?

ASSIGN A SUPPORT PERSON

While you are at the Medical Center, you may not have the energy or attention to keep track of what your health team tells you. You should assign a family member or friend 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.

**RAPID RESPONSE PROCESS:
PARTNERING FOR THE SAFEST CARE**

We try to keep close watch of our patients so that we are alerted early to possible problems in their condition. Family members are very important “eyes and ears” to help the staff. There may be times that a loved one will note changes in the patient that we may not have noticed. 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 Phone: 8-8777

Patient Safety Hotline: 8-SAFE or 410-328-SAFE (outside the hospital)

Email: 8safe@umm.edu



Medical Information and Support Services

FOREIGN/SIGN LANGUAGE INTERPRETERS

If you require a foreign-language or sign-language interpreter, tell your nurse or physician. Interpretation services are available 24 hours a day, 7 days a week.

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 Atrium

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

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 if they have 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

Pain is a symptom experienced by many patients with injuries and chronic illnesses and after surgery. 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

While you are a patient at the Medical Center, we expect that you will stay on your unit and not leave the unit. This is for your safety. If you leave the unit, you may miss your medical care. This will make it difficult for us to be there for the medical needs you may have. There are situations when patients stay in the hospital for a long time. In that case, activity off the unit may be best for you. Before you are allowed to leave the unit:

- It is very important to discuss this with your nurse before leaving the unit.
- We will involve your family and members of your health care team in the discussion.



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.

PAYMENT METHODS

The Medical Center accepts cash, checks, VISA and MasterCard.

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, a staff member will help you set up a payment plan or assist you in applying for medical assistance. For more information or assistance, please call the Financial Office.

Hours: Monday – Friday, 7:30 am – 9 pm

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 must leave in an ambulance
- You need to go to another hospital or nursing facility
- You need 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: 8-6655

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.

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 Percocet for my back pain

at home. Should I continue to take that? It is not on the list.” or “I take Centrum 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

We care about the quality of your hospital stay. After you leave, someone may contact you by phone or mail to ask about your experience. Your comments 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
- Pregnant women
- People age 50 years and older
- People with chronic medical conditions
- Residents of nursing homes

HEALTHY EATING AND EXERCISE TIPS

- 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

AS A PATIENT, YOU HAVE A RIGHT TO:

- receive considerate, respectful and compassionate care regardless of your race, religion, ethnicity, culture, language, sex, age, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.
- participate in the development and implementation of your plan of care.
- information about your diagnosis, condition, and treatment in terms that you can understand. You have the right to give written informed consent before any non-emergency procedure begins.
- be informed about outcomes of care, treatment and services provided, including unanticipated outcomes.
- refuse treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- agree or refuse to take part in medical research studies. You may withdraw from a study at any time.
- participate or refuse to participate in recording or filming for purposes other than identification, diagnosis or treatment.
- have access to sign language or foreign language interpreter services or other alternate communication methods, which will be provided at no cost to you.
- formulate advance medical directives or a MOLST (Medical Orders for Life-Sustaining Treatment) and have them followed within the limits of the law and the organization's capabilities. We can provide you with information that will help you complete an advance medical directive or MOLST.
- have your pain assessed and to be involved in decisions about managing your pain.
- know the names and professional titles of your prescribers and caregivers.
- be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion may only be used to ensure the immediate physical safety of you, staff, or others and must be discontinued at the earliest possible time.

- choose a person to give you emotional support (spouse, domestic partner, family member or friend) during the course of your hospitalization.
- receive visitors who have full and equal visitation privileges consistent with your preferences and protection of the health and safety of patients, staff and visitors. You have the right to withdraw or deny visitation privileges at any time during your hospital stay. The Medical Center does not restrict or deny visitation privileges based on race, religion, ethnicity, culture, language, sex, age, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.
- know about professional and financial ties between institutions and people caring for you.
- request that your family or representative of your choice and your own prescriber be notified of your admission to the hospital.
- access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
- pastoral and other spiritual services. Chaplains are available to help you directly or contact your clergy.
- confidential clinical and personal records.
- see your medical record within the limits of the law.
- an explanation if we restrict your visitors, mail, or telephone calls.
- an explanation of hospital rules.
- an examination and explanation of your bill, regardless of how it is paid.
- have an environment that preserves dignity and promotes a positive self-image, and to be free from neglect, exploitation and verbal, mental or sexual abuse.

You and your family members have a right to discuss ethical issues with an ETHICS COMMITTEE representative.

- Call 410-328-8667 and ask for the hospital ETHICS COMMITTEE.

You have a right to voice your concerns about the care you receive.

If you have concerns, we urge you to:

- Tell your physician, nurse or caregiver about your concern.
- If you believe further action needs to be taken, talk to the manager.
- You may also contact the PATIENT ADVOCATE at 410-328-8777.
- If your concerns are not addressed to your satisfaction, call our PATIENT SAFETY HOTLINE at 410-328-SAFE, or email 8SAFE@UMM.EDU
- You may also call the MARYLAND OFFICE OF HEALTH CARE QUALITY at 1-877-463-3464 or THE JOINT COMMISSION at 1-800-994-6610 if you feel we have not adequately responded to your concern.

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 prescriber with a copy of your advance directive and MOLST, if you have them.
- asking questions when you do not understand information or instructions.
- telling your prescriber if you believe you can't follow through with your treatment plan.
- outcomes if you do not follow the care, treatment and services plan.
- 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 and property of others.
- following the rules and regulations of the health care facility.
- keeping your scheduled outpatient appointments or canceling them in advance if at all possible.



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.



Notes

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.



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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
“Ask Me, I Can Help”	410-328-1500
Billing Inquiries	410-821-4140
Birth Register	410-328-6752
Blood Bank	410-328-5630
Case Management	410-328-6655
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
Main Lobby	410-328-5473
Shock Trauma Center	410-328-9284
Weinberg Healing Garden	410-328-9899
Medical Records	
Administration	410-328-6915
Copies	410-328-5706
Palliative/Supportive Care	410-328-7392
Pastoral Care	410-328-6014
Patient Advocate	410-328-8777
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: If you're dialing any of the numbers listed above from the Medical Center, just dial 8 and the last four digits.

