

Patient & Family  
**Handbook**



Your **GUIDE** to the

**University of Maryland Medical Center**



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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Your Name:

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Your Room Number/Your Phone Number:

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Your Nurses/Doctors:

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Other:

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On behalf of our entire staff, I would like to **welcome YOU** to the University of Maryland Medical Center. Our goal is to provide you with the best care. We are grateful for the trust you have placed in us by choosing our medical center to help you with your medical needs. It is a responsibility that we take very seriously, and we will do whatever we can to make sure that your stay with us is a positive one. Your satisfaction is our top priority.

The University of Maryland Medical Center (UMMC) includes University Hospital, the Marlene and Stewart Greenebaum Cancer Center, the University of Maryland Hospital for Children and the R Adams Cowley Shock Trauma Center. We have been recognized by several national organizations as one of the country's best hospitals for high-quality patient care and safety. The doctors, nurses and other members of your health care team are highly skilled. They are dedicated to providing you with excellent care and making your stay with us as comfortable as possible.

Our staff has prepared this guide to answer some of the basic questions you may have about the Medical Center. This guide also includes a list of key phone numbers as well as a map of the first floor of the hospital. If you have any questions, please ask the members of your health care team. Thank you for choosing the University of Maryland Medical Center for your health care needs.



JEFFREY A. RIVEST, PRESIDENT AND  
CHIEF EXECUTIVE OFFICER

*University of Maryland Medical Center*



### KEY Phone Numbers

	HOSPITAL	CANCER CENTER
Admitting	410-328-8153	410-328-7758
“Ask Me, I Can Help”	410-328-1500	
Billing Inquiries	410-821-4140	
Birth Register	410-328-6750	
Blood Bank	410-328-5630	
Case Management	410-328-6655	
Center for Image Renewal	410-328-9154	
Contributions	410-328-5770	
Ethics Consultation (ask for Ethics Committee)	410-328-8667	
Gift Shop	410-328-9913	
Information		
General	410-328-8667	
Patient	410-328-6971	
Information Desk		
Main Lobby	410-328-5473, 8-5598, 8-6400	410-328-7450
Gudelsky Lobby	410-328-1500, 8-7258	
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	410-328-7536
Patient Resource Center	410-328-WELL(9355)	
Parking	410-328-0055	
Pharmacy	410-328-5233	
Security	410-328-8711	
Shock Trauma Center	410-328-8976	
Social Work & Human Services	410-328-6700	
TV Rental	410-328-0981	
Volunteer Services	410-328-5600	

You may have arrived at our hospital by car, ambulance, or helicopter. You may have planned for this admission, or it might be unexpected. Either way, you will be assigned to an excellent team of health care providers, a patient care unit and a room. Once you are in your room, your nurse will review some basic information with you and your family. The staff will explain visiting hours and policies, as well as orient you to your immediate surroundings, hospital routines and services. 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. The staff is always available to answer your questions or concerns.

#### Bathing

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.

#### Financial Arrangements

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. 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.

The medical center accepts cash, checks, VISA and MasterCard.

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 are concerned about the cost of your hospital stay, you or a family member can talk to a financial counselor. The financial counselor can help you with insurance coverage, help you arrange a payment plan or assist you in applying for financial aid. To contact the financial office, call 410-821-4140.



Woman with Dog, Mary Cassatt

*“The first wealth is health”*

—RALPH WALDO EMERSON



Gulf of Marseille, Paul Cezanne

*“Just don’t give up trying to do what you really want to do. Where there’s love and inspiration, I don’t think you can go wrong.”*

— ELLA FITZGERALD

### 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 (see Valuables, page 17).

### Identification Band

Your ID band shows your name and medical record number. Do not remove it while you are at the Medical Center.

### Meals

Three meals are served daily, and times vary throughout the Medical Center. Each day, you will receive a menu of food choices for the next day. Your nurse or other staff members can tell you the general meal times and help you make choices.

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

A registered dietitian or dietetic technician plans your meals. 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.

### 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.

### 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:

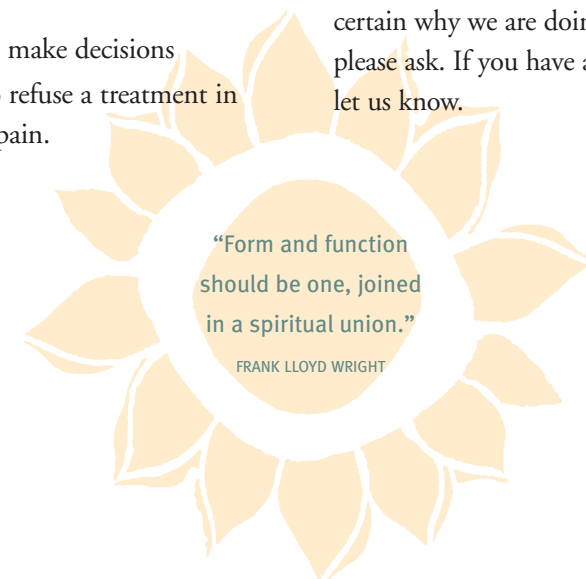
- Having your reports of pain and other symptoms taken seriously.
- Receiving information about what may be causing the symptoms.
- Having regular reassessments.
- Having treatment adjustments if symptoms have not been eased.
- Being referred to a pain or palliative care specialist if symptoms persist.
- 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.

### Safety

Your safety and well-being are our top concerns while you’re here at the Medical Center. The following guidelines are in place for your protection:

- There is no smoking or tobacco use anywhere on Medical Center property, inside or outside.
- 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 item into the Medical Center.
- Please respect locked doors and restricted areas. These areas are off-limits for a reason.
- Proper hand washing is the one thing we can all do to prevent the spread of infection. Wash your hands. Don’t be afraid to ask us if we washed our hands.
- Feel free to ask questions. If you’re not certain why we are doing something, please ask. If you have a concern, please let us know.



“Form and function should be one, joined in a spiritual union.”

FRANK LLOYD WRIGHT

## Telephones

- Your direct-dial number is 410-328- plus the four numbers on your phone.
- 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.
- You cannot receive calls between 10pm and 7am, to help you to sleep.
- 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.

## Television

To arrange for television service, call 8-0981 from your room. There is a daily fee for television service. Different payment options are available, including paying by credit card or charging the fee to your home telephone service.

You may also purchase a pre-paid television card at vending machines located outside of the gift shop and the cafeteria. For more information or assistance, call the TV office at 8-5005.

## Patient Education Television

We want you to learn more about your health. We provide a variety of free “video on demand” educational programs on general and specific health topics that you can watch from the TV in your room. Ask your nurse or another staff member for the On Demand video brochure. Then, you can select any video to watch at a time that is convenient to you. Call 8-0981 from your room to activate that feature.

Channel 37 on your TV provides round-the-clock Maryland Health Today programs. These 30-minute shows feature interviews of University of Maryland Medical Center doctors on a wide variety of topics. Channel 37 is free of charge.

## Visitors

Visiting hours vary from unit to unit. Your nurse will tell you the hours for your area.

It is important for your care and the care of others on the unit to have no more than two visitors at any given time. Please check with your nurse for special visiting requests. The staff will try to accommodate your needs while giving priority to your well being and safety.

Visitors must check in at the information desk in the main lobby and get a pass. In most areas, visitors must be at least 12 years old.

## Your Room

You are assigned to a room that best meets your needs. Special consideration is given to protecting patients from infections and other concerns. We make every effort to give you the type of room you request. If it is not suitable, you may ask to be moved when another room becomes available.

## Your Bed

The nursing staff will show you how to raise and lower your bed. 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. A staff member can help you to adjust 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.



*Fritillaries*, Vincent van Gogh

*“The things we truly love stay with us, locked in our hearts as long as life remains.”* — JOSEPHINE BAKER

## 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 and room. The first number will be N (North Hospital), S (South Hospital), P (Psychiatry), T (Shock Trauma), GP (Gudelsky Building) or W (Weinberg Building).

If you need help finding a room, please ask someone on our Guest Services staff or call 8-5473 on any in-house phone.



**Doctors**

Your attending doctor leads your health care team. He or she is assisted by doctors receiving additional training, called residents and fellows.

**Nurses**

Your nursing team may include registered nurses (RNs), nurse practitioners, case managers, nurse extenders, nursing assistants and others. A registered nurse will plan your nursing care. You will spend more time with our nurses than with any other member of your care team. They provide physical care, health education and emotional support. On each shift, a specific registered nurse will supervise your care.

**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 also is the key contact with your insurance company while you are a patient. If you have a question or problem, ask to speak to your nurse, the charge nurse or the case manager in your area.

**Palliative/Supportive Care**

The palliative care team is available to patients and their families when the patient has a life-threatening or life-altering illness or injury. This special care is designed to alleviate symptoms such as pain, shortness of breath, nausea and fatigue, as well as to relieve suffering. Patients and their families may receive counseling to help them adjust to a chronic condition. Patients receiving palliative care work with family members, physicians, case managers, social workers, pharmacists, nutritionists and members of the clergy to make decisions about the best way to cope with their illness. For more information, speak with your nurse or physician or call the Department of Social Work & Human Services at 8-7392 (see Ethics Consultation Service, page 11).

**Pastoral Care Team**

Chaplains are available in the hospital seven days a week to offer spiritual support for all patients and families. If you would like a chaplain to visit, dial 8-6014 or call the hospital operator. Your own clergy may visit any time.

**Pharmacists**

The pharmacy team works closely with your doctor to make sure you get the most effective medications. When you leave, a pharmacist will be available to discuss your medicine and answer questions. The pharmacy number is 8-5233 (see Pharmacy, page 16).

**Social Workers**

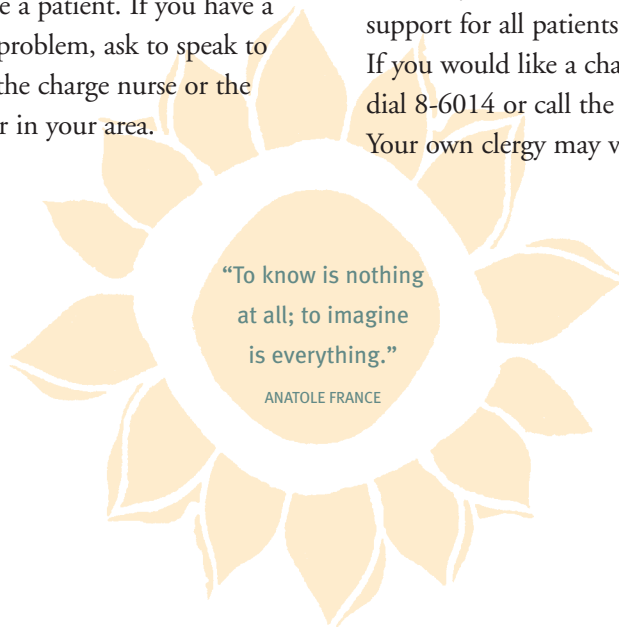
Social workers help you and your loved ones understand and cope with disease and disability. They also find services in the community to assist in your recovery. You, your doctor or a family member can request a visit from a social worker. The number to call is 8-6700.

**Therapists**

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

**Other Health Care Professionals and Support Services**

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



*The Market, Paul Gauguin*

*“In all things of nature there is something of the marvelous.”*

— ARISTOTLE

**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. You will also find two ATMs in the inside and outside lobbies of the bank which can be used 24 hours a day. Two additional ATMs, owned by Bank of America, are located on the first floor of the South Hospital.

**Birth Registration**

Following the birth of a child, the Birth Registrar from the Medical Center’s Health Information Management (Medical Records) Department will interview the birth mother and:

- Prepare a birth certificate.
- Get all required signatures for the certificate.
- File the certificate with the Maryland Department of Health and Mental Hygiene.

If the mother is not married, the Birth Registrar will provide an opportunity for the mother and father to complete a form recognizing that they are the child’s parents and explain to the mother about the benefits of having the paternity of her child established. Also, the Birth Registrar will send the completed form to the Department of Health and Mental Hygiene’s Division of Vital Records.

**Blood**

You may be able to donate your own blood before elective surgery. These “autologous” donations are usually scheduled days or weeks before your surgery. Ask your doctor for details.

**Caring Bridge**

Caring Bridge is an Internet service that helps patients and their families stay connected with loved ones during medical treatment. Caring Bridge is free and easy to use. Patients or their family members can create a secure Caring Bridge Web page, and then sign in at any time to post journal entries and photographs to provide updates for their friends and family members.

The personal site is private and 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.

Here is how the service works:

- An individual visits [www.caringbridge.org](http://www.caringbridge.org) to create a secure, personal Web site.
- The patient or family member writes journal entries for their family and friends to read.
- Friends and loved ones can then send messages of encouragement and support in a guest book for the patient and family to read.

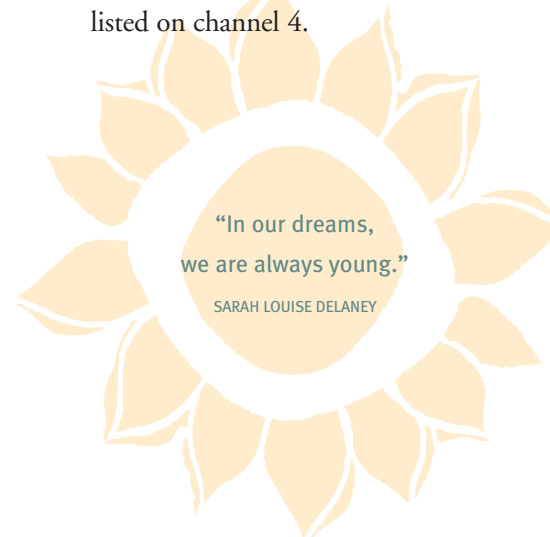
**Center for Image Renewal**

The Center for Image Renewal, located on the first floor of the hospital in the Weinberg Atrium, 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.

Recognizing that personal appearance has a major impact on how we feel about ourselves, the center strives to provide an atmosphere of supportive personal care to restore and enhance appearance through individualized consultations, custom services for skin, hair and body, and related personal accessories. To make an appointment for a personal consultation or for more information, call 8-9154.

**Chapel**

A nondenominational chapel is located on the first floor of the Weinberg Building and is open 24 hours. If you have a TV, you can watch worship services on channel 47. The schedule is listed on channel 4.



*Flowers and Cats, Paul Gauguin*

*“He who has health has hope, and he who has hope has everything.”*

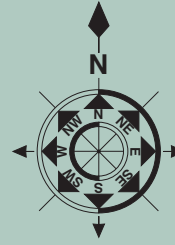
— ARABIAN PROVERB

**Contributions**

A donation to the Tribute Program is a way to recognize memorable events. It allows you to honor a loved one, friend, business associate or caregiver. It also can be a birthday, anniversary, or congratulatory present. A gift to the Tribute Program honors the recipient and supports the important work of the Medical Center. For information, call 8-5770.

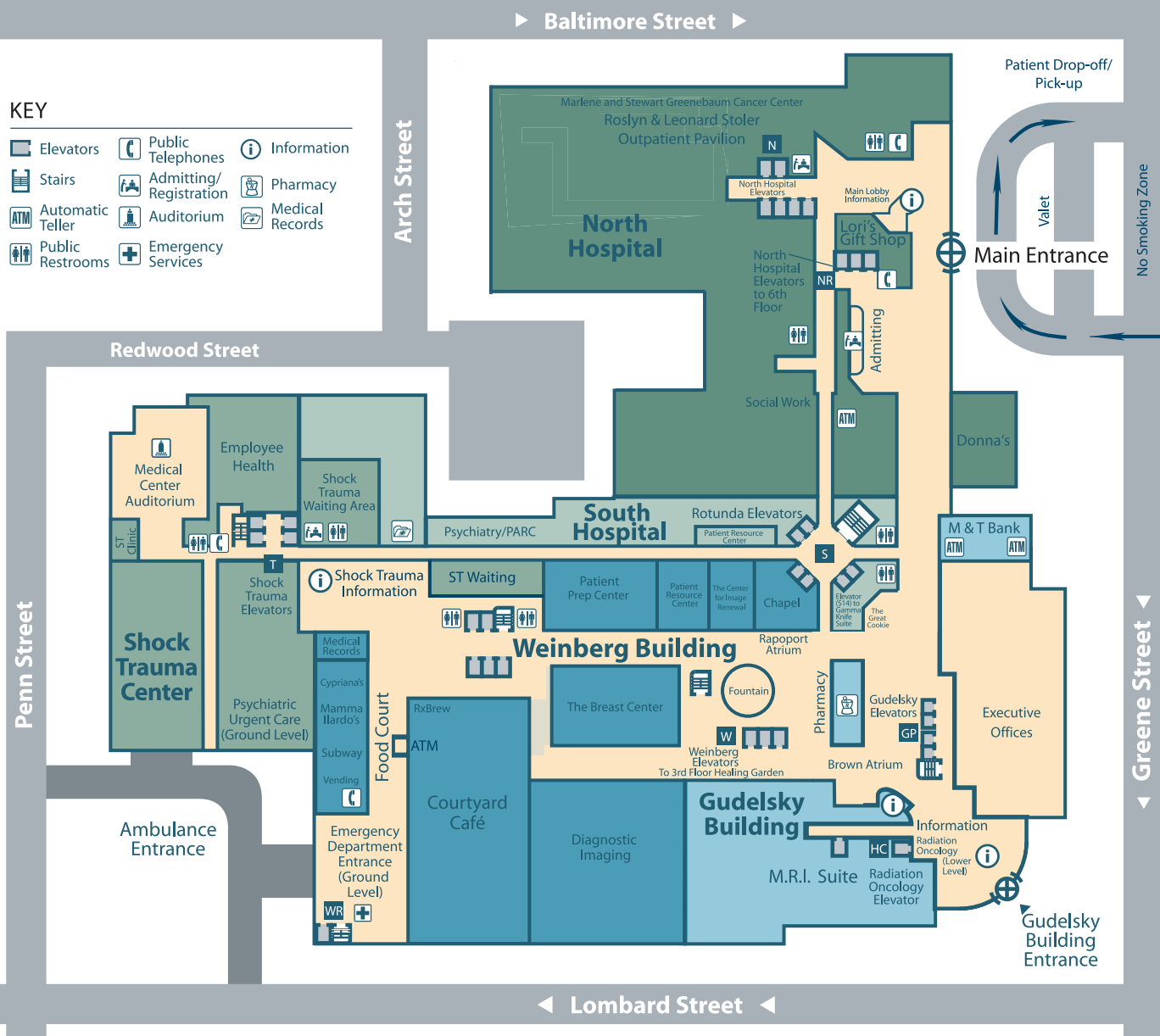
# Locator MAP

This is a map of the first floor of the Medical Center. It should be very helpful while you are here. It is color coded by sections: Shock Trauma Center; Weinberg Building; Gudelsky Building; North Hospital; and South Hospital. Elevators are indicated throughout the hospital's first floor, making it easier for you to get around. We hope you find this helpful.



## KEY

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### Floor – Gudelsky Building

- 9 Marlene and Stewart Greenebaum Cancer Center Inpatient Floor & ICU
  - G Imaging Services
  - 2 Angiography
  - 2 Interventional Radiology Center
  - 1 MRI Suite
  - 2 Nuclear Medicine
- Inpatient and Intensive Care Units**
- 9 Bone Marrow Stem Cell Transplantation Unit
  - 5 Neurocare
  - 9 Neurocare ICU
  - 5 Orthopaedics
  - 4 Otolaryngology-Head & Neck Surgery
  - 4 Surgical ICU
  - 8 Transplant Surgery
  - 3 Maryland Heart Center
    - Cardiac Care ICU
    - Cardiac Inpatient Care
    - Cath lab Registration
  - G Radiation Oncology

- 3 GI Lab
- 1 Greenebaum Cancer Center/Stoler Pavilion Infusion Area\*
- 9 Inpatient Units
  - Cancer Center
  - Medical/Surgical Unit
- 6 Joslin Diabetes Center\*
- G Oral Maxillofacial Surgery\*
- 4 Outpatient Physical Therapy\*
- 1 Patient Admitting
- 5 Pediatric Specialty Clinic\*
- 5 Pediatric Sub-Specialty Practices
- G Surgery Clinics\*
  - General Surgery
  - Neurosurgery
  - Plastic Surgery
  - Podiatry
  - Urology
- 5 University of Maryland Hospital for Children
- 4 Vascular Laboratory

### Floor – Shock Trauma Center

- 1 Employee Health
- G Hyperbaric Medicine
- 1 Medical Records
- 2 Operating Rooms
- 1 Security Services
- 1 Shock Trauma Auditorium
- 4-6 Shock Trauma Inpatient Rooms
- G Shock Trauma Outpatient Pavilion\*

### Floor – Weinberg Building

- 1 The Breast Center
- 1 Chapel
- 4 Child Day Program
- 4 Child Psychiatry Inpatient
- 6 CT ICU/Telemetry
- G Emergency Room
- 2 General Operating Rooms
- 1 Learning Center
- 7 Medical ICU/IMC
- 1 The Center for Image Renewal
- 1 Patient Resource Center
- 3 Perioperative Healing Garden
- 1 Pharmacy
- 1 Prep Center (Pre-Admission Testing)
- 1 Psychiatric Counseling
- 5 Surgical Acute

### Floor – South Hospital

- 2 Cardiodiagnostics
- 2 Diagnostic Radiology\*
- 12 Epilepsy Center\* EEG Lab
- 10 General Clinical Research Center
- 7 Labor & Delivery
- 6 Obstetric Center (Labor & Delivery)
  - Mother/Baby/NICU
- 1 PARC – Psychiatric Assessment Referral Center
- 5 Pediatrics/PICU
- 4 Shock Trauma
- 12 Sleep Center\*

### Floor – North Hospital

- 12 Adult Psychiatry
- 7 Surgical Endoscopy Care Unit
- 8 Center for Voice, Swallowing & Esophageal Disorders\*
- 6 Center for Advanced Fetal Care
- 3 Dialysis Access
- 3 EP Lab
- 12 Geropsychiatry

\*= Outpatient Clinics

**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 by calling the page operator at 8-8667 (ask for the Ethics Committee) or by calling 443-562-5143 directly. This service is provided by the hospital and is available 7 days a week, 24 hours a day.

**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 Mylar balloons are permitted in the hospital, since some patients are allergic to rubber.

**Food Services**

**On the first floor of the Medical Center**

- Courtyard Café: Monday thru Friday 6:30am–1am; Saturday and Sunday 7am–3pm
- Cypriana Café: daily 8am–midnight
- Donna’s: Monday thru Friday 8am–7:30pm

- Great Cookie: Monday thru Friday 7am–midnight; Saturday 9am–midnight; Sunday 11am–midnight
- Mama Illardos: Monday thru Friday 10am–11pm
- Subway: Monday thru Friday 8:30am–midnight; Saturday and Sunday 10am–midnight
- Rx Brew, Starbucks: Monday thru Friday 6am–4pm

**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 are from 7:30am–9pm, Monday thru Saturday; 9am–8pm, Sunday. To reach the Gift Shop, call 8-9913.

**Hotels/Special Accommodations**

Many hotels are located near the Medical Center. Several offer discounts for our patients and their families. For information, visit our Web site at [www.umm.edu/resources/hotels](http://www.umm.edu/resources/hotels), or inquire at the reception desk in the main lobby of the Medical Center.

If you cannot afford the discounted rates at local hotels, contact the Department of Social Work at 8-6700.

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.



*Fisherman's Cottage on the Cliffs at Varengeville, Claude Monet*

*“Little drops of water, little grains of sand, make the mighty ocean and the pleasant land.” — JULIA A. FLETCHER CARNEY*

**Interpreters**

**Foreign/Sign Language**

Should you require a foreign-language or sign-language interpreter, call the paging system at 8-2337, ID #8255.

**Lost and Found**

The Medical Center’s Lost and Found Office is on the first floor of the Shock Trauma Center in Room S183. It is open Monday thru Friday from 7:30am–4pm. To reach the Lost and Found, call 8-1329.

**Mail**

Mail is delivered once a day, Monday through Friday. Packages and telegrams are brought to your room as soon as possible. Please let your family and friends know your room number because mail will reach you faster if the address

includes this information. If mail arrives after you are discharged, it will be forwarded to your home. Stamps are available in the Gift Shop, and nurses or volunteers will mail stamped letters for you.

**Medical Records Access**

The medical record is a confidential document and access is limited to the patient and authorized persons, according to Maryland law. The patient can get a copy of his or her 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, W1L401, Monday thru Friday 8am–4:30pm.

## Newspapers

Local and national newspapers are on sale in the main lobby Gift Shop and in racks outside the Medical Center, along Greene Street. If you would like a newspaper, ask a visitor to bring it to you or contact volunteer services.

## Organ and Tissue Donations

Organ and tissue donations are lifesaving gifts to others. If you or your family would like information, call 8-8441.

## Parking

Discounted parking for patients and their drivers is available at the Plaza Garage, 500 W. Redwood St., across from the main entrance of the Medical Center. For details, check with the information desk in the main lobby. You can also contact the UMMC Parking Office by calling 8-0055, stopping by room G1J42 on the first floor of the Medical Center or sending an e-mail to parking@umm.edu. The parking office is open from 8am–4:30pm. Daily parking for patients and their transporters also will become available at the new Medical Center Garage, at 111 S. Greene St., in the summer of 2009. For more information, contact the Parking Office.

Valet parking for patients and patient transporters is offered from 9am–6pm weekdays at the Medical Center's main entrance. Drivers should pull into the circle driveway at the main entrance and ask for valet parking. The cost is \$5, in addition to the \$7 garage fee. Valet service is free for patients in labor and for handicapped patients and visitors.

Visitor parking is available at:

- Baltimore Grand Garage, Paca Street between Baltimore and Fayette streets
- Marriott Hotel, Lombard and Eutaw streets
- Allright Parking, West Redwood and Eutaw streets

## Patient/Family 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 the Patient Advocate at 8-8777. If your concerns are not addressed to your satisfaction, you may also contact our Patient Safety Hotline at 8-SAFE.

## 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 are from 7am–6:30pm, Monday thru Friday; 9am–4pm Saturday and Sunday. The Outpatient Pharmacy is closed on all major holidays. Call 8-5233.



*Tabitian Woman*, Paul Gauguin

*“What I love is near at hand, Always, in earth and air.”*

—THEODORE ROETHKE

## Volunteers

Thanks to our volunteers, we provide extra services. Volunteers often can run errands, mail letters, or help you with other special needs. Volunteer Services may be reached at 8-5600.

## 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.

## Transportation by Ambulance

If you must leave in an ambulance, your case manager will help make those arrangements.

## Valuables

Please leave all valuables at home. The Medical Center cannot be responsible for money or valuables not stored in our safe. To use the safe, ask a staff member to make arrangements. You will be given a receipt for your items in the safe.

Upon discharge, you or a family member can pick up your valuables at the Security Service Center in Room T1R83 on the first floor of the Shock Trauma Center. Please bring your safe deposit receipt. Hours are from 7:30–11:30am and 12:30–3pm Monday thru Friday. At other times, call Security at 8-8711.

### 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 instructions on how to care for yourself at home. Your primary nurse or doctor will contact a case manager, if needed.

### Discharge

On the day your doctor discharges you, please be ready to leave by 11am. Your insurance will not cover your stay after your discharge. 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.

### Follow-up Visits

Your doctor may schedule a return visit to check on your progress. Note the date, time and place.

### Patient Satisfaction

We care about the quality of your hospital stay. If you have concerns, please contact your nurse, nurse manager or a patient advocate. After you leave, someone may contact you by phone or mail to ask about your experience. Your opinions are confidential. We value and appreciate your feedback.

### Supplies, Equipment, Medicine and Instructions

Your nurse or other team members will help you make arrangements to get medicines, special equipment, or supplies. They also will instruct you and your loved ones on at home care.

### 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. For questions about the Medical Center bill, call 410-821-4140.

### Choices for Continued Care After Your Discharge

After you leave the University of Maryland Medical Center, you may need to go to another hospital or nursing facility. You may also need home health services to continue your care. A case manager will help you make these arrangements. Your case manager will discuss discharge plans with you and available options. You may choose from any of these options or suggest other providers that you may know about.

“To dream the impossible dream,  
To reach the unreachable star!”

JOE DARION



*In the Orchard, Camille Pissarro*

*“If anything is sacred, the human body is sacred.”*

— WALT WHITMAN

Your case manager will provide you with a list of licensed nursing homes and rehabilitation centers in your area. If you require additional care such as rehabilitation or chronic care, the following places are affiliated with the University of Maryland Medical Center: Kernan Hospital, University Specialty Hospital, Maryland General Hospital, Baltimore Washington Medical Center, Shore Health System (Memorial Hospital at Easton and Dorchester General), Chester River Hospital and Mt. Washington Pediatric Hospital. Your case manager can also give you information on other hospitals and nursing facilities that provide the same types of care, as well as long-term care.

Before you are discharged, our Case Management Office will furnish you with a list of home health providers in Maryland, and will assist in making the proper arrangements. If you have any questions or need more information, please call our Case Management Office at 8-6655.

We look forward to helping you with your continuing health care needs.



### AS A PATIENT, YOU HAVE A RIGHT TO:

- receive considerate, respectful and compassionate care regardless of your race, religion, color, national origin, sex, age, sexual orientation, disability, or source of payment.
- 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.
- sign language or foreign language interpreter services. We will provide an interpreter as needed.
- formulate advance directives 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 directive.
- have your pain assessed and to be involved in decisions about managing your pain.
- know the names and professional titles of your physicians 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.
- 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 physician 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.
- 
- 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 HEALTHCARE QUALITY** at **1-877-402-8218** or **THE JOINT COMMISSION** at **1-800-994-6610** if you feel we have not adequately responded to your concern.
  - 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 doctor with a copy of your advance directive, if you have one.
  - asking questions when you do not understand information or instructions.
  - telling your doctor 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.

### AS A PATIENT, YOU ARE RESPONSIBLE FOR:

- providing the hospital with complete and accurate information when required, including the following:
  - keeping your scheduled outpatient appointments or cancelling them in advance if at all possible.

### 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

Advance directives are instructions you give about the care you want if you become unable to communicate. 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.

If you have not talked with anyone about your wishes, your doctor will discuss your care with your family or any guardian appointed for you, as permitted by Maryland law. They will make decisions if you cannot.

Advance directives, such as a durable power of attorney for health care or a living will, will help your family, doctors and nurses know your wishes. If you have an advance directive, please bring it with you or make certain your doctor has a copy. If you do not already have a written advance directive, you may obtain one, or you may discuss your wishes with your doctor and a witness, both of whom will then document your wishes in your medical record.

### Notice of Information on Privacy Practices

The University of Maryland Medical Center has a legal duty 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.



*The Sunflowers, Vincent Van Gogh*

*The University of Maryland Medical Center is an equal opportunity employer and a proud supporter of an environment of diversity. The University of Maryland Medical Center is part of the private, non-profit University of Maryland Medical System.*



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## Personal Contributions *and* Tributes

The UMMS Foundation, Inc. raises charitable funds to safeguard the future of health care excellence for the University of Maryland Medical Center (UMMC). Through the development of charitable support, UMMS Foundation helps the Medical System and Center remain a leading integrated health care delivery system. The UMMS Foundation Tribute Program provides a meaningful way to acknowledge occasions of sympathy, happiness or gratitude, either as a memorial gift or a living tribute. Your gift will touch many, and is a means by which to express respect, reverence or affection for a loved one, friend or caregiver.

If you would like to make a gift please send to the address above or visit us online at [www.ummsfoundation.org](http://www.ummsfoundation.org)

**Thank you for your consideration!**





[www.umm.edu](http://www.umm.edu)

22 South Greene Street • Baltimore, MD 21201

Main Number: 410-328-8667

Maryland Relay Service: 1-800-735-2258

Patient Information: 410-328-6971

Patient Referral: 1-800-492-5538

UMMS Foundation: 410-328-5770

Employment Services: 410-328-2757

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