



Welcome to the University of Maryland Medical Center. Our goal is to provide you with the best care. Our staff has prepared this guide to answer some of the basic questions you may have about the Medical Center and give you a list of key phone numbers. If you need additional information, please speak with anyone on your health care team. They will be glad to help you.

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. The doctors, nurses, and staff on your health care team are highly skilled individuals who are dedicated to providing you with excellent care. They want to help you recover and make your stay with us as comfortable as possible. Thank you for choosing the University of Maryland Medical Center to meet your health care needs.



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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

YOUR STAY

You may have arrived by car, ambulance, or helicopter to our hospital. 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

The nurse or nursing assistant can help each morning with your bath or shower. Based on your ability to participate, you will be involved in your own care. Gowns are provided but undergarments are not. If you need a toothbrush, toothpaste, comb, or other toiletries, please ask your nurse.

Financial Arrangements, Counseling/Insurance

While you are in 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 apply for medical assistance.

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

If you are concerned about the cost of your hospital stay, you or a family member can talk to a patient access admitting coordinator or case manager. The coordinator or case manager will counsel you about insurance coverage, help you arrange a payment plan, or assist you in applying for financial aid. A coordinator may be reached at 8-2827.



Flowers and Cats, Paul Gauguin

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

ARABIAN PROVERB

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 in 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, 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

The following policies are for your safety:

Electrical Appliances

Radios, hair dryers, portable televisions, and other personal appliances are not permitted because they may pose an electrical hazard.

Fire

If you hear a fire alarm, stay where you are. The Medical Center sometimes conducts fire drills to keep staff members skilled in fire safety and to test its alarm system. *If there is a fire, staff members will direct you to safety.*

Smoking

There is no smoking permitted inside the Medical Center. However, a smoking shelter is located outside, off the first floor, South Hospital “B” wing.



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.
- Call 8-6111 to order TTY equipment (Telephone Device for the Disabled).
- 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 get calls between 10 p.m. and 7 a.m.
- If you change rooms, your phone number will change.
- 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 rental or service, call 8-5005. Requests received by 7 p.m. will be filled the same day. Please keep the volume low so as not to disturb other patients.

The free channels include 41, 42, and 43. These are the patient education channels. The Chapel Channel is 47. (See Patient Education Television, page 16.)

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 keeping patient safety first. 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.



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





The Market, Paul Gauguin

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

ARISTOTLE



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.

Bed

The nursing staff will show you how to raise and lower the 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 with its adjustment.

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.

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), C (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.

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

JOE DARION

YOUR HEALTH CARE TEAM

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.

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 call the Department of Social Work at 8-6700. (See Ethics Consultation Service, page 13).

Pastoral Care Team

Chaplains are available in the hospital seven days a week and after hours in emergencies. If you would like a chaplain to visit, dial 8-6014 or call the hospital operator. Your own clergy can visit anytime.



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 8-2833. (See Pharmacy, page 17.)

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 much 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.



Woman with Dog, Mary Cassatt

*“The first wealth
is health.”*

RALPH WALDO EMERSON

KEY TOPICS AND SERVICES

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 Bank

The Medical Center has a blood bank to serve you, and we welcome donations by your family and friends. With your doctor's approval, their compatible blood will be reserved for you in case you need it. 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.

*"To know is nothing
at all; to imagine
is everything."*

ANATOLE FRANCE



Chapel

A nondenominational chapel is located on the first floor 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.

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 care giver. 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.

Ethics Consultation Service

Sometimes patients, their families, and their health care team face difficult treatment decisions. The Ethics Consultation Service is a group of doctors, nurses, social workers, chaplains, and administrators who provide counseling and support. For assistance or a brochure, ask your nurse or the hospital operator how to reach this valuable resource. (See Palliative/Supportive Care, page 10)

Flowers and Balloons

When someone sends you flowers, they are delivered to your room when allowed. To avoid infection, live flowers are not permitted in the Cancer Center or Intensive Care Unit. Only Mylar balloons are permitted in the hospital, since some patients are allergic to rubber.

Food Services

(Located on the first floor of the Medical Center)

- Courtyard Cafe: 6:30 a.m.–6:30 p.m., Daily
- Subway: 8:30 a.m.–2 a.m., Monday–Friday; 10 a.m.–midnight, Saturday and Sunday
- Mama Illardos: 10 a.m.–11 p.m. Monday–Friday
- Great Cookie: 8 a.m.–7 p.m., Monday–Friday; 8 a.m.–4 p.m., Saturday; 9 a.m.–3 p.m., Sunday
- Donna's: 7 a.m.–7:30 p.m., Monday–Friday
- Rx Brew: 5 a.m.–3 p.m., Monday–Friday



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 9 a.m. to 7:30 p.m. on Monday through Friday, from 10 a.m. to 4 p.m. on Saturday, and from noon to 5 p.m. on Sunday. To reach the Gift Shop, Call 8-9913.

Hotels/Special Accommodations

Many hotels are located near the Medical Center and several offer discounts for patients and their families. For information, call 8-1500 or check at the Medical Center reception desks.

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.

For help finding low-cost accommodations, contact the Department of Social Work at 8-6700.

Interpreters

Foreign Language and Hearing

Should you require a foreign language or sign language interpreter, or TTY (Telephone Text) equipment, your nurse will make the arrangements.

Lost and Found

The Medical Center's Lost and Found Office is on the first floor of the Shock Trauma Center in Room 83. It is open Monday through Friday from 7:30 a.m. to 4 p.m. 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, Room P1G01, from 8 a.m. to 4:30 p.m. on weekdays.

Newspapers

Local and national newspapers are on sale in the main lobby's 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.

Optical Services

Barenburg Eye Associates is in the main lobby near the revolving door. It is open from 9 a.m. to 4 p.m., Monday through Friday. Barenburg can be reached at 8-5905

Organ and Tissue Donations

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

Parking and Escorts

Parking for patients and their drivers is available at the Plaza Garage, 500 West Redwood Street, across from the main entrance of the Medical Center. Discount parking is available in some instances. For details, check with the information desk in the main lobby or the parking attendant at the garage entrance.

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

Visitor parking is available at:

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

Staff at the information desk (8-5473) can arrange for an escort to accompany you to your car. Generally, the service requires a 15-minute notice.



Patient Education Television

We want you to learn more about your health so that you can care for yourself when you go home. We provide you with three free patient education channels on your room television. Channel 41 features a variety of general health topics. Channel 42, The Parent Channel, focuses on caring for your newborn. Channel 43, HealthTV, provides information on cardiac care, cancer care, and general health topics. Channel 41 runs from 7 a.m. to 10 p.m. daily. Channels 42 and 43 are available 24 hours daily. Program schedules are posted in your room, or you can ask your nurse to check for you.

Patient Advocate

If you have a concern about your medical care or provider, or need special information or assistance, please contact your nurse, the unit nurse manager, or your doctor.

If you have a concern about your medical care or provider but do not wish to discuss it with your care team, contact a patient advocate at 8-8777. Patient advocates are available from 8 a.m. to 5 p.m. on weekdays. At other times, you can leave a message or contact the charge nurse to find the appropriate person. He or she will follow up with you the next business day.



Fritillaries, Vincent van Gogh

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

JOSEPHINE BAKER



Pharmacy

If you prefer, you can fill your prescriptions before leaving the Medical Center. The outpatient pharmacy is on the first floor near the Gift Shop. Hours are from 9 a.m. to 5p.m. on Monday through Friday and from 9 a.m. to 4 p.m. on weekends. The outpatient pharmacy is closed on all major holidays. Call 8-5233.

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.

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 83 on the first floor of the Shock Trauma Center. Please bring your safe deposit receipt. Hours are from 7:30 a.m. to 4 p.m. on weekdays. At other times, call Security at 8-8711.

GOING HOME

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 11 a.m. 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, 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 in at-home care.



*“In our dreams, we
are always young.”*

SARAH LOUISE DELANEY



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. Your case manager will provide you with a list of licensed nursing homes and rehabilitation centers in your area.

Kernan Hospital, University Specialty Hospital, Maryland General Hospital, North Arundel Hospital, and Mt. Washington Pediatric Hospital are also affiliated with the University of Maryland Medical Center should you require acute care, acute rehabilitation, subacute rehabilitation, or chronic care. 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.

You can also arrange for home health care with a provider connected to the University of Maryland Medical System. The Medical System is one of the owners of VNA (Visiting Nurses Association) Home Care and North Arundel Home Care. Before you are discharged, our Case Management Office will furnish you with a list of home health providers in Maryland. If you have any questions or need more information, please call our Case Management Office at 410-328-6655.

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

PATIENT RIGHTS *and* RESPONSIBILITIES

The UNIVERSITY OF MARYLAND MEDICAL CENTER *is committed*
to providing patients with *quality care*.

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.

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 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.
- keeping your scheduled outpatient appointments or cancelling them in advance if at all possible.



In the Orchard, Camille Pissarro

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

WALT WHITMAN

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

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.

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The University of Maryland Medical Center is part of the University of Maryland Medical System. The University of Maryland Medical System and its affiliated hospitals and health care facilities are equal opportunity employers and proud supporters of an environment of diversity.