



UNIVERSITY *of* MARYLAND
ST. JOSEPH MEDICAL CENTER



**IMPORTANT PATIENT AND
FAMILY INFORMATION**

Doctor Name: _____

Phone: _____

YOUR MEDICATION EDUCATION

- PURPOSE**
- SIDE EFFECTS**

YOUR DISCHARGE INFORMATION

WELCOME TO THE UNIVERSITY OF MARYLAND ST. JOSEPH MEDICAL CENTER

Welcome, and thank you for choosing University of Maryland St. Joseph Medical Center. We embrace a mission of loving service and compassionate care for all. UM St. Joseph is a 218-bed acute care, regional medical center. As a Catholic hospital, we observe the Ethical and Religious Directives for Catholic Health Care Services (Sixth Edition).



Thomas B. Smyth, MD
President and CEO
UM St. Joseph Medical Center

Founded in Baltimore in 1864 by the Sisters of St. Francis of Philadelphia, UM St. Joseph moved to Towson in 1965. Our specialized, in-hospital services include 24-hour physician Hospitalist coverage and an on-call 24/7 Rapid Response Team.

Our Centers of Excellence include the Heart Institute, the Cancer Institute, and the Orthopaedic Institute, named one of the nation's top orthopaedic facilities by *U.S. News & World Report*. Other distinguished services include the Family Childbirth Center, Pain Management Center and Digestive Disease Center.

We hope that you have a comfortable stay with us and that you feel better soon. **Our goal is to provide the highest quality care to our patients.**

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SPEAK OUT: TAKE CHARGE OF YOUR CARE

During your stay, the doctors, nurses and staff of the hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating to your care and treatment, including overall hospital services.

This patient guide will help you make the most of your hospital stay — how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff, but it is up to you to play an active role in your care.



PATIENT VISITATION RIGHTS

UM St. Joseph values and respects each person, recognizing and encouraging family and community relationships as a vital part of the healing process.

Patients have the right to receive, subject to the patient's consent, visitors designated by the patient, including but not limited to a spouse, domestic partner (including same sex domestic partner), another family member or a friend.

The hospital will not restrict, limit or deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability and will ensure that all visitors enjoy full and equal visitation privileges consistent with the patient's preferences.

Each patient has the right to identify a designated support person. A designated support person is one person, designated by the patient, who is allowed to stay with the patient 24/7 while receiving care, treatment and services within an inpatient or outpatient setting. The designated person is not required to be a spouse, legal guardian, relative or same sex visitor.

Patients have a right to withdraw or deny consent to receive visitors, including the support person, at any time. Patients may change their support person at any time.

Reasonable circumstances related to the care of the patient and/or the care of other patients that could provide a basis for the hospital to impose restrictions or limitations on visitors might include but are not limited to:

1. Presence of infection control issues, including but not limited to coughing, chicken pox, fever, or evidence of infection.
2. Visitation may interfere with the care of other patients.
3. There is an existing court order restricting contact.
4. Visitors engage in disruptive, threatening or violent behavior of any kind.
5. Patient or patient's roommate(s) need rest or privacy.
6. The patient is undergoing patient care interventions or procedures.

In specialty patient care areas such as Intensive Care, Labor and Delivery, Post Partum Unit, Pediatrics, Neonatal Intensive Care and Psychiatry, visiting times may be limited to specific times and/or specific time limitations, due to increased risk of infection, patient condition, patient privacy and treatment and services provided in the area.

VISITING GUIDELINES

Visits from family and friends are important to your recovery. Our visitation policy is designed solely to aid the recovery of our patients by providing a secure, supportive and healthful environment. Please ask your care provider about visiting hours on the unit.



All visitors must check-in at the registration desk located in the main lobby and receive a pass prior to visiting any patient or area in the hospital. Please have your government issued identification ready.

Emergency Department parking is prohibited for visitors. Please park in the visitor parking lot or O'Dea parking garage. Visitors attempting to enter the hospital via the Emergency Department will be asked to move their vehicle by security.

CODE OF CONDUCT

We understand that the hospital environment can be stressful. Even with the added stress of being in the hospital, everyone – staff, patients and visitors – must behave in a civil and respectful manner. Please be aware that the University of Maryland Medical Center has a **Zero Tolerance Policy** for abusive or violent behavior directed at our staff, patients and visitors.

Verbal abuse can include:

- Name-calling or using foul language
- Using threatening or intimidating language or gestures
- Using sexually explicit comments or innuendo

Physical violence can include:

- Any physical assault that includes any degree of physical force with intent to harm
- Touching someone inappropriately
- Spitting or throwing objects at another individual
- Holding or restraining other patients, visitors or staff members

Violators of our policy may be escorted out of the hospital, and may be subject to loss of all visitation rights and possible legal action.

DURING YOUR STAY

Calling Your Nurse

A “call button” is located at your bedside. When you press the button, the staff is alerted that you need assistance and a light above your door flashes. A staff member will respond to your call as soon as possible.

Translation Services

UM St. Joseph offers translation services to patients upon request 24 hours a day. This service is for those whose preferred language is not English, those who use sign language for hearing impairment, and those who are vision impaired. For information, please speak with a member of our staff or call the medical center operator at extension 0.

Telephone

The medical center provides a telephone for each patient, except those in the critical care or psychiatry units. Patients may receive outside calls in their rooms from 6:30 a.m. to 10 p.m. Between the hours 10 p.m. to 6:30 a.m., only outgoing calls may be made. A flat daily charge covers the cost of local calls, which may be made at any time from the room by **dialing 9**, then the number. When making long distance calls please use your telephone credit card or call collect.



For the hearing-impaired, call “711” for TDD relay service.



Parking

Easy self-pay system: Credit cards are accepted at the O’Dea Parking Garage and the outside visitors lot.

UM St. Joseph campus parking rates are:

Up to 1 hour	FREE
1 hour - 3 hours	\$6
3 hour - 6 hours	\$7
6+ hours/ Daily Maximum:	\$8

- Daily “in and out” passes are \$8 and can be used multiple times on the date of purchase. Passes can be purchased at Parking Garage cashier booth upon exit.
- Long term visitors may purchase a 10 exit parking pass for \$35 per pass.

Valet Parking Service:

For added convenience, valet parking service is provided at the main entrance. Cost is \$8 per parking event for this special service.

Leave Your Valuables At Home

- If you have valuables, such as jewelry, cash, and electronics, please give them to a relative or friend to take care of during your stay.
- If you do bring a valuable item, it should be deposited in the safe in the Security department. Your nurse can assist you with this.
- For Security assistance, please call extension **3333** from a hospital phone, or **410-427-5300** from an outside phone.
- Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. UM St. Joseph does not assume responsibility for lost, stolen, discarded or damaged valuables/property retained in a patient's room. It is the patient's responsibility to secure any glasses, dentures, hearing aids and other personal items appropriately. Any valuables or personal items left on meal trays, chairs or bed sheets may be inadvertently discarded.
- Any item(s) held for safekeeping by UM St. Joseph must be claimed within 30 days of discharge. Valuables/property remaining unclaimed for more than 30 days become the property of UM St. Joseph and may be disposed of at the discretion of the medical center.

Smoke-Free Campus

Smoking and the use of tobacco products or electronic cigarettes is strictly prohibited throughout the medical center campus. Visitors may not smoke anywhere on campus, including in private vehicles. Smoking is only permitted off campus at property along Osler Drive and York Road. If you are using tobacco, we encourage you to STOP SMOKING. For tobacco cessation call, 1-800-QUIT-NOW.



TV

A television is available in your room. A closed-captioned unit is available for the hearing-impaired. For a complete channel listing, see the Channel Guide on page 22.

Mail and Flower Deliveries

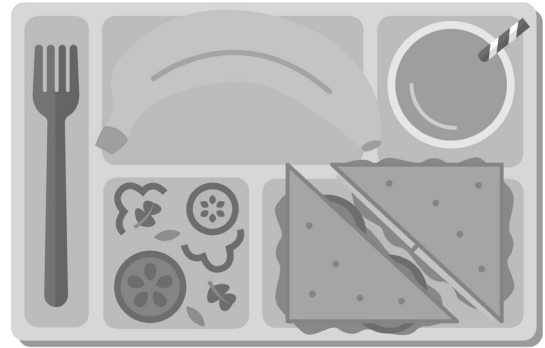
If you receive mail or flowers while you are here, they will be delivered to your room. If mail arrives after you leave, we will send it to your forwarding address. The medical center cannot accept flower deliveries for you after you are discharged. For their protection, patients in the Medical/Surgical Intensive Care Unit and the Cardiac Surgery Unit may not receive flowers.

ATM

For your convenience, automated teller machines (ATM) are located on the Ground Floor (near the main entrance) and the First Floor near the Café.

Patient Meals

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. UM St. Joseph's Food and Nutrition Services Department strives to provide you with the best quality nutritional care and services during your stay. Please see information at the top of your menu and the important phone numbers on the last page of this booklet. Visitors can also order a meal from the patient room for \$5.



Visitor Meals

Visitors are welcome to dine in the Café or Subway™. Both are located on the first floor of the hospital. Hours of operation are:

Café: Located on the first floor of the hospital.
Daily:
Breakfast: 6:30-9:30 a.m.
Continental breakfast 9:30-11 a.m.
Lunch: 11 a.m.-2 p.m.
Limited service: 2-4 p.m.
Dinner: 4-7 p.m.

Subway: Located next to the Café.
Open everyday
7 a.m. - 11:30 p.m.

Joe's Café: Located on the ground floor of the hospital, between the main lobby entrance and the O'Dea building entrance.
Open M - F, 6 a.m. - 5 p.m.,
weekend hours vary

* Hours are subject to change

Gift Shop

For your convenience, the UM St. Joseph Gift Shop, Zen & Now, is open daily and located on the first floor next to the Café. Items for sale include stylish women's apparel and accessories, flowers, snacks, candy, cold drinks, balloons, ice cream, cards, magazines and books, toiletries, and other gifts. The gift shop is open every day.

Open M - F, 8 a.m. - 8 p.m.; Weekends, 10 a.m. - 6 p.m.

* Hours are subject to change

Spiritual Care

UM St. Joseph welcomes all faiths. Our Spiritual Care department has full-time chaplains caring for our patients' diverse spiritual and emotional needs from 6:30 a.m. to 6 p.m. during the week and from 8 a.m. until 5 p.m. on weekends. Outside of these hours, your nurse can contact a chaplain. To reach a chaplain for assistance with spiritual and emotional needs, advance directives or impending death, call the Spiritual Care Department at extension 1109 or ask the nurse to contact a chaplain.

The St. Francis of Assisi Chapel, dedicated in loving memory of Carmen J. and Theresa R. Deyesu, and the Interfaith Prayer Room are located on the first floor near the Meditation Garden.

The Mass schedule is:

- Monday - Friday: 11:45 a.m.
- Saturday: 4 p.m.
- Sunday: 10:30 a.m.

Hackerman-Patz House - Family Accommodations

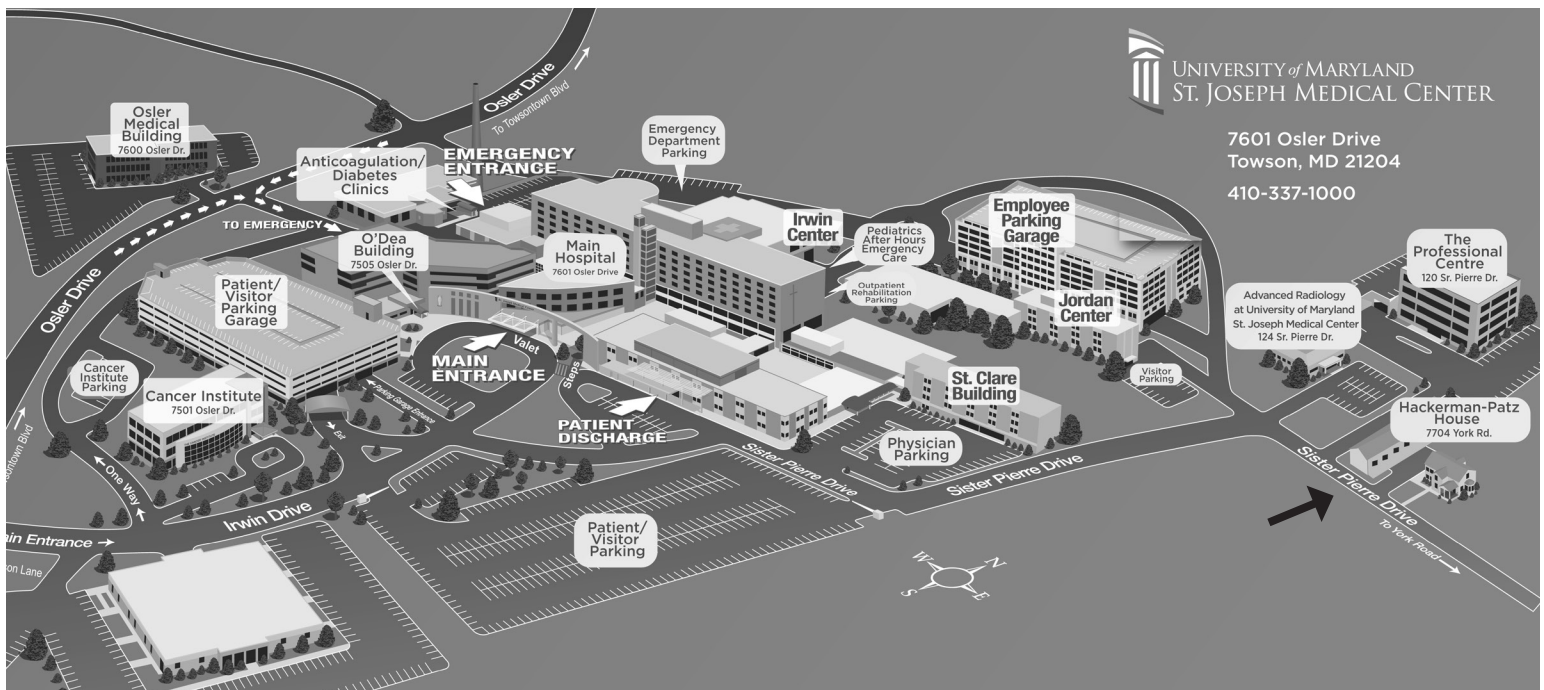
The Hackerman-Patz House provides a warm, compassionate, home-like setting for patients and families coming from outside our service area, when daily travel to and from home is a hardship. Thanks to the generosity of Willard and Lillian Hackerman, the house is a natural extension of our founding caregivers' mission to provide loving service and compassionate care. Built to keep family members close together in times of illness, the Hackerman-Patz House offers an affordable, comfortable alternative to a hotel or long distance travel for patients and their caregivers, and has rates that are substantially lower than hotel fees.



The rate per night is \$60 plus tax with a maximum of three people per room. This rate includes:

- Free continental breakfast served daily in the Great Room
- 24-hour Front Desk
- Business Center
- Guest Laundry
- Fully Equipped Guest Rooms
 - Two twin beds (rollaway upon request)
 - Private Bath
 - Microwave and Refrigerator

The Hackerman-Patz House is located on the UM St. Joseph campus, 7704 York Rd, Towson, MD 21204. Security can provide transportation to and from the medical center if needed. For reservations, or more information, call 410-427-5480 or email: HPHouse@umm.edu.



HEALTHCARE SAFETY

While you are in the hospital, many people will enter your room. The following information will help make your hospital stay safe and comfortable. Ask:

- For the ID of everyone who comes into your room and speak up if hospital staff doesn't ask to check your ID, as well as ask your name and date of birth.
- If the person has washed their hands before they touch you.
- Why you need certain tests or procedures, when they will happen, and how long it will be before you get the results.

For Your Safety, We Always Take Precautions

- Hand hygiene (defined as using sanitizer or soap and water) is one of the most important ways to prevent the spread of infections. We use "standard precautions" in caring for all patients.
- For example, we wash our hands before and after touching patients.
- Extra precautions are taken depending on the type of medical condition you have and how it spreads.
- Patients and their loved ones can play a role in helping to prevent infections by practicing hand hygiene themselves as well as asking or reminding their healthcare providers to perform hand hygiene.
- Isolation precautions are special steps we take to keep patients safe from the spread of germs. Patients are placed in precautions if they are suspected or confirmed to have a condition that can be spread to others. For example: you may see staff and visitors using gloves, gowns or masks before entering your room. While in precautions, you will be in a room by yourself or with others who have a similar condition.
- If you are confirmed to have a condition that has the potential to spread and have been on precautions, you will most likely be on precautions each time you visit our facility.



There are hand hygiene stations throughout the medical center.

Your Participation Can Help Stop the Spread of Infection

While in the hospital:

- Perform appropriate hand hygiene.
- Remind your health care providers and visitors to perform appropriate hand hygiene. It's okay to speak up.
- Follow all precautions carefully.
- Make sure your visitors perform hand hygiene and follow precautions to keep everyone safe.

After your hospital stay

- Hand hygiene remains the #1 way to stop the spread of germs.
- Follow any special instructions.
- You may be placed in isolation again for follow-up appointments or visits. Inform staff about your precaution so plans can be made.

Daily Bathing with Chlorhexidine Gluconate (CHG) Soap

Chlorhexidine Gluconate (CHG) is a type of soap that helps kill germs on your skin and reduces your risk of getting an infection. It is better at removing germs than other soaps and keeps working for 24 hours. While in the hospital, bathing daily with CHG is an important part of your care to help keep you healthy and infection free. The nursing staff will discuss daily CHG bathing with you.

You're in Charge

You can help prevent errors by taking charge of your care. Be sure to:

- Stay informed about your medical condition
- Know the details of your treatment plan, including medications
- Understand the tests and procedures you will undergo

Your doctor can answer these questions. **Remember — you're in charge.**

Preventing Medication Errors

- Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.
- Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.
- **Do not** keep medications at the bedside. We cannot use medications from home.



Know Your Medications

We supply your medications in the most appropriate individual dose packaging available to ensure the safest medication administration possible. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor and nurses.

- What is the name of the medicine?
- Why am I taking this medicine?
- What dose will I be taking?
- How often, and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

Deep Vein Thrombosis (DVT): Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse.
- Swelling and discoloration in your leg, upper arm or neck.
- Unexplained shortness of breath.
- Chest discomfort that gets worse when you breathe deeply or cough.
- Light-headedness or blacking out.

Preventing Falls - Call, Don't Fall

The number one reason patients fall is overestimating their abilities. The bathroom or personal object may not seem that far away, but you may quickly tire. Please do not get up without the assistance of staff members. For your safety, patients and family members should:

- Always call for assistance before getting out of bed.
- Keep the call button within easy reach.
- Have necessary items within reach, such as your glasses, tissues, the telephone, and anything else you need.
- Keep three side rails on your bed up.
- Do not lean against the side rails.
- When you get assistance, rise slowly from your bed or chair to prevent dizziness
- Walk close to the wall and hold the handrail while in the bathroom.
- Wear slippers with firm non-skid soles.
- Never use an IV pole or anything with wheels to support you.
- Ask to use the bed alarm to remind you to call for assistance at night.



Falls are one of the main causes of injury in people over age 65. Elderly patients who fall may take longer to heal and have more complications than a younger person. Preventing falls can help you avoid serious health problems.

All patients in the hospital are at risk to fall since they are in an unfamiliar environment and not feeling well. Some patients are at even higher risk to fall due to age, medications, medical conditions and decreased ability to follow directions. For example, psychiatric medications can cause patients to feel dizzy and lose their balance. Please work with staff members as they take extra steps to keep you safe.

Safe Patient Handling & Movement

Of the utmost importance in your care is your safety. To keep you safe, UM St. Joseph has a plan for your Safe Handling & Movement. When you need to be moved or transferred, your care team will use important movement techniques and equipment to keep you both safe.

How do I know I need help moving?

An assessment by your nurse, as well as your diagnosis, will determine what kind of assistance you will need. To determine if you need assistance to move, health care providers look at factors such as your strength, weight, ability to balance and capacity to bear your own weight. Your care team has been trained in safe patient handling techniques.

What if I need special equipment?

Based on the assessment by your nurse and your diagnosis, UM St. Joseph also provides equipment for your safe handling and movement. This equipment includes, but is not limited to, a:

- Slider: a slippery material placed under you to minimize resistance during transfers from bed to stretcher or up in bed.
- Lift device: mechanical lift that supports you with a harness.
- Transfer device.
- Bed with a trapeze: to assist you with your movements.
- Chair: in your room is a sturdy recliner that can be repositioned for your comfort.
- Grab bars in bathroom: please use these to steady yourself while in the bathroom. Do not use the towel bar as a grab bar.

What can I do to avoid injury?

Your care team will go over the steps that will be taken to move you before the transfer begins. You will be asked to assist if you are able. It's important that you help whenever possible to reduce risk of injury to both you and your care team.

- Do not attempt to get up or move on your own without the advice of your care team.
- Use your call button to call for help.
- Make sure you can reach your call button and know how to use it.
- Keep your personal belongings within reach.
- Sit up slowly and pause before standing.
- Do not use furniture (such as your over bed and bedside table) and equipment on wheels to balance yourself.
- Ensure wheels are locked before getting in and out of a wheelchair.
- Plan ahead when you need to get up, especially to the bathroom, so that your care team is available to assist you.

What if I have questions?

Ask your care team.

Am I a Fall Risk?

How do we CARE and how can you help yourself?

C = CALL bell - please make sure it works and is in easy reach!

A = ASK for help EVERY time you want to get out of bed!

R = ROUTINES...tell us yours! It will help us understand your needs!

E = EQUIPMENT...eye glasses, socks, hearing aides, walkers/canes, etc.
- please make sure they are in easy reach!

- I have fallen recently
- I am on medications for pain or to help me sleep
- I sometimes feel dizzy, off balance, groggy, or "in a fog"
- My medical condition has made me weaker than I usually am
- I need to get up and use the toilet during the night
- I use a walker or cane

If you checked any of the boxes above, we want to team with you to help prevent a possible fall. Please speak with your nurse.

Rapid Response Teams – Ready if Needed

UM St. Joseph has implemented the use of Rapid Response Teams to provide the best possible care as quickly as possible. These teams consist of highly trained nurses, doctors and respiratory therapists that can respond within minutes to consult about any patient's condition BEFORE it becomes an emergency.

Warning signs that a patient may be getting sicker and need a Rapid Response Team include:

- Changes in heart rate
- Difficulty breathing on his/her own
- Drop in blood pressure
- Using the bathroom less or more frequently
- Confusion, agitation or other mental status changes

How can a family member help?

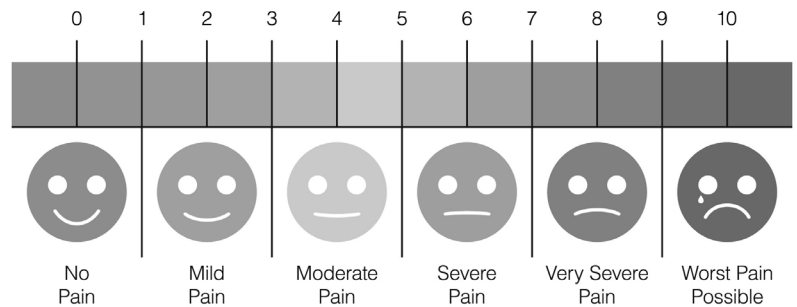
If you notice a patient getting sicker quickly, contact the patient's nurse and request that the Rapid Response Team be called. Team members will arrive within minutes to evaluate the patient. Research shows that Rapid Response Teams can save lives! The team may also reduce the amount of time patients stay in the hospital and help reduce the risk of:

- Heart failure
- Infection
- Inability to breathe
- Kidney or liver failure
- Strokes

PAIN MANAGEMENT

The pain you experience and the amount of pain medication needed to control pain is different for each person.

- Your level of pain will vary depending on what is causing it (surgery, injury, cancer).
- The amount of relief you experience depends upon your "self report" of pain, so your health care team can help you manage your pain. To assess your level of pain, you will be asked to rate your pain on a scale of 0 to 10, (0 = no pain and 10 = worst possible pain). Using this scale, your doctor or nurse can rate the effectiveness of your response to pain control methods and make necessary adjustments.



Side Effects of Pain Medications

All medications can have some **side effects**, but not everyone experiences them. The most common side effects are constipation, nausea, sleepiness, slowed breathing and itching. These side effects are easily treatable. Please discuss any questions about side effects with your health care team.

Patients Using Patient Controlled Analgesia (PCA)

For the safety of the patient and to prevent overmedication, only the patient should press the demand button on the PCA pump.

Tips for Controlling Pain

- Tell your doctor or nurse if you are in pain or if your pain has not been relieved. Pain control methods can be adjusted to meet your needs.
- Take pain medication before pain is severe. It should be taken before doing activities that can cause an increase in pain, such as coughing, deep breathing, turning, getting out of bed or walking.
- Medication is only one way of controlling your pain. Check with your doctor or nurse about complementary therapies (i.e. relaxation therapy).

PRESSURE INJURY PREVENTION

Pressure injury, sometimes called pressure ulcers or bedsores, can be a serious problem. A healthy person moves frequently to relieve pressure, but a person who is hospitalized may not be able to do this.

The best way to deal with pressure ulcers is to prevent them. Stop them before serious injury and wounds occur. This is how:

1. Relieve the pressure
2. Check and care for your skin
3. Eat a well-balanced diet
4. Change position frequently

WHAT ARE YOUR ADVANCE DIRECTIVES?

Advance Directives

If you have any questions concerning advance directives, please contact **Spiritual Care** at 410-337-1109.

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become incapacitated, or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Health Care Proxy

A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For health care: A legal document that names your health care proxy. Once written, it should be signed, dated, witnessed, copied and put into your medical record.

We hope that a situation does not arise in which we must consult your Advance Directives, but in that event, a physician will review and if necessary, write the order to follow your wishes. An Advance Directive becomes effective only after two doctors certify you are incapable of making an informed decision. A health care agent's authority becomes effective when two doctors certify you cannot make your own decision or any time during your care if you choose.

Advance Directive forms, provided by the Maryland Attorney General, are available, in both English and Spanish, at the medical center for your convenience. Ask your nurse to provide one to you. Forms may also be obtained from the State by calling 410-576-7000, or visiting www.oag.state.md.us.

Ethics Committee

UM St. Joseph's Ethics Committee consult process can help families when difficult choices must be made, such as future treatment plans or options which may no longer be medically effective. The focus is always on what is best for the patient medically and ethically, using the *Ethical and Religious Directives for Catholic Healthcare Services (Sixth Edition)* as a guide. An Ethics Committee consult is an opportunity for a patient and/or family member(s) to come together with members of the health care team and members of the Ethics Committee who are schooled in ethical decision-making. The Ethics Committee will share options and patient care suggestions, but it will be you, your family and/or your surrogate who will ultimately make the decisions. To request an Ethics Committee consult, contact your nurse, call 410-806-0944 or dial "0" and ask for the nurse supervisor. For TDD access, call 410-337-1671.

YOUR PRIVACY & INFORMATION

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Notice of Information on Privacy Practices

The hospital has a legal responsibility to protect your health information. Your rights regarding this protected information are outlined in our Notice of Information Privacy Practices, which was given to you at registration. The hospital 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.

How do I get copies of my medical records?

To request a copy of your medical record, please contact the **Health Information Management** Department Correspondence representative at **410-337-1169**. If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government. Go online to www.hhs.gov/ocr/hipaa/ for more information.

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

MyPortfolio

MyPortfolio is a secure patient portal that gives patients convenient 24-hour access to personal health information from anywhere with an Internet connection. Patients can view health information such as recent doctor visits, discharge summaries, imaging (X-ray) reports, medications, immunizations, allergies and lab results.

Health providers everywhere, including those at UM St. Joseph, are offering this option as a way to enhance communication, support care between visits and even improve outcomes. Here are some primary points to understand about patient portals:

- **Not all portals have the same information or sign-in procedures, but there are some basics that apply across the board.** All patient portals get information from your electronic medical record used by your physician's office or the hospital. This is why you may have multiple portals; one for each physician you have and one for each hospital. A valid email and secure password are critical to maintaining the security of your information.
- You can only use one email address per person and portals cannot be shared. So in the case of a family physician caring for a whole family or a care provider who shares the same physician, you cannot have one combined health care portal account. Each person has a separate record and portal sign in. Caregivers can only get access to another person's portal if that person grants them the login information. Self-enrollment is the first step. You will need an access code or instructions to enroll in a health care portal. This typically comes from your physician's office or through the hospital. Learn more about the patient portal at **umms.org/myportfolio**.

BEFORE DISCHARGE

Preparing for Discharge

Your physician will decide what day you may safely be discharged from the hospital. Please note that the discharge time is typically 11 a.m. Preplanning for discharge is helpful. Questions to discuss with your family and health care team:

- Where will you recuperate when you leave the hospital?
- Will you be able to manage by yourself or will you need help?
- Who will pick you up by 11 a.m. the day you are discharged? **Pick up is located at Discharge Exit located to the right of the main entrance.**
- Will you need medical equipment?
- Will you need to have any prescriptions filled?

Members of your health care team will assist you with your discharge needs, but if you have any questions do not hesitate to ask your nurse, the patient care coordinator or the nurse manager.

Here are a few tips to make the discharge process run smoothly:

- Have someone available to pick you up at the Patient Discharge exit located to the right of the main entrance.
- Check your room, bathroom and bedside table carefully for any personal items.

Make sure you have the following information before you leave the hospital:

- 1. Medications list.** This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. (You'll already have this if you use the medication card located in your Patient Admission Folder.) But also having a list prepared by the hospital is a good way to double-check the information.
- 2. Prescription for any medications you need.** Talk to your physician about faxing your prescription directly to your pharmacy to save time once you are discharged. Certain prescriptions for controlled substances cannot be faxed.
- 3. Follow-up care instructions.**

For other hospital resources, please see back cover for resource phone numbers.

Contact The Case Management Department, 410-337-1550, or ask your nurse or physician to see a case manager or social worker for assistance in planning your discharge if you think you may need help at home or referral to a post acute care facility. Examples of services that Case Management can assist with include:

- Home Health Care
- Durable Medical Equipment (DME)
- Assisted Living
- Inpatient Rehabilitation
- Nursing Facility Care
- Hospice Care
- Other community Resources

If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's Case Manager or Social Worker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

NONDISCRIMINATION POLICY

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

UM St. Joseph Medical Center :

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

If you need these services, contact the Spiritual Care Services Dept. at 410-337-1109.

If you believe that UM St. Joseph Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Patient Advocate, 7601 Osler Dr., Towson, MD 21204, 410-337-1560, TDD 410-337-1671, lauratrazzi@umm.edu.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the patient advocate is available to help you.

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

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

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-337-1109, TDD 410-337-1671

注意：如果使用繁體中文，可以免費獲得語言援助服務。請致電 410-337-1109, TDD 410-337-1671

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-337-1109, TDD 410-337-1671 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-337-1109, TDD 410-337-1671

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-337-1109, TDD 410-337-1671

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-337-1109, TDD 410-337-1671

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-337-1109, TDD 410-337-1671

ጎኩረት:- አማርኛ ተናጋሪ ከሆኑ በገንዘብ እርዳታ ያገኛሉ።አባከዎ 410-337-1109, TDD 410-337-1671

Dè dè nià ke dyédé gbo: Ǿ jù ké n̄ [Bàsòò-wùdù-po-nyò] jù ní, níí, à wuḍu kà kò dò po-poò b̄in n̄ gbo kpáa. Dá 410-337-1109, TDD 410-337-1671

Nti: O buru na asu Ibo, asusu aka oasu n'efu, defu, aka. Call 410-337-1109, TDD 410-337-1671

AKIYESI: Bi o ba nso Yoruba, akanse ise iranlowo ede, niofe, wa fun o. Pe 410-337-1109, TDD 410-337-1671

توجہ: اگر آپ کی زبان اردو ہے تو آپ کو زبان میں مدد کی خدمات مفت میں دستیاب ہیں۔ 410-337-1109, TDD 410-337-1671 پر کال کریں۔

توجہ: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 410-337-1109, TDD 410-337-1671 تماس بگیرید.

ATANSYON: Si w pale kretyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-337-1109, TDD 410-337-1671

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-337-1109, TDD 410-337-1671

PATIENT RIGHTS AND RESPONSIBILITIES

The University of Maryland Medical System *is committed* to providing patients with *quality care*.

AS A PATIENT, YOU HAVE A RIGHT TO:

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

- In accordance with the hospital's visitation policies, choose a person to stay with you to provide emotional support during your hospital stay.
- In addition, in accordance with the hospital's visitation policies, you can choose your visitors. You have the right to withdraw or deny visitation privileges at any time during your hospital stay. We do not restrict or deny visitation privileges based on race, religion, ethnicity, culture, national origin, language, age, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.
- An explanation if we restrict your visitors, mail or telephone calls.
- Appoint an individual, of your choice, to make health care decisions for you, if you are unable to do so.
- Create or change an Advance Medical Directive or a MOLST (Medical Order for Life-Sustaining Treatment); have these followed within the limits of the law and the organization's capabilities.
- Create or change a Behavioral Health Directive; have these followed within the limits of the law and the organization's capabilities
- Give or refuse informed consent before any non-emergency care is provided, including benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care.
- Agree or refuse to take part in medical research studies, without agreement or refusal affecting the patient's care. You can withdraw from a study at any time.
- Allow or refuse to allow the taking of pictures, recording or filming for purposes other than your care.
- Expect privacy and confidentiality in care discussions and treatments.
- File a complaint about care or infringement of rights and have the complaint reviewed without the complaint affecting your care.
- Be provided pastoral and other spiritual services.
- Know about professional and financial ties between institutions and people caring for you.
- An explanation of hospital rules.

YOU HAVE A RIGHT TO VOICE CONCERNS ABOUT YOUR CARE

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

- Talk to the **NURSE MANAGER** of your unit.
- Contact the **PATIENT ADVOCATE** at your location.
- Contact the **MARYLAND OFFICE OF HEALTH CARE QUALITY** at 410-402-8016, or by mail to: Office of Health Care Quality, Maryland Department of Health, 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046.

- Contact **THE JOINT COMMISSION** at www.jointcommission.org, using the Report a Patient Safety Event link in the Action Center on the home page, or by FAX to 630-792-5636, or by mail to: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

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

AS A PATIENT, YOU ARE RESPONSIBLE FOR:

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



Reach this location's **PATIENT ADVOCATE** by calling **410-337-1560**.

DERECHOS Y RESPONSABILIDADES DEL PACIENTE

University of Maryland Medical System *se compromete* a proporcionar a los pacientes *una atención de calidad.*

COMO PACIENTE, USTED TIENE DERECHO A:

- Recibir una atención respetuosa, considerada y compasiva, y a ser tratado sin discriminación, sin importar su raza, color, religión, origen étnico, cultura, origen nacional, idioma, edad, género, orientación sexual, identidad o expresión de género, discapacidad física o mental o capacidad de pago.
- Estar en un entorno seguro que preserve la dignidad y promueva una imagen positiva de uno mismo y no ser objeto de explotación financiera o de otro tipo, humillación y todas las formas de abuso y negligencia, incluidos el abuso verbal, mental o sexual.
- Que se le realice un examen médico y se le brinde tratamiento de estabilización en casos de afecciones médicas de emergencia y parto.
- Ser libre de cualquier forma de restricción o reclusión. La restricción o reclusión física solo podrán usarse para garantizar su seguridad física inmediata o la de otras personas, y deben suprimirse lo antes posible.
- Conocer los nombres y cargos profesionales de los miembros de su equipo de atención médica, cuando la seguridad del personal no represente un inconveniente.
- Ser respetado por sus valores personales, creencias y deseos.
- Recibir una lista de servicios de protección y de defensa cuando sea necesario o lo solicite.
- Recibir información sobre los gastos médicos y de hospitalización, y solicitar una estimación de los cargos del hospital antes de recibir atención, siempre que dicha atención no se vea obstaculizada. Los cargos pueden variar en función de cada caso.
- Recibir información de manera que sea comprensible, que puede incluir: servicios de lenguaje de señas y de un intérprete de idioma extranjero; formatos alternativos que incluyan letra grande, sistema braille, grabaciones de audio y archivos informáticos; ayudas visuales, de habla, auditivas y otras ayudas eventuales según su necesidad y sin costo alguno para usted.
- Recibir información de su médico u otros profesionales de la salud sobre su diagnóstico, pronóstico, resultados de pruebas, tratamientos y servicios, resultados de atención posibles y no previstos, con el tiempo suficiente para facilitar la toma de decisiones.
- Recibir una copia del Aviso de Prácticas de Privacidad de la Ley de Portabilidad y Responsabilidad de Seguros Médicos (HIPAA).
- Consultar su registro médico de acuerdo con el Aviso de Prácticas de Privacidad de HIPAA.
- Participar en su plan de atención y plan de alta.
- Ser examinado, evaluado y recibir tratamiento en caso de dolor.
- Rechazar la atención o el tratamiento en la medida en que la ley lo permita y ser informado de las posibles consecuencias de dicho rechazo.
- De acuerdo con las políticas de visitas del hospital, elegir a una persona para que permanezca con usted y le proporcione apoyo emocional durante su internación hospitalaria.

- Además, según las políticas de visitas del hospital, usted puede elegir a sus visitas. Usted tiene derecho a retirar o denegar los privilegios de visita en cualquier momento de su internación hospitalaria. No restringimos ni denegamos los privilegios de visita por motivos de raza, religión, etnia, cultura, origen nacional, idioma, sexo, edad, identidad o expresión de género, orientación sexual, discapacidad física o mental, o condición socioeconómica.
- Recibir una explicación si restringimos sus visitas, correo o llamadas telefónicas.
- Nombrar a una persona de su elección, para que tome decisiones de atención médica en su nombre, en caso de que usted no pueda hacerlo.
- Crear o cambiar una directiva médica anticipada o una orden médica para tratamiento de soporte vital (MOLST, según sus siglas en inglés); solicitar que estas se cumplan dentro de los límites de la ley y las capacidades de la organización.
- Crear o cambiar una directiva de salud conductual; solicitar que se cumpla dentro de los límites de la ley y las capacidades de la organización.
- Otorgar o rechazar un consentimiento informado antes de que se proporcione cualquier atención que no sea de emergencia, incluidos los beneficios y riesgos de la atención y sus alternativas, y los beneficios y riesgos de las alternativas a la atención.
- Aceptar o rechazar la participación en estudios de investigación médica sin el acuerdo o la denegación que afecta la atención del paciente. Usted puede abandonar un estudio en cualquier momento.
- Autorizar o rechazar que se le tomen fotografías, grabaciones o filmaciones para fines que no sean los de su atención.
- Esperar privacidad y confidencialidad en las discusiones acerca del cuidado y los tratamientos.
- Presentar una queja sobre la atención o violación de derechos, y que la queja sea revisada sin que afecte su atención.
- Recibir servicios pastorales y otros servicios espirituales.
- Estar informado sobre las relaciones financieras y profesionales entre las instituciones y las personas que le brindan atención
- Recibir una explicación sobre las normas del hospital.

USTED TIENE DERECHO A EXPRESAR SUS INQUIETUDES SOBRE SU ATENCIÓN

Hable con su médico, enfermero o cuidador sobre lo que le preocupa. Si cree que es necesario emprender medidas adicionales, lo instamos a dar alguno de estos pasos:

- Hable con el **JEFE DE ENFERMEROS** de su unidad.
- Comuníquese con el **DEFENSOR DEL PACIENTE** en el centro donde usted se encuentra.
- Comuníquese con **MARYLAND OFFICE OF HEALTH CARE QUALITY** [Oficina de Calidad de Atención Médica de Maryland] al 410-402-8016, o por correo postal: Office of Health Care Quality, Maryland Department of Health, 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046.

- Comuníquese con **THE JOINT COMMISSION** en www.jointcommission.org, utilizando el enlace Report a Patient Safety Event [Informe de un Evento de Seguridad del Paciente] en el Centro de Acción en la página de inicio, por FAX al 630-792-5636, o por correo postal: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. Usted y sus familiares tienen el derecho de conversar o expresar sus inquietudes y problemas ante la oficina de Relaciones con el Paciente.

COMO PACIENTE, USTED ES RESPONSABLE DE LO SIGUIENTE:

- Proporcionar al hospital información completa y exacta cuando así se lo requiera, incluido:
 - Su nombre completo, dirección, número de teléfono residencial, fecha de nacimiento, número de seguro social, compañía de seguro, empleador
 - Sus antecedentes médicos y de salud
 - Afecciones actuales, enfermedades anteriores, estancias hospitalarias previas, medicamentos, vitaminas, productos herbales que consume
 - Cualquier otro tema relacionado con su salud, incluso los riesgos percibidos de seguridad
- Proporcionar al hospital o al médico que lo atiende una copia de sus directivas anticipadas y/o MOLST, en caso de tenerlas.
- Hacer preguntas cuando no entiende la información o las indicaciones.
- Informar al médico que lo atiende si usted considera que no puede continuar con el plan de tratamiento.
- Los resultados, si no respeta el plan de atención, el tratamiento y los servicios.
- Informar cambios en su estado de salud o síntomas, incluido el dolor, a un miembro del equipo de atención médica.
- Actuar de manera considerada y cooperativa y respetar los derechos, la seguridad y los bienes de otras personas.
- Respetar las normas y las reglamentaciones del centro de atención médica.
- Presentarse a sus citas programadas como paciente ambulatorio o cancelarlas con anticipación, si es posible.
- Cumplir con sus compromisos financieros en relación con sus facturas de servicios. Llamar al Departamento de Facturación para que podamos ayudarlo con sus acuerdos de pago.



Comuníquese con el **DEFENSOR DEL PACIENTE** de este lugar **410-337-1560**

TV CHANNEL GUIDE

7	Comcast Rolling Guide	47	ABC Family (Freeform HD)
9	WBAL-11 NBC	48	Discovery Channel
10	WBFF-45 Fox Baltimore	49	Travel Channel
11	WETA PBS Washington, DC	50	FX
12	WFDC-14 Univision DC	51	NBC Sports
13	WHUT-24 MyNet Baltimore	52	FS1 Fox Sports
14	WJZTV-13 CBS	53	AMC
15	WMAR-2 ABC	54	Bravo
16	WMDO UMAS	55	VH-1
17	NHK	56	The History Channel
18	WNUV-54 CW Baltimore	57	Fox Business (HD)
19	WQAW	58	Comedy Central
20	TBD	59	Animal Planet
24	TBN	60	Syfy
25	NBC SportsNet	61	BLOOMBERG
26	MASN	62	BBC AMERICA
27	ESPN	63	Fox Business
28	ESPN 2	64	TruTV
29	Golf Channel	65	E! Entertainment TV
30	FNC Fox News	66	BET
31	CNN	67	EWTN
32	Headline News	72	Patient Education
33	MSNBC	73	Patient Education
34	CNBC	74	Patient Education
35	The Weather Channel	75	Patient Education
36	USA	76	Patient Education
37	TNT	77	Admission Safety Channel
38	TBS	78	Patient Education
39	A & E	79	C.A.R.E Channel
40	HGTV	80	Hospital Announcements
41	Food Network	81	Newborn Channel
42	Lifetime	83	CHAPEL
43	MTV	85	Patient Channel
44	TLC		
45	Disney		
46	Nickelodeon		

We want to improve and you can help.

You may receive a survey asking about your visit. Please complete the survey.
We will use your feedback to make improvements.



Business card slit

HOSPITAL RESOURCES

UM St. Joseph is committed to helping you enhance your life by offering a wide variety of classes, programs and support groups. Take advantage of these classes or programs to get well and stay healthy.

WELLNESS EDUCATION

Diabetes Self-Management	410-337-1382
Cardiovascular Fitness	410-337-1366
Heart Risk Screenings	410-337-4478

SUPPORT GROUPS

Crohn's Disease & Colitis Support	410-337-1537
Diabetes Support Group	410-337-1382
Pregnancy Loss Support Group	410-337-1109

FAMILY EDUCATION

Grandparenting Update	410-337-1880
Childbirth Classes	410-337-1880
Childbirth Review	410-337-1880
Baby Care Class	410-337-1880
Mothering Matters Support	410-337-1880
Kangaroo Kapers	410-337-1880

PHONE INFORMATION

IMPORTANT PHONE NUMBERS

The following is a list of phone numbers that may be useful during your stay at UM St. Joseph. For numbers with the "337" exchange, just dial the last four digits within the medical center. Dial 9 to make calls outside of the medical center.

MAIN NUMBER	410-337-1000
PATIENT ADVOCATE	410-337-1560
DOCTORS DIRECTORY	410-337-1337
Cancer Institute	410-427-5585
Cardiovascular Fitness	410-337-1366
Community Health	410-337-1479
Customer Service Billing	410-337-1020
Environmental Services	410-337-1989
Ethics Pager	16434 (in-house) 410-232-2129 outside
Financial Assistance Office	410-337-3902
Food and Nutrition Services	410-427-2233
Gift Shop	410-337-1294
Imaging Services	410-337-1255
Operator	"0" (in-house) 410-337-1000 outside
Security/Safety	410-337-3333
Spiritual Care	410-337-1109
Social Work/Integrated Care Management	410-337-1550
Volunteer Services	410-337-1490

At UM St. Joseph Medical Center each of our caregivers strives daily to live our mission of loving service. Many grateful patients want to recognize a physician or staff member(s) who was particularly important to them during their stay with us.

Please visit umstjoseph.org/giving to learn how you can make a gift in honor of someone who made a difference.



7601 Osler Drive
Towson, MD 21204
410-337-1000
umstjoseph.org