



# Patient Guide INFORMATION

## Six Things You Need To Know About Your Stay

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### 1 Your Room

Bedside rails contain controls for the bed, TV, and nurse call button. You may also use the handheld controls for all these activities. If you would like the room temperature adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home.

[Learn more on page 4.](#)

### 3 Patient Meals

Meals may be ordered between 6:30 am and 6:30 pm. Your nurse will provide you with your diet-specific menu.

[Learn more on page 5.](#)

### 5 WIFI

Complimentary wireless internet access is available to patients and visitors for cell phones, tablets, and laptops.

[Learn more on page 6.](#)

### 2 Need Immediate Attention?

If your family members notice a change in your condition that our staff might not see, they should talk to the nurse right away or call **443-643-3339** on our hospital phone to contact the Rapid Response Team. Press the call button so the nursing staff can respond quickly.

[Learn more on page 8.](#)

### 4 Visiting Hours

Your care partner or family is welcome 24 hours a day. Others are welcome from 8 am to 10 pm, as long as they do not have a cough, fever, or sore throat. If you are not up for company, let your health care provider or nurse know.

[Learn more on page 3.](#)

### 6 Communication

A room phone with instructions is on the table near your bed. To reach the nurses' station and for the names of the people on your care team, check your whiteboard.

[Learn more on page 4.](#)



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## **ABOUT US**

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University of Maryland Upper Chesapeake Health (UM UCH) is a two-hospital, not-for-profit health system, consisting of University of Maryland Upper Chesapeake Medical Center (UM UCMC) in Bel Air and University of Maryland Harford Memorial Hospital (UM HMH) in Havre de Grace. As a patient, you will be assigned to an excellent team of health care providers who are always available to answer your questions or concerns.

## **YOUR HEALTH CARE TEAM**

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Be an active part of your health care team. Don't be afraid to ask questions or share concerns. Your health care team will speak with you and/or your family and plan your care based on this information. Please provide them with accurate and complete information so that they can best meet your needs.

### **Doctors**

The physician who admits you is responsible for guiding your plan of care and will authorize your discharge from the hospital. As the coordinator of your treatment, your physician should be consulted if you have questions about your care. Your physician may consult with a specialist during your hospital stay or coordinate care through a hospitalist.

### **Hospitalists**

Our hospitalist program consists of a team of medical providers who work closely with your primary care physician to ensure that you are carefully monitored and receive the best possible care while hospitalized.

### **Nurse Practitioners and Physician Assistants**

These licensed professionals work closely with your attending physician to provide your care.

### **The Nursing Team**

You will spend more time with your nurses than with any other member of your care team. They provide physical care as well as health and emotional support. Your nursing team may include registered nurses, patient care technicians, nursing assistants and others. A registered nurse will plan your nursing care. On each shift, a specific registered nurse will supervise your care.

### **Case Managers and Social Workers**

Ensuring your timely and efficient hospital admission, these people act as key liaisons with your insurance company. They work together to play a key role in the discharge process and determine what services you may need at home.

### **Other Health Care Professionals and Support Services**

Pharmacists, therapists, lab technicians, dietitians, radiographers, security staff, transporters, maintenance, environmental and nutritional services staff, as well as volunteers, are among the many people who make your hospital stay as beneficial and comfortable as possible.



## FAMILY PRESENCE AND VISITATION POLICY

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We encourage family to be present with patients for emotional support and to assist in care when possible. **As long as it is helpful to the patient and his/her well-being, family is welcome to visit 24 hours a day.** We will work with you to determine the number of people and times for family visits. *A family member is not necessarily a blood relative; it is a person who provides the primary physical, psychological or emotional support for the patient.* When he/she is unable to define family, the patient's designated representative provides the definition with the help of the health care team.

Visitors are guests of the patient or family and are not defined as family; however, in some cases, visitors may be relatives. Short visits should be coordinated with the family to meet patient needs. Non-family visitors should spend time with patients during the day and early evening (8 am – 10 pm). *Due to the nature of care in some specialty units, hours for visitors may be more limited.* These limitations are for visitors and not for families as identified by the patient.

*There are unit-specific visitation policies and times for the Emergency Department, ICUs, Behavioral Health Unit, and Women and Children Services.* Please ask your nurse for additional information.

- Families are encouraged to collaborate with the health care team. *Please respect the nurses' instructions as they work to do what is best for both you and your loved one.*
- *When a new nursing team is starting its shift, a bedside shift report is done in the patient's room.* The nurses will introduce themselves and invite the patient and family to take part in this report. They also discuss the plan of care, medications and other important information. *We encourage family to actively participate in this conversation.*
- Infection prevention is extremely important in hospitals. *Please wash your hands or cleanse them with hand sanitizer when you enter the room and when you leave.* Also, please observe any precautions as defined on the isolation sign on the door.
- *Be mindful and sensitive to the patient needs by keeping noise at a minimum.* Please refrain from congregating in the hallways; use family waiting areas for conversations and/or phone calls. There may be times when you are asked to leave the room or the unit based on the needs of patients and to allow for patient privacy and safety.
- Children under the age of 10 are allowed to visit under special circumstances. In order to promote a positive experience for children, please plan ahead and coordinate their visits with the nursing team. *Children cannot be left alone with the patient and must be under the close supervision of an adult.* Children are not to touch/disturb medical equipment nor be allowed to crawl on the floor.
- *At times, patients may feel overwhelmed and just want rest.* Please keep this in mind if you are spending time with them.
- Overnight stays: *A family member may spend the night with the patient if there is space and if it contributes to the patient's well-being.* Decisions regarding sleepover arrangements should take into account the patient's preference, the need for rest and privacy, needs of concerned family members, and semi-private room situations. Family that stays overnight should be at least 18 years of age, except in special circumstances.
- *Families and visitors whose presence is disruptive will be asked to leave.*
- *There may be certain circumstances that require changes in family presence and visitation including flu season, contagious illness or an environment issue.*

## **DURING YOUR STAY**

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We believe in a partnership between the health care team, the patient and his or her family where we work together to create a patient and family-centered environment.

### **▶ VERY IMPORTANT INFORMATION**

**As a patient or family member you should do the following:**

- **Listen:** You are an important part of the health care team. We want to make sure you have complete and timely information about your care.
- **Speak Up:** If you have questions or concerns, please let us know.

### **Care Rounds**

During your stay, our nursing staff will check in on you frequently to make sure you are receiving quality care. We will be asking if you have any pain, if you need assistance with repositioning, helping you to get to the bathroom, and making sure you can reach everything you need. We round frequently between 6 am and 11 pm to make sure your needs are met. During sleep hours we will quietly check in on you.

### **Communication Board**

There is a white dry-erase board on the wall in your room. This communication board is an interactive tool that you and your family, as well as your care team, may use to communicate important information.

### **Bedside Shift Report**

Each time there is a nursing shift change, the nurse taking care of you will provide an update on your care to the nurse who is taking over. This is called bedside shift report.

The nurses will introduce themselves and invite you to take part in the bedside shift report. They will discuss your plan of care, your medications, and any tests or other important information. They will also check your IVs, dressings, equipment, etc.

### **Identification Band**

Your identification (ID) band shows your name, date of birth and medical record number. The ID band is used to match you with the treatment and medications you need. Additionally, you may have a colored band assigned to you for safety reasons. Do not remove any wrist bands while you are in the hospital.

### **Room Assignment**

You are assigned to a room that best meets your needs. Special consideration is given to protecting patients from infections and other concerns.

### **Bathing and Toiletries**

If you need assistance, your nurse or patient care technician can help you with your bath or shower. If you need a toothbrush, toothpaste, comb or other toiletries, please ask your care team.

### **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. Any valuables or personal items left on meal trays, chairs or bed sheets may be accidentally thrown away. It is your responsibility to secure them appropriately. If you do bring a valuable item, it should be left with our Security department. Your nurse can assist you with this.

## Leave Your Valuables at Home (cont'd)

Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. We do not assume responsibility for lost, stolen, discarded or damaged valuables/property retained in a patient's room. Any item(s) held for safekeeping by Security must be claimed within 30 days of discharge. Valuables/property remaining unclaimed for more than 30 days become the property of UM Upper Chesapeake Health and may be disposed of at our discretion.

## Room Temperature

Most rooms in the medical center are centrally heated and air conditioned. If your room temperature is not comfortable, please notify the nursing staff.

## Guest Services

The Guest Services department is responsible for ensuring that your rights are upheld and can resolve any concerns regarding your care.

Guest Services: UM UCMC 443-643-2400 or UM HMH 443-843-5618

## Assistive Devices/Interpreter

To accommodate patients and their family members who have visual, speech and/or hearing impairments, and/or whose English is limited, we provide assistive devices for use and interpreters at no cost. Please speak to your nurse or call Guest Services for assistance.

Guest Services: UM UCMC 443-643-2400 or UM HMH 443-843-5618

## Meals/Room Service

You may order meals from a restaurant-style menu by calling Room Service from 6:30 am – 6:30 pm. Your nurse will provide you with your diet-specific menu and can also help patients who need assistance with ordering their meals.

UM UCH Room Service: 443-643-3535

## Television

TV service is free and provides interactive education for patients and families. See page 21 for the full channel guide.

- On your TV menu you will find information about our hospital, a guide to channels, and information about your care.
- You may be assigned specific education by your physician or nurse that will help you to understand and cope with your illness and learn about any medication you might be taking. This education will be under “My To Do List.”
- You may also choose education from a library of health information on the TV menu.
- If you need help accessing the TV or education options, please ask your health care team.

## Key Phone Numbers

Main Switchboard Dial 0 at either hospital  
Billing Inquiries 1-888-813-7413

### Case Management

UM Harford Memorial Hospital 443-843-5281  
UM Upper Chesapeake Medical Center 443-643-3900

### Guest Services

UM Harford Memorial Hospital 443-843-5618  
UM Upper Chesapeake Medical Center 443-643-2400  
Spiritual Care 443-643-1375

**In the event of an emergency, please dial 443-643-3339 on any hospital phone.**

## Parking

### UM Upper Chesapeake Medical Center

The parking garage is located on the lower levels of Pavilion II. Free parking is available in designated surface parking lots. Garage parking fees are in effect Monday - Friday, 6 am - 7 pm:

- 0 - 90 minutes: FREE
- 3 - 7 hours: \$4
- 90 minutes - 2 hours: \$2
- 7+ hours: \$5/day
- 2 - 3 hours: \$3

VALET services are also available at the main entrance for \$5 per vehicle, cash only. The service runs Monday - Friday, 8 am - 4 pm.

### UM Harford Memorial Hospital

Free parking is available in designated surface parking lots. The parking garage, located across the street from the main entrance, offers parking for \$1/day.

## **FOOD SERVICE LOCATIONS**

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### **UM Upper Chesapeake Medical Center**

- Garden Café (cafeteria), Garden Level G, Hours: Breakfast 6:30 – 10 am; Lunch 11 am – 2 pm; Dinner 5 – 7 pm
- Volunteer Coffee Shop, 1st floor, Klein Ambulatory Care Center Hours: Monday – Friday 6 am – 2 pm
- 3 in one Coffee Shop and Café, 5th floor, Pavilion II Hours: Monday - Friday 7 am – 5 pm

### **UM Harford Memorial Hospital**

- Café 501 (cafeteria), ground floor Hours: Breakfast 6:30 – 10 am; Lunch 11 am – 2 pm

### **ATMs**

Freedom Federal ATMs are located at:

#### **UM UCMC**

- Cafeteria, Garden Level G
- Emergency Department Waiting Room Area, Garden Level G
- 4th Floor of the Klein Ambulatory Center

#### **UM HMH**

- Main Lobby

### **Tobacco-Free Hospital: No Smoking**

Smoking, e-cigarettes and other tobacco products are not permitted on our campuses. If you smoke:

- Tell your nurse that you smoke.
- Work with your health care team to make a plan to help you stay smoke-free during your hospital stay. Medications are available to help control nicotine cravings.
- Free smoking cessation classes are offered through our Cancer LifeNet program 443-643-3350 or Harford County Health Department: 410-612-1781

### **Using Hospital Telephones**

- To make a local call, dial 9, then the area code and local number.
- To reach an outside operator, dial 9 and then 0.
- To call a number within the hospital, dial the last four digits.
- The hospital does not accept collect calls.
- If you change rooms, your phone number will change.
- In-house telephones are available for free calls within the hospital.

### **Gift Shop**

The gift shops are located in the main lobby area at both hospitals. They carry a variety of magazines, newspapers, toiletries, snacks and gifts.

UM UCMC Gift Shop: 443-643-1390, UM HMH Gift Shop: 443-843-5290

### **WIFI**

To access WiFi on your device, choose the “public” network option. Accept the terms that the connection is unsecured and that content may be seen by others.

# **SPIRITUAL CARE SERVICES**

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## **Peace Be With You**

At times, life can be challenging. Personal situations and health care needs can overwhelm you and your loved ones. This has direct implications for overall healing. Whether it is to listen, pray, bless, counsel, or address a spiritual or religious question or need, our Spiritual Care Services team is ready to serve you. Please ask your nurse to contact Spiritual Care Services for a visit or call them direct at 443-643-1375.

## **Sacred Spaces**

Our chapels are open 24 hours a day and all are welcome.

- At UM Upper Chesapeake Medical Center, the chapel is located on the first floor by the elevators.
- At UM Harford Memorial Hospital, the chapel is located on the first floor by the gift shop.
- At both chapels, visitors will find CareNotes on a variety of topics, devotional booklets, and scriptures from various traditions.
- At UM Upper Chesapeake Medical Center, an outdoor Meditation Garden is open daily from 7 am to 7 pm. Access is located on the first floor, by the elevators.

## **Contacting Spiritual Care Services**

Our Spiritual Care Services team is attentive to the spiritual needs of patients, families, visitors, and team members irrespective of age, race, ethnic background, culture, linguistic competence, gender, sexual orientation, sexual identification, spiritual preferences, religious affiliation, belief or practices, disability, geographic location or socioeconomic status.

There are a variety of ways to contact Spiritual Care:

- Ask you nurse to contact the chaplain-on-call or hospital chaplain
- Call the chaplain's office at 443-643-1375

## **Support Groups**

We offer a variety of support groups for patients, family members and caregivers. Call HealthLink at 1-800-515-0044 for more information.

## **Palliative Care**

Palliative Care is a medical specialty focused on preventing, relieving and treating pain and other debilitating effects of serious and chronic illnesses. The team works to manage symptoms and improve quality of life for those with a chronic or life-limiting illness. To request a palliative care consult, simply speak to your nurse or physician.



## **BE A PARTNER IN YOUR CARE**

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During your stay, the doctors, nurses and staff of the hospital will treat you and your family as partners in your 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 not only to your care and treatment, but also to overall hospital services.

### **Tips for Talking to Your Health Care Team**

- Let us know what you understand and what you need to learn more about.
- Know the names of the people who come to talk to you. Different members of your care team focus on different things, so it's good to know who said what about your plan of care. It helps if you write down names and discussions.
- Write down your questions or concerns as soon as you think of them.
- Have a family member or friend with you who can help you remember the answers. It may be helpful to write down your questions and answers in this book to remind you.
- Have someone who can speak for you or ask questions if you are not feeling well.
- Medical personnel tend to use phrases you may not understand, especially when they are speaking with each other. If this happens, ask them to explain any word or phrase you don't know.
- Your nurse will be able to answer many of your questions and will know the best person to talk to about specific questions or concerns.
- Be sure to read and understand any consent for care or a procedure before you sign it.
- Speak up if you think the staff has any information that you think is wrong or not completely correct.
- Assign a support person while you are at the hospital. You may not have the energy or attention to keep track of what your health care team tells you.
- Prevent medication errors by making sure the doctor knows what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.
- Make sure your health care team knows all of your allergies.
- When you are presented with medication or IV fluids make sure you are asked your name and date of birth and that your wristband is scanned to verify who you are.

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

## **FOR YOUR SAFETY AND COMFORT**

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### **Rapid Response Team**

We try to keep close watch of our patients so that we are alerted early on to possible problems associated with their condition. Family members are important "eyes and ears" to help the team. There may be times that a loved one will see changes in the patient that we may not have noticed.

- If you have concerns that the patient is taking a turn for the worse, be sure to ask the nurse caring for the patient to call for the Rapid Response Team.
- The Rapid Response Team consists of highly trained nurses, doctors and respiratory therapists who can respond within minutes to consult about any patient's condition BEFORE it becomes an emergency.
- The Rapid Response Team can be reached at 443-643-3339.

## **To Share Concerns or Complaints**

If at any time during your stay you have questions or concerns about your rights as a patient, or you wish to file a grievance, please do not hesitate to call Guest Services. We want to assure you that you can contact these offices without fear of retaliation. If you have any questions or concerns, contact Guest Services: UM UCMC 443-643-2400 or UM HMH 443-843-5618.

## **Patient and Family Advisory Council**

We have a group of patients, families, community members and representatives from our organization — called the Patient and Family Advisory Council — who regularly meets and provides feedback on current initiatives and projects happening at UM UCH. The council's feedback enables us to ensure we provide an exceptional patient experience that meets all the needs of our patients and their family members.

Are you a member of the local community who has thoughts or suggestions about the patient experience at UM UCH and would like to be involved in shaping the future of our health care services? If you or your family member is interested in obtaining more information about participating in our Patient and Family Advisory Council, or you would like to provide feedback about your experience, please call 443-643-2400.

## **A Peaceful Place of Healing**

UM UCH is committed to providing a safe, healing environment for our team and our patients. We have a Zero Tolerance Policy for disruptive behavior, threats and violence. If you see something, say something. Please report any concerns. Please minimize noise to allow our patients a quiet environment to rest and recover.

## **ANTIMICROBIAL STEWARDSHIP PROGRAM (ASP)**

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Antimicrobial Stewardship is a program that promotes the appropriate use of antimicrobials (antibiotics, antiseptics) to improve patient outcomes and decrease the spread of infections.

### **Antibiotics Aren't Always the Answer**

When you feel sick, you want to feel better fast. However, antibiotics are not the answer for every illness. Bacteria and viruses are two kinds of germs that cause most infections or diseases. Antibiotics can cure bacterial infections—not viral infections.

- Bacteria cause strep throat, some pneumonia, and sinus infections. Antibiotics can help.
- Viruses cause the common cold, most coughs and the flu. Antibiotics for viruses do not help. They will not cure the infection, make you feel better, or keep others from catching the virus.

If we do not use antibiotics for the right illnesses, in the right dose, and the right length of time, they may not work for us in the future when we really need them for a bacterial illness.

### **The Risks: Unnecessary Antibiotics Can Do More Harm Than Good**

You Could Experience:

1. An allergic reaction or rash from the drug
2. Severe diarrhea (C. difficile)
3. Yeast infections
4. Prolonged hospitalization
5. Resistant bacteria, where the same antibiotic may not work for you in the future

At UM UCH, we take pride in our Antibiotic Stewardship Program. Over the past few years, our patients received shorter and more effective courses of antibiotics.

As a result, they experienced less and/or shorter:

- Side effects, such as drug-induced rash or allergic reaction
- Occurrence of diarrhea associated with antibiotics
- Yeast infections
- Hospital stays
- Antibiotic resistance, which helps to make sure the antibiotics will work in the future

If you have questions, please discuss this with your physician. (Adapted from the CDC at [www.cdc.gov/getsmart](http://www.cdc.gov/getsmart))

## **For Your Safety, We Always Take Precautions**

Infections that patients get in the hospital can be life-threatening and hard to treat. 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 infection you have and how it spreads.

Health care providers practice hand hygiene at key points in time to disrupt the spread of germs to patients including: when they enter the room, before patient contact; after contact with blood, body fluids, or contaminated surfaces (even if gloves are worn); before invasive procedures; after removing gloves; and when they leave the room.

Patients and their loved ones can play a role in helping to prevent infections by practicing hand hygiene themselves and asking or reminding their health care 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.

## **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 follow precautions to keep everyone safe.

## **Respiratory Hygiene/Cough Etiquette**

The following measures are recommended for all individuals with signs and symptoms of a respiratory infection.

- If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Use the nearest waste receptacle to dispose of the tissue after use.
- Perform safe hand hygiene (e.g., hand washing with non-antimicrobial soap and water, alcohol-based hand rub or antiseptic hand-wash) after having contact with respiratory secretions and contaminated objects/materials.

## **DVT: Lower Your Risk**

When you're hospitalized and in bed with limited physical activity, your risk of deep-vein thrombosis (DVT) increases. DVT occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. 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.

## **Tips to Prevent Falling While in the Hospital**

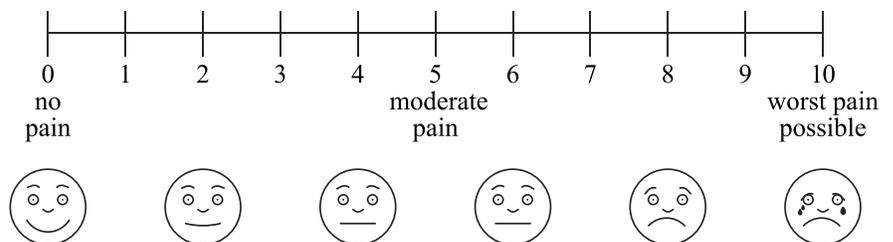
- Patients often fall because they overestimate their ability or how well they feel. When lying in bed, it may seem possible to walk to the bathroom. However, you may find that you feel weak or tired on the way.
- When getting out of bed, take your time and move slowly. Sit on the side of the bed for several seconds before standing. Stand in place for several seconds and get your balance before starting to walk.
- When rising from a chair, stand and get your balance before starting to walk. Give yourself at least a slow count of five before walking.
- Always ask for help when you need it.
- Keep the things you use often within easy reach: tissues, water, call bell.
- If you are feeling dizzy or lightheaded don't get up on your own, even to use the bathroom. Use the call bell to ask the nurse for help before getting out of bed. Have someone, either staff or family, with you when you get out of bed or the chair.
- Don't try to move IV poles or other equipment on your own. Always call for help before getting up.
- If you feel weak, lightheaded or dizzy, call the nurse immediately. Don't attempt to walk without assistance.
- Notify staff if someone spills something on the floor.
- Always use non-skid slippers. A pair has been provided for you on admission.
- Use your walking aid as instructed by the staff. Be sure to use handrails in bathrooms or in hallways.

## Ways Your Nurse Will Help Prevent You From Falling

- If you are considered a high risk to fall, we will use an alert on your bed that will chime when you try to get out of it. This serves as a reminder to you to wait for assistance and sends an alert to the staff to come and assist you.
- With the nurse present, practice using the call bell before you really need it. Keep it within reach. And don't be afraid to use it when you need to!
- Rounding will occur at least every hour: Please use this visit by staff to obtain assistance to/from the bed, chair or bathroom.
- If your nurse has assessed you as high risk to fall, there will be a sign placed at your door and over your bed to alert staff to keep you safe. A yellow "high fall risk" bracelet also alerts staff, yourself and your family that you are at an increased risk to fall. These signs mean we are concerned about your safety.
- During the night the nurse will leave a dim light on for your safety. Please keep this light on for your protection.

## Pain Management

People often think that severe pain is something you just have to put up with if you are ill or after surgery. With current treatments, that is no longer true. You can work with your doctors and nurses to make you as comfortable as possible.



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.

## 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 your pain medication before pain becomes 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 Ulcer Prevention

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

- The best way to deal with pressure ulcers is to PREVENT THEM. Stop them before serious injury and wounds occur.
- Relieve pressure on areas of your body by moving your position often when in the bed or chair.
- You will know problems are beginning if you see red areas on your skin that do not fade, blisters, scrapes or wounds.
- Check your skin or ask the nurse to check your skin with any signs of trouble.
- If you notice any of these signs, alert your physician or nurse immediately! Special skincare and pressure relieving treatments will then be implemented.
- Remember, the best treatment for pressure ulcers is prevention.

## IMPORTANT SCREENINGS FOR WOMEN

### Cervical Cancer and Screening Test (Pap Smear)

Doctors generally recommend repeating Pap testing every 3 years for women ages 21-65. Women age 30 and older can consider Pap testing every 5 years if the procedure is combined with testing for HPV. If you have certain risk factors, your doctor may recommend more-frequent Pap smears, regardless of your age.

### Mammography

It is recommended that women 40 - 44 with an average risk for breast cancer should discuss when to begin screening with their physician. The guidelines recommend that women ages 45 to 54 obtain mammograms every year. A mammogram is an X-ray picture of the breast that is used to find breast tumors and cancer.

To make an appointment with a physician, please contact our referral line at 1-800-515-0044 or visit [umuch.org/find-a-doctor](http://umuch.org/find-a-doctor).



# PATIENT RIGHTS AND RESPONSIBILITIES

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## You have a right to:

- Receive considerate, respectful and compassionate care, regardless of your race, religion, color, national origin, sex, age, sexual orientation, gender identity or expression, disability, cultural and personal beliefs, values and preferences, or source of payment.
- Receive information in a manner tailored to the patient's age, language needs and ability to understand. An interpreter, translator or other auxiliary aids, tools or services will be provided to you free of charge. These tools can also be provided to a member of your family or support person involved in your active care planning or treatment services.
- Be provided care in a safe environment free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse.
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Participate in the development and implementation of your plan of care.
- Be informed about your diagnosis, condition, and treatment in terms that you can understand.
- Be informed about outcomes of care, treatment and services provided, including unanticipated outcomes.
- Refuse care, treatment or services, to the extent permitted by law, and to be informed of the possible risks, and consequences, of the refusal.
- Choose a person to give you emotional support (spouse, domestic partner, family member or friend) during the course of your care, treatment or services treatment; and/or involve family or others of your choosing to participate in this way.
- Know the names and professional titles of your physicians and caregivers.
- Formulate a medical or mental health advance directive and have it followed within the limits of the law and the organization's capabilities. We can provide resources to help you complete an advance directive. (Learn more on page 16.)
- Involve in your care and decision making, family and or a surrogate decision-maker of your choosing, or as dictated by Maryland law, when you are unable or unwilling to participate in such decisions.
- 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.
- Have your pain assessed and be involved in decisions about managing your pain.
- Receive visitors who have full and equal visitation privileges consistent with your preferences and protection of the health and safety of all others at the location. You have the right to withdraw or deny visitation privileges at any time. UM UCH does not restrict or deny visitation privileges based on race, color, national origin, religion, sex, gender identity or express, sexual orientation or disability.
- Receive an explanation if we restrict your visitors, mail or telephone calls.
- Access or referral to protective and advocacy services in cases of abuse or neglect.
- Pastoral and other spiritual services. Chaplains are available to help you directly or to contact your clergy.
- File a complaint (or grievance) regarding the care, treatment or services provided, or denied you, without fear of retribution, and expect a prompt and courteous response.
- Privacy and confidentiality relating to your participation in your treatment/program, within the confines of all applicable laws. Be provided a copy of HIPAA's Notice of Privacy Practices.
- Access to your medical records, request amendment to, and obtain information on disclosures of your health information in accordance with law and regulation.
- Agree or refuse to take part in medical research studies. You may withdraw from a study at any time.
- Agree or refuse to participate in recording or filming, for purposes other than identification, or clinical diagnosis or treatment.
- Assistance in exercising your right to vote, while in a residential setting.
- An estimate of charges and or examination and explanation of your bill, regardless of how it is paid.
- Be informed of public benefits for which you may be eligible. You may contact your local Department of Social Services to apply: Harford County: 410-836-4700, Cecil County: 410-996-0100, Baltimore County: 410-853-3000.

## Your responsibilities are to:

- Provide us with complete and accurate information when registering.
- Provide us with your complete health and medical history to include:
  - Present condition, past illnesses, previous hospital stays
  - Medicines, vitamins, herbal products, drug use
  - Any other matters that pertain to your health, including perceived safety risks
- Provide a copy of your medical or mental health advance directive(s) if you have one; or, ask about completing one
- Ask questions when you do not understand care, treatment, or services or what they are expected to do
- Be an active participant in your treatment.
- Follow through on treatment recommendations or instructions for your plan of care, treatment, or services. Let us know if you cannot, or have not followed the proposed plan of care.
- Report changes in your condition or symptoms, including pain, to a member of the health care team.
- Act in a considerate and cooperative manner and respect the rights and property of all others.
- Follow the policies, rules and regulations of this health care facility.
- Keep your scheduled outpatient appointments, or cancel them in advance when able.

## **REPORTING PATIENT SAFETY AND QUALITY OF CARE CONCERNS:**

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If, at any time during your stay, you have patient safety and quality of care concerns you may contact:

- Guest Services HMH: 443-843-5618 or UCMC: 443-643-2400
- Office of Health Care Quality, Department of Health & Mental Hygiene 1-877-402-8218
- Office of Civil Rights 215-861-4441
- US Food and Drug Administration 888-463-6332
- The Joint Commission
  - **Visit online** at [www.jointcommission.org](http://www.jointcommission.org). Select “Contact Us” and follow the instructions for reporting a patient safety event or concern.
  - **Fax to:** 630-792-5636
  - **Mail to:**  
The Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

## WHAT ARE YOUR ADVANCE DIRECTIVES?

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An advance directive protects your right to refuse medical treatment you do not want or to request treatment you do want in the event you lose the ability to make decisions yourself. The Maryland Advance Directive is divided into three parts. Part I, Selection of Health Care Agent, lets you name someone (an agent) to make decisions about your health care. Part II includes your Treatment Preferences. It lets you state your wishes about health care in the event that you can no longer speak for yourself. Part III contains the signature and witnessing provisions so that your document will be legal. If you have any questions concerning advance directives, please contact Guest Services at UM UCMC: 443-643-2400 or UM HMH: 443-843-5618.

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

As required by Maryland law, most adult inpatients and some pediatric inpatients will need a MOLST completed before discharge. During admission, the nurse will ask you or your authorized decision-maker (health care agent, guardian, parent, surrogate) if there is an existing advance directive or MOLST form.

### My Directives

MyDirectives.com has partnered with the Maryland Health Care Commission to allow access to patient submitted advance directives online. To learn more please go to [mydirectives.com](http://mydirectives.com) and watch the video provided. If you wish to create a written Advance Directive, Guest Services is available to answer any of your questions and to assist you in creating this document.

### Living Will

Is 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 him/her as your agent. Remember that an agent may have to use his/her judgment in the event of a medical decision for which your wishes aren't known.

### Advance Directives for Mental Health Care

If you are a person with a mental illness, an Advance Directive for Mental Health Care provides you the opportunity to take part in a major way in your mental health care decisions when you are not able to do so. Forms for Mental Health Advance Directives from the Maryland Department of Health and Mental Hygiene for anyone 16 years of age or older, are available in our Guest Services Departments at UM UCMC 443-643-2400 or UM HMH 443-843-5618.

## **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.

*For finances:* A durable power of attorney for your finances is a separate legal document from the durable power of attorney for health care. The person you appoint through a durable power of attorney for finances is someone who would manage your finances and make financial decisions on your behalf when you cannot do so yourself. You may choose the same person for both your health care proxy/agent and the agent in regard to your finances.

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 our hospitals 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](http://www.oag.state.md.us).

## **Ethics Committee**

The UM Upper Chesapeake Health Ethics Committee can help families when difficult choices must be made, such as when life support treatments become futile. 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 Guest Services at UM UCMC: 443-643-2400 or UM HMH: 443-843-5618.

## **Notice of 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 Privacy Practices, which was given to you at registration or is available at your request. 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. If you have any questions, contact our Privacy officer at 443-643-2466.

## BEFORE DISCHARGE

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From the moment you arrive and throughout your stay, our care team will work with you to plan and prepare for continued management of your health after you are discharged from the hospital. Together, you, your family members and/or your caregivers play a key role in your personalized discharge planning. The physician or hospitalist in charge of your care is the one who gives the final discharge order.

The Discharge Planning Checklist located in the back of this packet serves as a guide to ensure that you are prepared to be discharged from our hospital. Please honestly answer all questions and write comments and notes, as needed. Be sure to review the checklist with your health care team (doctors, nurses, social workers, discharge planners, etc.). Don't be afraid to ask questions and speak up! The more you understand about your current condition and what to expect in the days ahead, the smoother your transition, whether you'll be going home or to another health care setting. Make sure you have the following information before you leave the hospital:

1. **Medications list:** This is a list of what medications you are taking, why, in what dosage, and who prescribed them. But also having a list prepared by the hospital is a good way to double-check the information.
2. **Prescriptions for any medications you need:** Talk to your physician about sending your prescription directly to your pharmacy to save time once you are discharged. Certain prescriptions for controlled substances cannot be faxed or called in.
3. **Follow-up care instructions:** 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.

### Patient Financial Information

If you have questions about your bill or would like to pay your hospital bill online using our secure online bill payment system, please visit [umuch.org/billing](https://umuch.org/billing).

Our hospitals bill only for the facility charges. You should expect to receive separate bills from the physicians that cared for you. These might include emergency room physicians, anesthesiology services, interpretation of x-rays and other imaging, pathology services and other diagnostic related services.

## AFTER DISCHARGE

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It's important that you have a full understanding of your responsibility in managing your own health when you leave the hospital. You should understand your discharge instructions, be aware of the symptoms or problems to look for, and know what to expect during your recovery.

### Outpatient Pharmacies In/Near Our Hospitals

#### Bel Air

MacPhail Pharmacy: 410-638-7367  
Target Pharmacy: 410-638-9031  
Weis Markets Pharmacy: 410-638-5800

#### Havre de Grace

Citizens Pharmacy: 410-939-4545  
CVS: 410-939-6427  
Lyon's Pharmacy: 410-939-4545  
Rite Aid: 410-939-1140  
Target Pharmacy: 410-870-7636

### Medical Records/MyPORTFOLIO

MyPORTFOLIO is a confidential, easy-to-use website that gives our patients free, 24 hour access to their medical records, test results, history of appointments, and other services. It uses the latest technology to keep all information completely private.

You can sign up for MyPORTFOLIO at [www.umms.org/myportfolio](http://www.umms.org/myportfolio) using the instructions and activation code provided to you in your discharge paperwork. Are you having issues? Please email [myportfoliosupport@umms.edu](mailto:myportfoliosupport@umms.edu).

*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](http://umms.org/myportfolio).

### Shuttle Service

A free shuttle service for patients traveling between the campuses of UM UCMC in Bel Air and University of Maryland Medical Center (UMMC) in Baltimore runs Monday, Wednesday and Thursday. Pick-up locations are at the main entrance at UM UCMC and the Gudelsky entrance on the campus of UMMC.

**Departs UM UCMC, Bel Air:** 6:30 am, 9:30 am, 11:30 am, 2:30 pm

**Departs UMMC, Baltimore:** 7:45 am, 10:15 am, 12:15 pm, 4 pm\*

*\*If you miss the last shuttle from Baltimore, the UMMC Guest Services shuttle will transport you back to UM UCMC. Please go to UMMC's Gudelsky Lobby entrance or call 410-328-1500.*

## **PATIENT EXPERIENCE**

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We care about the quality of your hospital stay. After you leave, someone may contact you by email or mail to ask you about your experience. Please respond with your confidential comments that will help us to ensure we deliver the highest quality health care services and exceptional patient experience.

### **► Thank You For Allowing Us To Be Your Partner In Care**

#### **Did You Have a Remarkable Experience?**

If you wish to recognize a team member who exceeded his / her expectations in the delivery of care and service, please visit [ummswambi.com](http://ummswambi.com) or ask for a visit from a Wambi ambassador. We would love to hear about your personal experience with us!

#### **Want to Say ‘Thank You’ to Your Nurse?**

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way.

Please say “thank you” by sharing your story of how a nurse made a difference you will never forget! To nominate your Nurse for The DAISY Award, please visit [umuch.org/daisy](http://umuch.org/daisy).



## CHANNEL GUIDE

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2	WMAR (ABC)	44	GALAVISION	72	OVATION TV
3	WJZ (CBS)	50	A&E	73	SYFY
4	WNUV (CW)	51	AMC	74	TBS
5	WBFF (Fox)	52	ANIMAL PLANET	75	TCM
6	WBAL (NBC)	53	BBC AMERICA	76	TLC
7	WMPB (PBS)	54	BET	77	TNT
13	CNBC	55	BRAVO	78	TRU TV
14	CNN	56	CMT	79	TV LAND
15	CSPAN	57	COMEDY CENTRAL	80	UNIVISION EAST
16	CSPAN2	58	DISCOVERY	81	USA NETWORK
17	FOX NEWS CHANNEL	59	E!	87	CLASSIC: LIGHT CLASSICAL
18	MSNBC	60	FOOD NETWORK	88	COUNTRY: HIT COUNTRY
19	WEATHERNATION	61	FX	89	HEALTH & FITNESS
24	BABYFIRST TV	62	EWTN	90	OLDIES: 80'S HIT
25	CARTOON NET-EAST	63	HALLMARK CH	91	ROCK: SOFT HITS
26	DISNEY CH-EAST	64	HALLMARK MOVIES	92	SONIC TAP: LATIN HITS
27	TEEN NICK	65	HGTV	93	URBAN: CLASSIC R&B
33	ESPN	66	HISTORY	94	VH1
34	ESPN 2	67	HLN	95	MED SERENITY
35	FOX SPORTS 1	68	HOME SHOPPING NETWORK		
36	MASN-REGIONAL SPORTS	69	LIFETIME		
37	MASN 2-REGIONAL SPORTS	70	NATIONAL GEOGRAPHIC		
43	ENLACE	71	NICK JR		



# SUDOKU

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# WORD SEARCH

Find and cross out all the listed words. The words may go horizontally, vertically, diagonally, not backwards, and may intersect. All letters are used.

ABLE	MORNING	V	V	I	L	L	A	G	E	G	P	E	U
AMAZING	NOTICE	A	M	A	Z	I	N	G	R	I	P	E	N
ANKLE	PEACE	C	Y	L	I	N	D	E	R	A	B	L	E
ARCHITECTURE	RIPE	U	A	S	S	E	T	T	T	N	D	R	X
ASSET	SALAD	U	V	N	L	I	S	T	A	T	U	E	P
CANAL	SHEET	M	U	I	A	H	H	I	H	T	Y	L	E
CARPET	SHOEHORN	S	O	G	S	L	E	M	C	R	U	E	C
COLONY	SIZE	M	P	R	O	I	E	E	A	S	E	G	T
CROSS	SLEEP	S	A	O	N	O	T	I	C	E	M	A	E
CYLINDER	SPLINE	M	T	C	N	I	D	E	A	L	O	N	D
DIARY	SPONGE	S	T	E	H	G	N	S	R	C	L	T	M
EASE	STATUE	A	I	C	M	I	E	G	P	O	E	S	E
ELEGANT	STEM	L	R	Z	L	I	N	T	E	L	S	L	L
GAITER	STRIP	A	E	P	E	A	C	E	T	O	K	E	O
GIANT	SUN	D	S	H	O	E	H	O	R	N	I	E	D
<del>GOODS</del>	TAPE	M	A	J	O	L	I	C	A	Y	N	P	Y
GRADE	THREAD												
IDEAL	TIME												
LEDGE	TIRE												
LINTEL	TOOL												
MACHINERY	TUG												
MAJOLICA	UNEXPECTED												
MARSH	VACUUM												
MELODY	VILLAGE												
MOLESKIN	VISIT												







UNIVERSITY *of* MARYLAND  
UPPER CHESAPEAKE HEALTH

UM UCMC (Bel Air):  
443-643-1000

UM HMH (Havre de Grace):  
443-843-5000

UMUCH.ORG