



Elizabeth Wise

Welcome **to our hospitals at University of Maryland**

We are committed to providing the highest quality care in the safest environment. Please let us know how we can help make your stay as comfortable as possible. During your stay, you will meet the nurse leader of the unit where your room is. Please share any feedback that you have about your stay or any of the members of your care team. You can expect to be checked on every hour. With your permission, the shift change between your nurses will take place in your room so that you can participate in this exchange and ask questions about your care. These are all examples of how we focus on patient and family centered care meant to educate you on your condition in our hospital setting as well as what you should do when you return home to continue your recovery.

Your feedback helps us continue to provide excellent care.

Thank you.

A handwritten signature in black ink that reads "Elizabeth Wise". The signature is written in a cursive, flowing style.

Elizabeth Wise, FACHE, MSN, MBA
President/CEO
UM Upper Chesapeake Health

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Amenities



FOOD SERVICE LOCATIONS

Bel Air Campus

Garden Café (cafeteria)

Garden Level G

Open for breakfast, lunch and dinner

Volunteer Coffee Shop

1st floor, Klein Ambulatory Care Center

Hours: Monday - Friday, 6:00 am - 2:00 pm

Vending machines adjacent to Café

Harford Memorial Campus

Café 501 (cafeteria)

Ground floor

Open for breakfast and lunch

Vending machines adjacent to Café



GIFT SHOPS

Gift shops are located adjacent to the hospital's main entrances.

Limited floral selections, gifts, snacks, stamps and other novelties are available at these locations. Hours vary. Hosted by our Volunteer Hospital Auxiliary.



PARKING

Patients and Visitors to our campuses enjoy a vast area of free service area parking.

Bel Air Campus

Over 600 available parking spaces along with a convenient free shuttle service that is operational from 6:00 am - 9:00 pm Monday - Friday.

Campus Parking Garage is free for the first 90 minutes of your stay and there is a \$2 charge after the first 90 minutes. The fee gradually increases to \$3 after 3 ½ hours and \$5 after 5 hours.

Harford Memorial Campus

The Harford Memorial Garage has limited first level parking, free of charge. A larger parking lot is available to the rear of the main hospital and of course there is plenty of available street parking surrounding the hospital.

Visitor Parking

There is also a well lit Visitor Parking Garage at both our Harford Memorial and Bel Air campuses.



MOBILE DEVICE CHARGING KIOSKS

Kiosks are located in our Emergency Departments and Surgical Waiting Areas.



SHUTTLE SERVICES

A free shuttle service for patients and guests traveling between the Bel Air Campus and the University of Maryland Medical Center (UMMC) in Baltimore runs Monday, Wednesday and Thursday.

Pick-up locations are at the main entrance of the Bel Air Campus and the Gudelsky entrance on the UMMC Campus.

Please call 410-328-1500 for shuttle times or see the attendant in the main lobby.



UMMS GUEST WIFI

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

6

Six things you need to know about your stay.

1

YOUR ROOM

Bedside rails contain controls for the bed, TV and nurse call button. You may also use the control box for all these activities.

If you'd like the room temperature adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home, but there's a safe in the majority of rooms, should you wish to protect any belongings of value.

LEARN MORE PG: 9.

2

NEED IMMEDIATE ATTENTION

If your family members notice a change in your condition that our healthcare team might not see, they should talk to the nurse right away or call **3339** on your hospital phone to request the Rapid Response Team. Also, press the call button so the nursing team can respond quickly.

LEARN MORE: PG 7.

3

PATIENT MEALS

Meals may be ordered between 6:30 am - 6:30 pm. Use the menu in your room to order them. Guest meals are available for an additional fee and charged to your hospital bill.

LEARN MORE: PG 6.

4

VISITING HOURS

Your designated care partner who helps to tend to your needs or concerns is welcome 24 hours-a-day. Additional guests are welcome under certain guidelines.

LEARN MORE PG. 6.

5

COMMUNICATION

A room phone is available on the table near your bed. To reach the nurses' station and for the names and numbers of the people on your care team, check the communication board in your room. **LEARN MORE: PG. 9.**

6

SPEAK UP

We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them. **Speak Up!** We encourage you to help us prevent medical errors in the delivery of your care. **Speak up** if you have any questions. If you don't understand, ask again. Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything. Educate yourself so you fully understand your diagnosis and treatment. Ask your health care partner to be your advocate. Know what medicines you take and why you take them. Medication errors are among the most common health care mistake. Participate in all decisions about your treatment plan. You are the center of the health care team!

Quick Guide to Your Visit

IMPORTANT PHONE NUMBERS

Main Hospital Number	443-643-1000
Interpreter Services	443-643-2400
Meal Service, using in-room phone.	443-643-3535
Patient and Guest Services	443-643-2400
Security	443-643-1000

Note: When calling any of these numbers from your room phone or from other UM UCH phone, dial only the last four digits. For outside, local calls, dial 9, the area code and the complete phone number.

Long-Distance Phone Calls: For credit card, operator-assisted, third-party bill or collect, dial 9, 0, #, wait for the tone, then dial # again and wait for instructions.

Patient Meals: You may order meals from a restaurant- style menu that has been ordered for you by your physician. Your nurse will provide you a diet specific menu and you may place orders between 6:30 a.m. and 6:30 p.m. Some items may not be available, based on your doctor’s instructions but the call center will guide you to the best selections. If you need help ordering please ask the nursing team.

Visitation: We understand that many patients need trusted care partners (visitors) to help them heal. We value the support these designated persons give. To balance those needs with our safety measures, we have created color coded visitation levels that creates more flexibility in visitation as conditions allow. Please visit our website umms.org under ‘Patients & Visitors’ to find our visiting hours and details about the current level of visitation.

Visiting Guidelines: We appreciate the important role your family and loved ones play in your care and the healing process.

All visitors, including family members, must check in at the hospital entrance with valid ID.

Language Services and Sign Language Interpretation: Our language services include in-person and video interpreters who are fluent



in many languages, including sign language. This service is available at all times for patients and their designated support persons, and/or family members with limited English proficiency or who are deaf or hard of hearing. For more information about Language Services and Sign Language Services ask your caregiver for assistance, or contact the Guest Services Department at 443-643-2400.

Accommodations: If you need short-term housing or hotel accommodations, please contact our Guest Services Concierge at 443-643-2400 for a list of options.

Your Room: Your room is well-equipped for your care and comfort. Please see your caregiver for additional needs.

When You Need Immediate Attention: We recognize that family members may notice changes in your condition that may not be obvious to staff members. Talk to the nurse right away if you have concerns. If you can’t reach the nurse, contact the charge nurse manager on the floor. If you notice a sudden change that requires immediate attention, call **3339** to contact the Rapid Response Team and/or push the call button to alert the nursing staff.

Patient/Family Concerns: At any time, should you or your family have any concerns or problems, please contact the Nurse Manager. The number for the nurse manager is on your communication board in your room or call Guest Services at 443-643-2400 and ask to speak to one of our Guest Services Representatives.

Smoke-Free Campus: We are committed to providing a healthy and safe environment for our patients, visitors and staff members. The UM Upper Chesapeake Campus’ are tobacco and smoke-free. Use of any tobacco products is not allowed in the hospital or on the hospital campus including the sidewalks adjacent to the hospital. The UM Upper Chesapeake Tobacco-Free Policy applies to all tobacco and vapor products including:

- | | |
|-------------|-------------------------|
| Cigarettes | Herbal smoking products |
| Cigars | Chewing tobacco |
| Pipes | E-cigarettes |
| Snuff pipes | Vape pens |

We are here to support your tobacco-free journey with resources such as nicotine replacement products and patient education. Please discuss specific options with a member of your care team.



Our Privacy Practices

We are committed to protecting your health information. Our privacy practices are described in the UM Upper Chesapeake Health Notice of Privacy Practices, a booklet that explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of University of Maryland, Upper Chesapeake organizations. If you have a patient privacy concern or questions regarding patient confidentiality, please contact the Privacy Office at 443-643-2466 for more information.

Health Information Exchange - CRISP

We have chosen to participate in the Chesapeake Regional Information System for our Patients, Inc. (CRISP), a statewide health information exchange. As a participant in CRISP, we may share and exchange information that we obtain or create about you for treatment and public health purposes, as permitted by applicable law. This exchange of health information can provide faster access to critical information about your medical condition, improve the coordination of your health care, and assist health care providers and public health officials in making more informed treatment decisions.

You have the right to “opt-out” of CRISP, which will prevent health care providers from accessing some of the information available through the exchange. However, even if you opt-out, a certain amount of your health information will remain in the exchange. See our website www.umms.org for more information.

Ask as many questions as you need.



During Your Stay

Be an Informed Patient

We believe that the more you know about your condition, the more likely you are to take an active role in your own care and recovery, so we strive to involve and educate you and your family throughout your hospital stay. You need to understand your plan of care. Please feel free to ask questions as many times as you need to as you review your care plan and before signing any consent forms.

Service Animals

UM welcomes your service animal (dog) during your inpatient or outpatient visit to any of our facilities. However, if the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements. For more detailed information, call Guest Services at 443-643-2400.

Your Room, Your Comfort

Your Bed

Beds can be fully adjusted for sitting up or reclining. Bedside rails have the controls for moving the bed and use the nurse call button to call the nursing team or control your television. If you require a linen change, please ask your nursing team.

Please see the Pillow Speaker guide on page 11.

Communication Board

Your room has a white communication board that you can see from your bed. On it, your nurse writes the names of team members who will be working with you each shift, each day. Your nurse will also list your goals and activities for each day. Please review your communication board with your nurse.

Alarms

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms or medicine pumps.

- If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the healthcare team.
- Nurses also get alarm messages on their phones or pagers to help them respond quickly.
- For your own safety, be careful not to touch other equipment.

Room Cleaning

Associates will routinely disinfect your room and bathroom following procedures designed to keep your room clean. As part of the standard procedures, associates will clean the surfaces in your room, including your bed rails and overbed table. Environmental care services are available 24/7. If you find your room in need of cleaning, please notify your nurse or press the nurse call button.



If you have any concerns about the temperature of your room, ask any member of our team to adjust the thermostat.

Personal Items and Valuables

Ask your nurse for assistance with toiletries or personal grooming needs. We provide soap, towels, sheets, hospital gowns and nonslip socks. We urge you to leave valuables and credit cards at home. There is a safe in most rooms, should you wish to protect any belongings of value, but large sums of money, keys, jewelry, personal papers and other valuables should be sent home. The hospital is not responsible for lost or stolen items. To keep personal items secure, you should:

- Keep eyeglasses and hearing aids in a case and in a secure place when not using them.
 - Keep dentures in a denture cup* in the top drawer of your bedside table or in a secure place — **away from your food tray or on the bed linen.**
- * Ask your nursing team for **proper containers** to store these items in. Make sure they are labeled with your name on them.
- Keep clothing in your room closet, bedside table or suitcase.

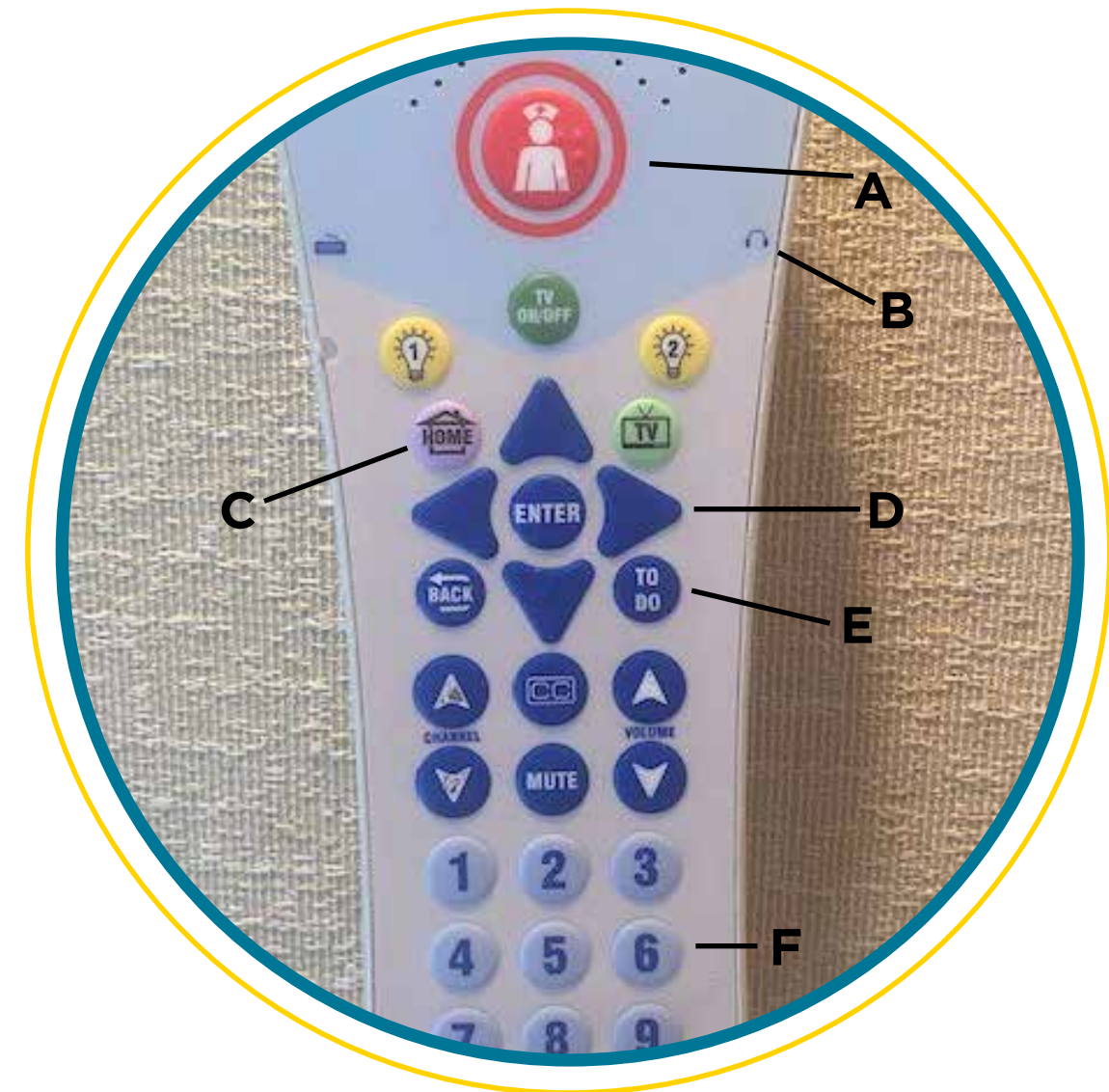
TV Services

TV programs and channels are available in all patient rooms. **Please see the channel guide on page 41.**

If you leave your room for anything other than a test or procedure, please let the nurse know where you will be.



Pillow Speaker Guide



- Call button to request assistance from a member of the clinical team.
- Headphone connection.
- Access interactive main screen to view the patient care team, unit and hospital description.
- The arrow buttons will allow you to navigate the interactive screen.
- Comprehensive list of channels available.
- Use this keypad to manually change television channels. [Channel Guide on Page 41](#)

Patient Rights and Responsibilities

Respectful and Safe Care

AS A PATIENT, YOU HAVE A RIGHT TO:

1. 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.
2. 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.
3. Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
4. 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.
5. Know the names and professional titles of your health care team members, if staff safety is not a concern.
6. Have respect shown for your personal values, beliefs and wishes.
7. Be provided a list of protective and advocacy services when needed or requested.
8. 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.

Effective Communication and Participation In Your Care

9. 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.
10. 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.
11. Be provided a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
12. See your medical record in accordance with HIPAA Notice of Privacy Practices.

13. Be involved in your plan of care and discharge plan.
14. Be screened, assessed and treated for pain.
15. Refuse care or treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
16. In accordance with the hospital's visitation policies, choose a person to stay with you to provide emotional support during your hospital stay.
17. 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 socio-economic status.
18. An explanation if we restrict your visitors, mail or telephone calls.

End of Life Decisions

19. Appoint an individual, of your choice, to make health care decisions for you, if you are unable to do so.
20. 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.
21. Create or change a Behavioral Health Directive; have these followed within the limits of the law and the organization's capabilities.

Informed Consent

22. 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.
23. 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.
24. Allow or refuse to allow the taking of pictures, recording or filming for purposes other than your care.
25. Expect privacy and confidentiality in care discussions and treatments.

Complaints and Grievances

26. File a complaint about care or infringement of rights and have the complaint reviewed without the complaint affecting your care.
27. Be provided pastoral and other spiritual services.
28. Know about professional and financial ties between institutions and people caring for you.
29. An explanation of hospital rules.

AS A PATIENT, YOU ARE RESPONSIBLE FOR:

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

WHAT WE ASK OF YOU

Demonstrate respect and consideration. Act in a considerate and cooperative manner and respecting the rights, safety and property of others. Patients, as well as their family members, representatives and visitors, are expected to recognize and respect the rights of our other patients, visitors, and staff. Threats, violence, disrespectful communication or harassment of other patients or of any medical center staff member, for any reason, including because of an individual’s age, ancestry, color, culture, disability (physical or intellectual), ethnicity, gender, gender identity or expression, genetic information, language, military/veteran status, national origin, race, religion, sexual orientation, or other aspect of difference will not be tolerated. UM Upper Chesapeake Health prohibits the photography, video-taping, or voice recordings of our facilities or staff without explicit permission.

Your Health and Safety

Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better. By working together with your health care team, you can lower your risk of harm and make your stay safer.

Patient ID for Procedures and Medications

When you’re admitted to the hospital, we give you a ID wrist band with your name, date of birth and medical record number. This ID band must be worn at all times during your hospitalization. Caregivers will always check your ID band before giving you any medicine or performing any test or procedure. They will also ask for your name and date of birth. Please be patient when your identity is verified often — it’s for your own safety. We use bar code technology to help make sure medicine is matched to the patient. For surgical procedures, you should always confirm which procedure you are to undergo and where on the body it will take place. The area of your procedure should always be marked prior to surgery, when possible. Our team will also call “time-outs” to ensure your safety.

Prevent infection by washing your hands or using hand sanitizer often.

Don’t hesitate to remind your caregivers to do the same.



Preventing Infections

Clean your hands and remind others to clean theirs, too. Use hand sanitizer gel or wash your hands with soap and water after using the bathroom, before eating or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for 15 seconds.

Health care givers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds or handling body fluids. Don’t hesitate to remind your care team members to clean their hands or to wear gloves.

Make sure your family, visitors and companions wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home or leave.

Preventing the spread of respiratory infections. Cover your mouth and nose when sneezing or coughing by using tissues or the bend of the elbow. Both tissues and masks are available upon request. We urge you to use them if you have a runny nose or cough, or if you are sneezing.

Patients in isolation. You may have a condition that requires isolation. A sign will be posted on your room door, and team members and visitors will be required to wear a protective gown and gloves and, in some cases, a mask. If you are in isolation, speak to your nurse before leaving your room.

Vaccinations. When you are admitted to the hospital, you may be asked about your desire to have a flu or pneumococcal vaccination. They are very effective at reducing the spread of disease. For questions related to preventing infection please speak to your healthcare team.

Preventing Falls While in the Hospital

In the hospital, patients are at a higher risk of falling. Illness, surgery and medicines can weaken muscles and/or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult. Pay attention to what your doctors or nurses tell you about your risk of falling. A fall can mean a longer hospital stay. Also, injuries from a fall can affect your health for the rest of your life.



Tips to Prevent Falling While in the Hospital

- Always use your call button to ask for help getting out of bed. It's for your safety. You may be weaker than you realize.
- The nursing team will round frequently. Please use this visit to obtain assistance to/from the bed, chair or bathroom.
- Tell your doctor or nurse if your medicine makes you sleepy, light-headed, dizzy, sluggish, unbalanced or confused.
- When getting out of bed or chair, 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.
- Do not feel embarrassed asking for help going to the toilet. You will need extra help until you get stronger.
- Wear non-slip socks or footwear.
- Lower the height of the bed and the side rails and use your walking aid as instructed.
- If you are considered a high risk for falling, we may use a bed or chair alarm to remind you to call for assistance.

Your Care and Treatment

Surgery and Procedures

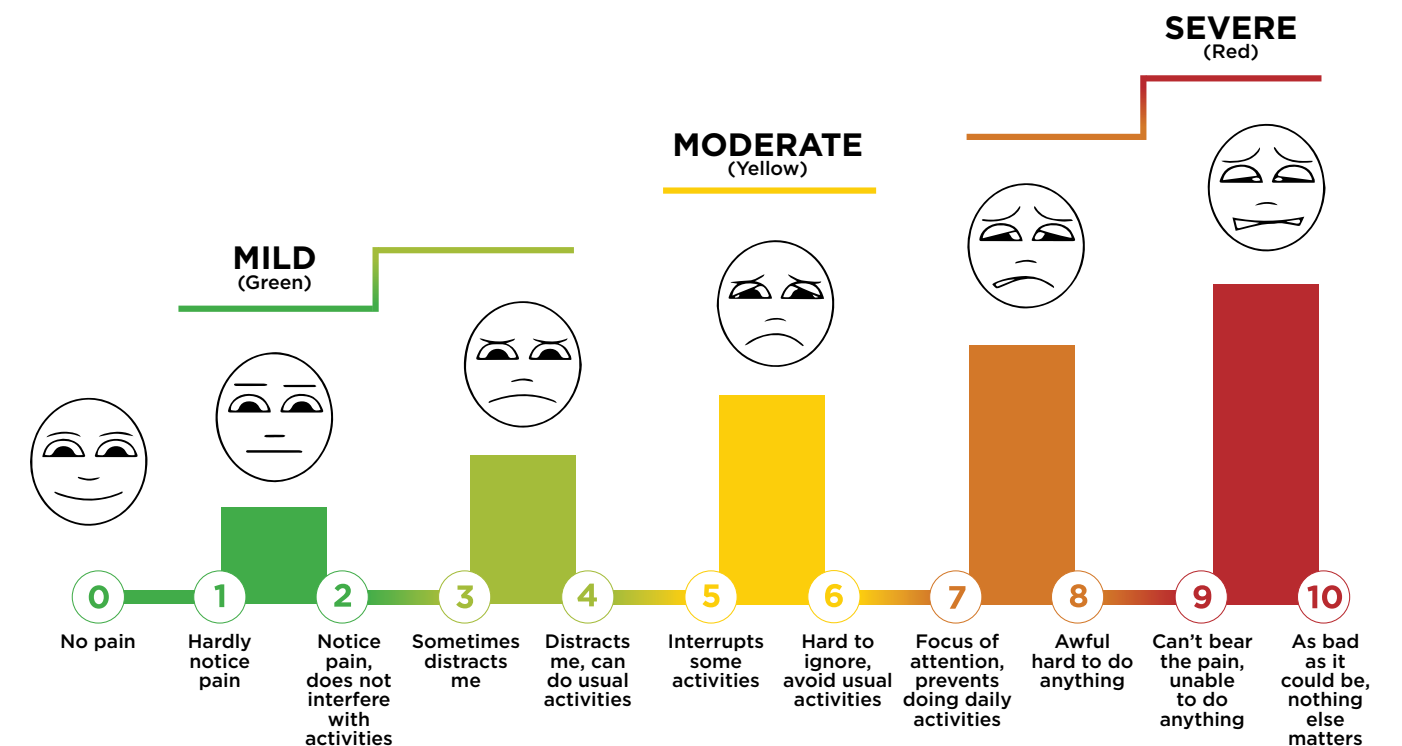
You can make your care safer by being an active and informed member of your health care team. You will be asked to sign an informed consent form before any surgery or procedure. Read it carefully and make sure it has your correct identification information as well as the kind of surgery/procedure you will have.

Your nurse will be glad to review any specific information about preparing for your procedure.

Pain Management

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart (below).

A rating of 0 means no pain. A rating of 10 means the worst pain you've ever had. There are many ways to control pain beyond taking medicines. Discuss your pain and options for reducing it with your health care team.



Bedside Shift Handoff

To promote good communication, many nursing units at UM Upper Chesapeake Health participate in bedside shift handoffs. This means that the nurse going off duty shares important information at your bedside with you and your family or health care partner, and with the nurse who is coming on duty. If you have any questions during this bedside shift handoff, don't hesitate to ask them. If you do not want to be disturbed for handoff because of sleep or discomfort, please speak with your nurse.

Palliative Care Team

The palliative care team supports patients with a serious illness. Palliative care can begin at any stage of illness. The goals are to relieve pain, symptoms and stress, and provide the best quality of life for you and your family. Palliative care is not the same as hospice care. You receive palliative care to help you recover from serious illness or manage a chronic condition.

Understanding Your Medications

While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery. During your first day in the hospital, we ask you about which

Always ask about any medicine you don't recognize before you take it.



medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking. Also, we need to know about any allergies or bad reactions you may have to medicines, foods or supplements.

Ask your health care team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks and activities I should avoid while taking this medicine?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?

Important Information about Safe and Appropriate Use of Antibiotics

We promote the appropriate use of antibiotics to improve patient outcomes and decrease the spread of infections. 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. Your provider will think about what kind of infection or bacteria you may have, how well your liver and kidneys are working, other medication you are taking, allergies you may have or other side effects the antibiotic could cause before they give you antibiotics.

Know the facts

- Antibiotics are life-saving drugs when used wisely.
- Antibiotics treat infections caused by bacteria. They do not work on viruses that cause colds and flu.
- Each year, almost 2 million people in the U.S. become infected with bacteria that antibiotics can't treat. These bacteria no longer respond to antibiotics. At least 23,000 people die each year from these infections.
- A reaction to an antibiotic may require a visit to the ER, especially for kids.
- Antibiotics also kill good bacteria in your body. This may lead to other problems like diarrhea or yeast infections.

life-saving

treat infections

use wisely

When do you really need an antibiotic?

Antibiotics are powerful drugs for fighting infections. They don't work for every sickness. This chart shows when you may be given an antibiotic.

Illness	Virus	Bacteria	Should you expect an antibiotic?
Bronchitis (in healthy children and adults)	✓	✓	May be recommended
Cold or runny nose	✓		No
Ear infection	✓	✓	May be recommended
Flu	✓		No
Fluid in the middle ear	✓		No
Sinus infection	✓	✓	May be recommended
Sore throat (except strep)	✓		No
Strep throat		✓	Yes
Urinary tract infection		✓	Yes

Information available on the Centers for Disease Control and Prevention website

Talk with your health care team to find out why you are receiving antibiotics and how you should take them. This link has more information about safe and appropriate use of antibiotics. https://www.jointcommission.org/-/media/tjc/documents/resources/speak-up/speak_up_infographic_antibiotics_2017pdf.pdf

Staying Active While in the Hospital — Early Mobility

An active patient makes the transition to home easier. Staying active also brings quicker and stronger recoveries. To prevent the negative effects of bed rest and immobility, ask your nurse and doctor which activities you can do to maintain or increase your level of activity.

Some examples include:

- Spending time out of bed or sitting in a chair for meals.
- Performing your own hygiene, such as bathing and grooming.
- Using your bathroom, when able.
- Going for walks in the hallway, with supervision and/or equipment as needed.

These activities can also lower your risk of a deep vein thrombosis (DVT or clot). This can happen when you're hospitalized and in bed with limited physical activity. This occurs when blood clots form in your legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. Your healthcare team may ask you to use compression boots, stockings or blood thinners to prevent clots during your stay. Tell the healthcare team 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.

Managing Your Emotional State

If you are feeling overwhelmed and need emotional support, please talk with your nurse or doctor. She or he can assist in determining the best resources available and help to make arrangements for your care.



Stay active for a quicker and stronger recovery.

Advanced Directives — It's your choice

Have you thought about the care you would want if you became seriously ill, were in a coma or couldn't do things for yourself? What quality of life would be important to you? Who would speak for you if you were unable to speak for yourself (i.e., who would act as your agent for durable power of attorney)? We recommend that you discuss your wishes with your loved ones and your doctors, appoint someone to speak for you, and then document your decisions in an advance directive. Always bring a copy of your advance directive to the hospital any time you are admitted.

Learn more about advance directives and obtain the necessary forms by calling Guest Services at 443-643-2400, or visit bit.ly/mddocuments.

Maryland Medical Orders for Life-Sustaining Treatment

We encourage you to talk with your doctor about your wishes for resuscitation, artificial ventilation (breathing machine), kidney dialysis and antibiotics. This can be recorded on a MOLST form — a medical order form signed by your doctor or nurse practitioner. It will assure that your wishes are followed. You can request this form at the hospital or find it online at marylandmolst.org. If you have a MOLST form, always bring it with you when you come to the hospital.

Discuss your wishes with your loved ones and your doctor.



Your Care Team

Don't hesitate to ask people to identify themselves and what they do.



Here at UM Upper Chesapeake Health, you may be cared for by many providers, including the doctor in charge of your care, we call Hospitalists, other specialists, nurses, nurse practitioners and physician assistants. Every day, your Hospitalist will direct your care team and will remain closely involved in your care.

Healthcare Team Identifier

HEALTH CARE TEAM	DESCRIPTION
You and Your Family	You, the patient and your immediate family are the center of your health care team.
Hospitalists	These board-certified physicians are the doctors who are in charge of your inpatient care.
Physicians	Physicians of specialty maybe asked to consult by the Hospitalist and will see you to specifically address certain areas of your healthcare
Intensivists	These physicians, who are board certified in critical care medicine, manage your care if you are in the intensive care unit. They coordinate patient care and work together with specialists, surgeons and practitioners.
Nurse Practitioners or Physicians Assistants	These licensed professionals have primary responsibility for your care and work closely with the Hospitalist, physicians and intensivists to care for you.
Nurse Anesthetists	Highly trained professionals who are licensed to administer anesthesia and manage your care during a surgical procedure. They work under the supervision of an anesthesiologist (physician) to care for you.

HEALTH CARE TEAM	DESCRIPTION
Registered Nurse	These licensed and often board-certified professionals have primary responsibility for your care and the direct care provided by other members of the nursing team. They may be assisted by nursing students.
Case Management Team	Social workers and case managers help you and your healthcare team create a discharge plan for your care when you transition from the hospital. Taking your preferences into consideration, plans may include assistance with care needs when you get home, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.
Other Specialists	Respiratory therapists, physical and occupational therapist, radiology technicians, patient experience specialists and others may work with you.
Patient Care Technicians	These technicians support the nurse in taking care of you.
Nutritional Hostesses	These dietary team members deliver your food to you.
EVS Housekeeping	These team members clean and disinfects your room.
Imaging Technologist	These professionals perform diagnostic imaging examinations. They work with radiologists (physicians). Imaging technicians include radiologic technicians, sonographers, MRI technologists and nuclear medicine technologists.
Phlebotomists	Lab personnel are authorized to draw your blood for various laboratory tests your physician may order.

Telehealth

Telehealth: This term means delivery of healthcare from a different location using video, audio, and computer equipment. Tele-Consults and Tele-Sitters are two types of Telehealth we use at Aberdeen.

Tele-Consults: Some of our Specialist doctors and nurse practitioners (Providers) may not be in-person at your bedside but will use video computer equipment to see and talk with you—live—to give recommendations for your medical care. The Provider is at a different physical location but uses security protections to view your medical record and test results.

Tele-Sitters: Sitters are members of the healthcare team who assist nurses to keep an eye on some patients who need to be watched for their safety. Tele-sitters require an order from your doctor or nurse practitioner to use live video cameras in patient rooms to watch over at-risk patients and remind them to stay in bed, for example, when necessary. Tele-sitters also send alerts to your nurse if the voice reminder does not work.

Guest Services

Designation of Lay Caregivers

The Designation of Lay Caregivers law (also known as Maryland's CARE Act), effective 10/1/16, allows a patient to designate a lay caregiver, and requires the hospital to notify this caregiver before the patient is discharged and helps prepare the caregiver for aftercare of the patient. Please let us know if this applies to you.

Language Interpretation and Services for Those with Vision or Hearing Impairments

We want to make sure that the exchange of information between you, your family and your health care team is as clear as possible. That's why we offer our patients language or sign language interpreting services 24 hours a day, 7 days a week.

If you need a professional language or sign language interpreter, please ask any member of your care team at any time to assist with interpreter service arrangements. There is no cost to you for this service.

If your vision is impaired, our staff members can help with reading documents and offer additional resources.

Spiritual Care Services

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

Our Sacred Spaces are open to everyone 24 hours a day. Ask any healthcare team member about our chapels and meditation garden.

Notary Services

If you need help finding someone legally empowered to witness signatures and certify a document, contact Guest Services at 443-643-2400.

Preparing to Leave the Hospital

A successful transition from hospital to home starts with planning to start not long after you arrive at the hospital. You, your care partner and the healthcare team will make a plan considering your needs and preferences to make sure you have a smooth transition home. Use the discharge planning checklist on the back of this handbook to consider what your needs are and discuss this with your nurse, doctor, case manager or social worker prior to the day of discharge. Make sure your care partner is aware that you may need their assistance with reviewing discharge instructions with the healthcare team and to plan a ride for discharge from the hospital at any time of the day or evening.

Understand Your Discharge Information

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

If you need a visiting nurse, home health care or special equipment to help you recover, your case manager can help you.

Understand Your Medications

We want to be sure you understand your medications and their possible side effects. The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery.

See our guide to medication side effects on page 39.

If you have a family member or another person helping you with your medicines, we will provide them with that information.

It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care doctor is informed of any changes or new medicines.

If you have questions about your medicines, ask your nurse to review them with you again. Be sure to write down the information.

Follow-up Care After Leaving the Hospital

To schedule an appointment for outpatient services with UM Upper Chesapeake, go to our website at www.umms.org/uch -> Patients & Visitors -> Scheduling. Or, call 443-843-7000 or toll-free 800-301-4799. Monday - Friday: 8:00 am - 4:30 pm.

Cancer Screening: American Cancer Society Guidelines

We encourage you to stay on top of your health by scheduling periodic tests to detect cancer. Below are The American Cancer Society's recommended screening guidelines for most adults.

Breast cancer: Annual mammograms starting at age 40 and continuing as long as a woman is in good health; clinical breast exams every three years for women ages 20 to 40; and annually for women over 40 are recommended. Please note that men can also get breast cancer and should be on the lookout for lumps, especially if there's a family history of the disease.

Colorectal cancer: Beginning at age 50, men and women should schedule colonoscopies every 10 years, or double-contrast barium enema every 5 years or virtual colonoscopy (noninvasive) every 5 years.

Cervical cancer: All women should begin cervical cancer screening about 3 years after they begin vaginal intercourse, but no later than age 21. Screening should be done every year with a Pap test every 2 years. Beginning at age 30, women who have had three normal Pap test results in a row may get screened every 2 to 3 years.

Prostate cancer: For men, starting at age 50 talk to your doctor about the pros and cons of testing. The screening guidelines may be different if you are at high risk because of family history or if you are African-American. If you decide to be tested, you should have the PSA blood test with or without a rectal exam. Frequency of testing will depend on your PSA level. Learn more about cancer-screening and free programs and services at 1-800-ACS-2345 or www.cancer.org.

Understanding Your Medical Bill & Billing of Services

Insurance Coverage and Out-of-Pocket Costs

Please contact your health insurance company before any hospital, outpatient/clinic or physician office visit to find out the specific coverage under your plan and whether you will be responsible for any part of the payment.

If you have insurance, your insurance policy coverage (including deductibles, co-pays, co-insurance and out-of-pocket maximums) will determine the amount you owe. You may be responsible for other payments that your insurance does not cover, including co-pays, deductibles and co-insurance for physician and hospital services.

Your price estimate and out-of-pocket costs can vary depending on the actual services provided to you based on your physician's treatment choices and your personal health care needs.

The estimated cost is not a guarantee of insurance coverage.

Please check with your insurance company if you need help understanding what your insurance covers for the services chosen. Your insurance company's phone number can be found on the back of your insurance card.



Need Help?

Please call **410-821-4140** for:

- Help understanding your price estimate.
- How to apply for financial assistance visit <https://www.umms.org/uch/patients-visitors/for-patients/financial-assistance>.
- Questions about your portion of your hospital bill.

Hospital Charges

To improve price transparency, all U.S. hospitals and health systems are required to provide lists of hospital charges so patients can compare prices across hospitals. You can view these by visiting our website or by calling 410-821-4140.

Financial Assistance

If you cannot pay for all or part of your care from our hospital, you may be able to get **free** or **lower cost** services. Visit our website under Patient & Visitors > Financial Assistance for more information. <https://www.umms.org/uch/patients-visitors/for-patients/financial-assistance>.

Please Note:

We treat all patients needing emergency care, no matter what they are able to pay.

Services provided by physicians or other providers may not be covered by the hospital financial assistance policy. See the list of physicians who provide emergency and other medically necessary care in the hospital facility whose services are not covered under this policy. You can call **410-821-4140** or **877-632-4909** (toll free), or email CBOService@umm.edu if you have questions.

You will never be charged for emergency and other medically necessary care more than **amounts generally billed** to patients who are not eligible for financial assistance under the financial assistance policy. Rates are set by the State of Maryland.

Medical Records

MyPortfolio Patient Portal

This is a secure, confidential and easy-to-use site that connects you to your healthcare information wherever you are, 24 hours a day, 7 days a week. This portal is accessible from your phone or other device and displays medical information about the care you receive at all University of Maryland Hospitals and their associated physician offices. We strongly encourage you to enroll and use the portal so you can participate in your care. Children themselves can enroll when they reach 13 years of age and parents can join as a parent proxy up until their teen is 18 years of age.

Patient Benefits

You can use the portal to:

- View your visit history and upcoming appointments.
- Request prescription refills.
- View lab and radiology test results.
- Communicate with your healthcare team.
- Check in to already scheduled appointments.
- View visit summaries and clinical notes.

Sign Up Now

Ask anyone on the healthcare team to help you with setting up a MyPortfolio account or visit our website <https://www.umms.org/uch/patient-portal> to sign up.

Request Medical Records

The information contained in the patient's medical record is the property of the patient. The record is the property of the hospital, to which UMMS is the custodian of that record. The patient does not automatically receive a copy of his/her medical record upon discharge from the hospital.

Medical records must be completed by all physicians involved in the patient's care prior to being copied and released to the patient or designee. This process may take up to 30 days. The patient may receive a copy of his/her medical record upon completion and a fee may apply.

Patient-related information may be released to a physician or medical facility for continuity of care of the patient when requested. We encourage patients to request medical record information at least 3 to 5 days prior to any follow-up care.

All requests for release of medical records to other parties must include an authorization form signed by the patient and/or legal representative.

If you have any questions, call the appropriate facility:

UM Upper Chesapeake Medical Center: **443-643-2474**

UM Harford Memorial Hospital: **443-843-5817**

Request Records Online Free of Charge via MyPortfolio

You can now request your medical records for your personal use from any UMMS hospital using the MyPortfolio patient portal. After entering a few key pieces of information, your records can be released to you through MyPortfolio at no charge. Simply log in to MyPortfolio and follow the links under the Health Tab under Medical Records.

If it is your first time accessing MyPortfolio and you have your activation code, you can sign up here. Don't have an activation code? You can call **844-281-8667** for assistance.

Patient Choice Statement

Your doctor may prescribe facility or home care services or equipment to assist you in the transition from hospital to home. Should your physician order such services, we will arrange all referrals to meet your facility or home care needs, according to your preferences. By federal law, you have the right to select your post hospital care providers.

- Your insurance company may have preferred providers with whom they have a contract. If you choose another care provider, this may affect your insurance coverage.
- We maintain a full list of area providers and will provide that for your review.

Our intention and desire is to provide you with a smooth and safe transition back to your own home, secure in the knowledge of your follow-up care. If you have any questions, please contact your doctor, nurse, case manager or social worker.

The hospital makes no representations as to licensure or quality of care nor does it recommend or endorse any agency.

Our Commitment to You

Nondiscrimination Promise

It is the policy of UM Upper Chesapeake Health to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes. UM Upper Chesapeake Health does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

Grievance Process

You and your family members have the right to express concerns about the care you are receiving with your doctor, nurse, nurse manager or department manager. You may also contact Guest Services at 443-643-2400 to speak to one of our Guest Services Representatives.

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 **GUEST SERVICES**:

UM Upper Chesapeake Medical Center — **443-643-2400**

UM Harford Memorial Hospital — **443-843-5618**

You are welcome to put your concerns in writing and send to Guest Services: UM Upper Chesapeake Health, 500 Upper Chesapeake Drive, Bel Air, Maryland, 21014.

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 to the Guest Services Office.

We invite you and your family to join us as active members of your care team to help you heal better. No question is unimportant.



How was your visit? We welcome your feedback!

You may receive a survey asking how your experience was for your visit.



We appreciate your feedback and it helps us improve the care we deliver. This survey may come via text or in the mail. We would appreciate it if you would take a few minutes to complete the survey.

Our caregivers love to be recognized for their outstanding work. So, if a nurse, provider or any other member of your health care team deserves praise, please include his or her name on the survey.

Nominate Your Nurse

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!

It is easy to nominate your Nurse for The DAISY Award. **SCAN** the code below with your smart device's camera, or visit: <https://www.umms.org/uch/patients-visitors/for-patients/nominate-your-nurse>.

*Scan to nominate your
Nurse for The DAISY Award.*



CARE PROVIDER LIST

NAME	ROLE	INFORMATION

CARE JOURNAL

CARE JOURNAL

NOTES & DRAWINGS

NOTES & DRAWINGS

Your Health Information At Your Bedside

MyPortfolio Bedside

A tablet-based application for patients and families to access health and treatment information during your stay.



View your daily schedule for upcoming tests and medications



See the latest updates to your health data



Learn about your condition and your care plan



Get to know your care team members



Communicate requests and questions to your care team

HAVE YOUR OWN DEVICE?

- Join the “umms-guest” wireless network on your Apple/Android tablet
- Search the App Store/Google Play for “MyChart Bedside”
- Download and open the application on to your tablet
- Connect your device with your medical record

MyPortfolio bedside can link to your existing MyPortfolio for access to information after discharge.

Ask a member of your care team to get started.



Daily Patient Bathing

- **DO NOT use CHG soap on face, private areas or open wounds**
- Head to toe, using a new washcloth for each area of the body
- Never place a used washcloth back into basin of water

HOW

Area I: Face-ONLY Water; No CHG Soap or Regular Soap

1. Wash face with only water and new washcloth
2. Dispose of washcloth in trash

Area II: Body-CHG Foaming Soap

1. Wash each area of your body with CHG foam and NEW washcloth
2. Dispose of washcloth in trash
3. Wait 2 minutes before rinsing
4. Rinse CHG foam off with NEW washcloth
5. Dispose of washcloth in trash

Area III: Private Areas-Regular Soap

1. Wash private areas with regular soap and new washcloth
2. Dispose of washcloth in trash
3. Rinse soap off with water



If you are using disposable washcloths,
DO NOT FLUSH





DISPOSE IN THE TRASH







DO NOT place any washcloths in the toilet.

ONLY use the lotions provided by the hospital after you have used the CHG foaming soap.

Medication Side Effects

You have been prescribed a new medication by the physician. Since it is new to you, we want you to know what the medication is for and what the possible side effects are. Most people do not have problems but it is important for you to know the side effects of the medication you are taking. If you have any questions, please ask your nurse or doctor.

	Medication Names (Generic)	Most Common Side Effects
Pain Relief 	Examples: <ul style="list-style-type: none"> • Tylenol® (Acetaminophen) • Advil®, Motrin® (Ibuprofen) • Toradol® (Ketorolac) • Percocet® (Oxycodone+Acetaminophen) • Vicodin®, Lortab® (Hydrocodone+Acetaminophen) • Dilaudid® (Hydromorphone) • MS Contin® (Morphine) • Oxycontin®, Oxy IR® (Oxycodone) • Ultram® (Tramadol) 	May Cause: <ul style="list-style-type: none"> • Dizziness • Drowsiness • Constipation • Confusion • Nausea/Vomiting
Nausea 	Examples: <ul style="list-style-type: none"> • Zofran® (Ondansetron) • Phenergan® (Promethazine) • Reglan® (Metoclopramide) • Compazine® (Prochlorperazine) • Antivert® (Meclizine) 	May Cause: <ul style="list-style-type: none"> • Drowsiness • Headache • Constipation • Diarrhea
Heartburn/Acid Reflux 	Examples: <ul style="list-style-type: none"> • Zofran® (Ondansetron) • Phenergan® (Promethazine) • Reglan® (Metoclopramide) • Compazine® (Prochlorperazine) • Antivert® (Meclizine) 	May Cause: <ul style="list-style-type: none"> • Drowsiness • Headache • Constipation • Diarrhea
Lower Cholesterol 	Example: <ul style="list-style-type: none"> • Lipitor® (Atorvastatin) • Pravachol® (Pravastatin) • Zetia® (Ezetimibe) • Tricor® (Fenofibrate) 	May Cause: <ul style="list-style-type: none"> • Muscle pain • Diarrhea
Blood Thinners - Prevention of Clots 	Examples: Anti-Platelets: <ul style="list-style-type: none"> • Aspirin • Aggrenox® (Aspirin+Dipyridamole) • Plavix® (Clopidogrel) • Effient® (Prasugrel) Blood Thinner/Anti-Coagulants: <ul style="list-style-type: none"> • Lovenox® (Enoxaparin) • Heparin • Coumadin® (Warfarin) • Eliquis® (Apixaban) • Xarelto® (Rivaroxaban) • Pradaxa® (Dabigatran) 	May Cause: <ul style="list-style-type: none"> • Increased risk of bleeding/bruising • Low platelets

	Medication Names (Generic)	Most Common Side Effects
Heart Rhythm Problems 	Examples: <ul style="list-style-type: none"> Pacerone® (Amiodarone) Digitex®, Lanoxin® (Digoxin) 	May Cause: <ul style="list-style-type: none"> Dizziness Headache
Lower Blood Pressure and Affect Heart Rate 	Examples: Calcium Channel Blockers: <ul style="list-style-type: none"> Cardizem®, Cartia® (Diltiazem) Calan® (Verapamil) Procardia® (Nifedipine) Norvasc® (Amlodipine) Beta Blockers: <ul style="list-style-type: none"> Tenormin® (Atenolol) Coreg® (Carvedilol) Lopressor® (Metoprolol tartrate) Toprol XL® (Metoprolol Succinate) 	May Cause: Calcium Channel Blockers: <ul style="list-style-type: none"> Headache Lightheadedness Flushing Swelling of ankles Constipation Beta Blockers: <ul style="list-style-type: none"> Drowsiness Dizziness
Lower Blood Pressure Only 	Examples: ACE-Inhibitors: <ul style="list-style-type: none"> Zestril® (Lisinopril) Vasotec® (Enalapril) Altace® (Ramipril) ARBs: <ul style="list-style-type: none"> Avapro® (Irbesartan) Diovan® (Valsartan) Diuretics: <ul style="list-style-type: none"> Hydrochlorothiazide Aldactone® (Spironolactone) Lasix® (Furosemide) 	May Cause: ACE-Inhibitors: <ul style="list-style-type: none"> Cough Dizziness ARBs: <ul style="list-style-type: none"> Dizziness High potassium Diuretics: <ul style="list-style-type: none"> High potassium/low potassium Increased urination
Antibiotics for Bacterial Infection 	Examples: <ul style="list-style-type: none"> Zithromax® (Azithromycin) Augmentin® (Amoxicillin+Clavulanate) Ancef® (Cefazolin) Rocephin® (Ceftriaxone) Cleocin® (Clindamycin) Levaquin® (Levofloxacin) Flagyl® (Metronidazole) Vancomycin Zosyn® (Piperacillin+Tazobactam) 	May Cause: <ul style="list-style-type: none"> Stomach upset Diarrhea Rash Headache
Inflammation Reduction 	Examples: <ul style="list-style-type: none"> Celebrex® (Celecoxib) Toradol® (Ketorolac) Advil®, Motrin® (Ibuprofen) Aleve® (Naproxen) Decadron® (Dexamethasone) Deltasone® (Prednisone) Orapred®, Prelone® (Prednisolone) 	May Cause: <ul style="list-style-type: none"> Stomach upset Increased risk of bleeding Increased blood pressure Drowsiness Headache Ringing/buzzing in ears
Calms Nerves or Makes You Sleepy 	Examples: <ul style="list-style-type: none"> Valium® (Diazepam) • Ativan® (Lorazepam) Xanax® (Alprazolam) • Ambien® (Zolpidem) Restoril® (Temazepam) 	May Cause: <ul style="list-style-type: none"> Dizziness Drowsiness Headache

CHANNEL GUIDE

2	WMAR (ABC)	44	Galavision	72	Ovation
3	WJZ (CBS)	50	A&E	73	SYFY
4	WNVU (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	TruTV
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: Country Hits
19	WeatherNation	61	FX	89	Health & Fitness: Zen
24	BabyFirst TV	62	God TV	90	Oldies: 80's Hits
25	Cartoon Net-EAST	63	Hallmark Channel	91	Rock: Soft Hits
26	Disney Channel-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	ESPN2	67	HLN		
35	Fox Sports 1	68	Home Shopping Net		
36	MASN-Regional Sports	69	Lifetime		
37	MASN 2-Regional Sports	70	National Geographic		
43	Enlace	71	Nick Jr.		

To: _____

**You're such
a bright light.
Thanks for shining!**

Your name.

To: _____

**Your compassion
has meant the
world to me!**

Your name.

To: _____

**Way to be the
secret sauce that
elevates your
entire team!**

Your name.

To: _____

**I appreciate
your smile and
your support!**

Your name.

