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## Take Charge of Your Care

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- 5 Ways to Fight Infections
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# Welcome



## MISSION STATEMENT

University of Maryland Charles Regional Medical Center exists to always provide excellent patient care as measured by the population's health, clinical outcomes, patient satisfaction and cost effectiveness.

## OUR VISION

University of Maryland Charles Regional Medical Center will remain the premier place to receive care and the premier place to provide care.

## Thank You for Trusting Us

Our goal is to provide the best medical care to you in a safe, comfortable and healing environment. This guide should answer many questions you may have about the care you will receive while at University of Maryland (UM) Charles Regional Medical Center.

Having the appropriate information you need can ease concerns you may have about being hospitalized and acquaint you with a few of our many programs and services. If you have questions about any aspect of your care, please be sure to ask your nurse, therapist or physician. As partners in the care of your health, our team of health professionals is working on your behalf throughout your stay. Regardless of who the individuals are or what their jobs may be, our employees are dedicated to providing you with the best care.

UM Charles Regional Medical Center is fully licensed and accredited, but beyond that, we are your community hospital, and are proud of the award-winning care we provide and the hospitality for which we are known.

Best wishes for your improved health,

A handwritten signature in black ink, reading "Noel A. Cervino".

Noel A. Cervino  
President & Chief Executive Officer



UNIVERSITY of MARYLAND  
CHARLES REGIONAL  
MEDICAL CENTER

# About Us

## Why We Are the Right Choice for Your Care

### Our Vision

UM Charles Regional Medical Center (UM CRMC) is a regional, not-for-profit, integrated health system serving Charles County and the surrounding areas of Southern Maryland. UM CRMC opened in 1939 as Physician's Memorial Hospital to provide care for the citizens of Charles County, Maryland, in response to a devastating tornado.

One of the fastest growing counties in Maryland, Charles County is a charming community steeped in culture and history. UM CRMC has been in the heart of it all. In fact, generations of families have been born here and continue to trust us for their medical care. UM CRMC has provided excellence in acute health care and preventive services in Charles County and the surrounding communities for over 80 years. In recent years, the hospital has experienced significant growth, and we continue to be a not-for-profit organization bringing the finest in technology and personal care to the citizens of Southern Maryland.

### We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to this patient satisfaction survey will help improve our services.



### CONTACT US

5 Garrett Ave. • La Plata, MD 20646

PH: 301-609-4000 • [www.UMCharlesRegional.org](http://www.UMCharlesRegional.org)

# Phone Directory

## Key Numbers

**Main:** 301-609-4000 | **Emergency Department:** 301-609-4160

**Patient Billing:** 301-609-4400 | **Patient Information:** 301-609-4200



Calling from **INSIDE** the hospital?  
Dial the *last four* digits only.

## OTHER HOSPITAL SERVICES

Medical Center/ Toll Free	800-422-8585	Pastoral Care Services	301-609-5454
Billing/ Patient Accounts	301-609-4400	Patient Advocate	301-609-4715
CRMC Foundation	301-609-4132	Patient Registration	301-609-4280
Discharge Planning	301-609-4189	Physician Referral	888-332-4847
Financial Counseling	301-609-4400	Quality Management	301-609-4310
Gift Shop	301-609-4348	Radiology Services	301-609-4170
Information Desk	301-609-4200	Rehabilitation Services	301-609-4290
Laboratory Services	301-609-4270	Safety and Security	301-609-4289
Nutritional/ Menu Services	301-609-4330		

For more information on the resources available at  
UM Charles Regional Medical Center, visit [www.UMCharlesRegional.org](http://www.UMCharlesRegional.org).

# Our Commitment to Care

## Patient Satisfaction Matters to Us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

### During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If your issue is still not resolved, then contact our patient concern line at 301-609-4128. You also have the right to file your complaint with:

- **State Department of Health and Mental Hygiene**  
**Office of Health Care Quality**  
7120 Samuel Morse Dr.  
2nd Floor  
Columbia, MD 21046
- **Centers for Medicare and Medicaid Services**  
**Livanta, LLC**  
10820 Guilford Rd., Suite 202  
Annapolis Junction, MD 20701  
888-396-4646  
Fax for Appeals: 1-855-236-2423  
Fax for Quality: 1-844-420-6671
- **Office of Quality and Patient Safety**  
**The Joint Commission**  
One Renaissance Blvd.  
Oakbrook Terrace,  
IL 60181  
Website: [www.jointcommission.org](http://www.jointcommission.org),  
then click "Report a Safety Concern"



### MAKING A DIFFICULT HEALTH CARE DECISION?

Sometimes a health care choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 26). Your health care providers can help your team of support people make difficult decisions. For help, contact the Case Management Team at 301-609-4189.



### How Are We Doing?

We want you to be satisfied with your care. To help, speak up if we can ...

→ Respond quicker to your needs

→ Explain things more clearly

→ Help keep your room clean or quiet

→ Ease your pain

→ Help you understand your treatment plan

### Patient Advocates

Patient advocates support and strengthen the relationship between the hospital and the patient, family and visitors. Their goal is to act as a liaison between the patient and the hospital and improve the patient experience. You can contact the patient advocate for:

- questions or concerns about hospital services and policies
- giving compliments or suggestions
- sharing your patient experience

To contact our patient advocate, please call 301-609-4715 or email [CharlesRegionalPatientAdvocate@umm.edu](mailto:CharlesRegionalPatientAdvocate@umm.edu).

### After Your Stay

Once you leave our care, we will continue to seek your feedback through the **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple multiple-choice questions on key care topics such as:

- doctor and nurse communication
- medicine and discharge information
- care transition and staff responsiveness
- overall quality of the hospital environment

You may be selected to participate in the HCAHPS survey. Please take the time to fill out the survey. The results will help us know what we're doing right and where we can improve.

### Want to Know How We Score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare – Care Compare, which uses HCAHPS results and other data: [medicare.gov/care-compare](https://www.medicare.gov/care-compare)

You can also find information on hospitals through these accrediting organizations:

- Accreditation Commission for Health Care: [achc.org](https://www.achc.org)
- The Joint Commission: [qualitycheck.org](https://www.qualitycheck.org)





# Rapid Response Team

Special Support to  
Prevent Emergencies

During your stay, you have access to a special service called the Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

## **WHEN** *to Call Rapid Response*

### **Call for help if you notice:**

- change in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- very low urine output
- change in mental status or level of consciousness
- any change in the patient's condition that needs immediate attention and the health care team is not responding, or if you continue to have serious concerns after speaking with the health care team

Remember, it's also okay to call any time you are worried something might be wrong.

## **HOW** *to Call Rapid Response*

### **Step 1:**

Dial 33 on the bedside phone.

### **Step 2:**

Tell the operator: your name, room number, patient's name and your concern.

### **Step 3:**

The Rapid Response Team will be sent to your room.





# Fast Facts About Your Stay



## VISITING THE HOSPITAL?

Thanks for taking the time to support your loved one's care and recovery. See p. 12-13 for important visitor information.

## An A-Z Guide to the Most Frequently Asked Questions

### Cafeteria

The cafeteria is open daily from 7:30 a.m. to 6:30 p.m. and is on the ground floor of the hospital.

All visitors are welcome to dine in the cafeteria.



### Cell Phone

Cell phone use is allowed. However, we are not responsible for personal belongings kept at your bedside.

Cell phone use is not appropriate in all areas, and your cooperation is appreciated if you are asked to refrain from use by our staff. Additionally, any recording device is prohibited due to privacy concerns for all our patients.

### Chapel and Clergy

Visitors of all faiths are welcome to visit our on-site chapel for prayer or meditation. Volunteer chaplains are available on a daily basis through our Pastoral Care Program. If you would like a member of the clergy to visit you, please ask your nurse to make arrangements for you.

### Flowers and Mail

Flowers and gifts are delivered to you as they are received. Flowers and gifts for patients in the Intensive Care Unit are held at the nurses station and given to the patient's family. Mail is delivered to your room once a day, Monday through Friday. After your discharge, we will forward any mail we receive to the address provided during registration.



## Foreign Language-Speaking Patients

If you need a translator, please let us know. We will use all available resources to assure accurate communication and understanding for you and your family. The hospital has access to interpreters for a number of languages. Contact your nurse for more information.

## Gift Shop

Due to the COVID-19 pandemic, the gift shop is temporarily closed.

## Hearing- or Vision-Impaired Patients

UM Charles Regional Medical Center uses available resources and auxiliary aids for the visually impaired patient, and provides qualified sign-language

interpreters and auxiliary aids for hearing-impaired patients. These measures are to assure accurate communication and understanding.

## Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own medicine or keep personal medications at their bedsides.

## Nurse Call System

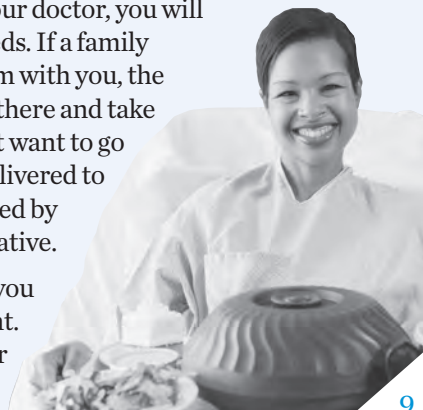
A nurse call system is located on each bed. Press the button if you need assistance, and a staff member will respond as quickly as possible.

## In-Room Patient Meals

A representative from Nutritional Services will visit you each morning to determine your menu choices for your meals. A selection of foods as part of a wholesome, nourishing and well-balanced meal will be offered. We will make every effort to provide nutritious meals that are prepared according to your physician's orders. Breakfast service begins at 6:30 a.m., lunch service begins at 11 a.m. and dinner service begins at 4 p.m.

If you have difficulty making menu selections, a member of the Nutritional Services Department will be happy to help you. Call ext. 4330 for assistance. If you are on a special diet prescribed by your doctor, you will receive menus tailored to your specific needs. If a family member or friend wants to eat in your room with you, the person may go to the cafeteria, buy a meal there and take it back to your room. If the person does not want to go to the cafeteria, a guest meal tray can be delivered to your room. Details and costs will be provided by the visiting Nutritional Services representative.

Occasionally, your meal may be delayed if you are scheduled for a special test or treatment. Whenever possible, you will be served after your examination or test.



### Patient Bed

Your nurse will explain the use of the electronically operated controls for your bed. Please ask your nurse for assistance at any time to get in or out of your bed. Remember that dizziness or impaired balance affect many patients; it is recommended that caution be exercised, consistent with the responsibility each patient has for his or her own personal safety.

### Personal Items and Valuables

Patients are asked not to bring personal items to the hospital.



To report a lost or found item, call Safety and Security at 301-609-4289. We will make every effort to locate lost property. However, we are not responsible for lost or stolen property.

### Smoking Policy

For the health of our patients, visitors, employees and volunteers, and to promote the health and wellness of the people and communities we serve, UM Charles Regional Medical Center provides a smoke-free environment at all of our facilities. Smoking is only permitted within the confines of one's own personal vehicle while on our campuses.

### Telephone

Telephones are provided in each room. Patients may receive calls in their rooms from 7 a.m. to 9 p.m. Local calls may be made at any

time from the room by dialing 9 + the area code then the number. For toll-free calls, dial 9 + 1 + the toll code, then the number. For long-distance calls, dial 8 + 1 + the area code, then the number. Long-distance calling from any restricted area of the hospital may be made via the UM Charles Regional Medical Center Operator and may be limited in frequency. Long-distance calls should be limited to 5-10 minutes. If the call cannot be completed in 5-10 minutes, please ask the person you are calling to call you back. Long-distance calls cannot be charged to your room.

### Television

An in-room television is provided free of charge. Please be considerate of other patients by playing the television softly and turning off your set at a reasonable hour.

### Vending Machines

Snacks and beverages are available from vending machines located on the ground floor outside the cafeteria, in the Emergency Department waiting area and near the first floor reception desk. They are available 24 hours a day.

### Wireless Internet Services

Wireless internet service is available throughout the Medical Center.

## TV CHANNELS

<b>2</b>	DIRECTV Channel Guide	<b>28</b>	E!	<b>51</b>	Science
<b>4</b>	NBC 4	<b>29</b>	ESPN	<b>52</b>	Sundance TV
<b>5</b>	FOX 5	<b>30</b>	ESPN2	<b>53</b>	Syfy
<b>7</b>	ABC 7	<b>31</b>	MASN	<b>54</b>	TCM
<b>9</b>	WUSA 9 (CBS)	<b>32</b>	Food Network	<b>55</b>	TLC
<b>10</b>	A&E	<b>33</b>	Fox Business Network	<b>56</b>	Weather Channel
<b>11</b>	Freeform	<b>34</b>	Fox News	<b>57</b>	TNT
<b>12</b>	AMC	<b>35</b>	Fox Sports 1	<b>58</b>	Travel Channel
<b>13</b>	Animal Planet	<b>36</b>	Golf Channel	<b>59</b>	TV Land
<b>14</b>	BET	<b>37</b>	Hallmark Channel	<b>60</b>	Univision (Spanish)
<b>15</b>	Bravo	<b>38</b>	HGTV	<b>61</b>	UPtv
<b>16</b>	Cartoon Network	<b>39</b>	History	<b>62</b>	USA
<b>17</b>	CMT	<b>40</b>	HLN	<b>63</b>	WE tv
<b>18</b>	CNBC	<b>41</b>	Lifetime	<b>64</b>	Comedy Central
<b>19</b>	CNN	<b>42</b>	MLB Network	<b>65</b>	FX
<b>20</b>	Cooking Channel	<b>43</b>	MSNBC	<b>66</b>	TBS
<b>21</b>	C-SPAN-1	<b>44</b>	NGC	<b>67</b>	Sonic – Classical: Symphonic
<b>22</b>	Destination America	<b>45</b>	NBA	<b>68</b>	Sonic – Jazz: Big Band/Swing
<b>23</b>	Discovery Channel	<b>46</b>	NFL Network	<b>69</b>	Sonic – Tranquility
<b>24</b>	Discovery Family Channel	<b>47</b>	Nick Jr.	<b>73</b>	Baby Channel (English)
<b>25</b>	Disney Channel	<b>48</b>	Nickelodeon	<b>74</b>	Baby Channel (Spanish)
<b>26</b>	Disney Junior	<b>49</b>	Ovation	<b>75</b>	Patient Information Channel
<b>27</b>	DIY Network	<b>50</b>	OWN		

# Visitor Information

Our hospital’s tiered system of color-coded visitation levels creates more flexibility in visitation as conditions allow. The levels start with Green, which is normal, and progress to Yellow, Orange and Red with increasing restrictions depending on the department and whether the patient is COVID-19 positive or under investigation for coronavirus infection.

Ask your nurse for the current written visitation policy, or go to **[umms.org/charles/patients-visitors/visitation](https://umms.org/charles/patients-visitors/visitation)** for the current color-coded visitation level and the detailed explanation for visitation under that color code. The level of visitation during the pandemic is adjusted to balance the needs of patients who need trusted care partners (visitors) to help them

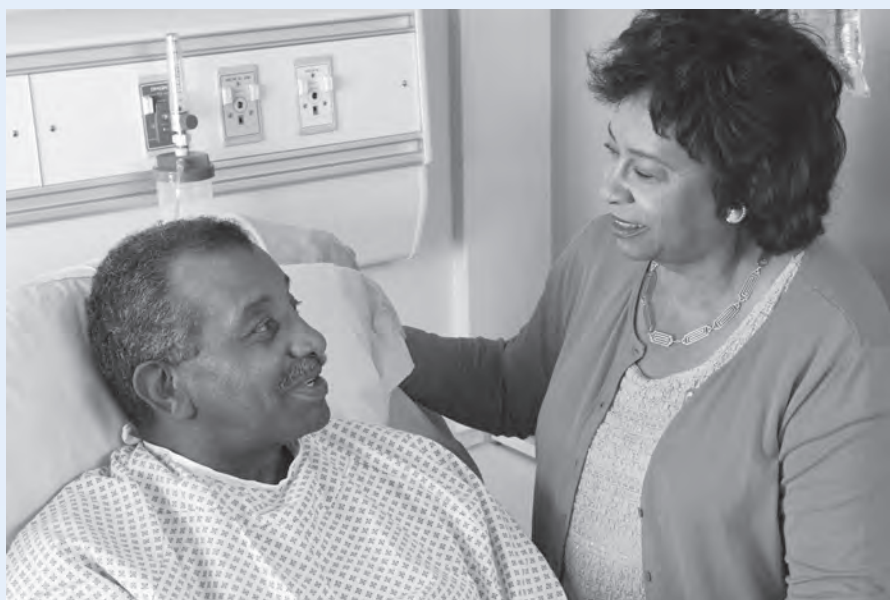
heal and maintain their best health, against the needed safety measures to protect other patients as well as hospital staff.

The color-coded levels also allow for needed designated support persons and care partners for people with disabilities to ensure a greater level of care.

## Who May Visit or Accompany Patients

- **Care Partners**—Care partners are the family and friends who visit inpatients and may come along to outpatient visits. Depending on the visitation level, there will be restrictions on whether you may have care partners, how many and in what circumstances they may visit.





■ **Designated Support Persons—**

Patients name these people to be physically present to support them. A designated support person is knowledgeable about the care of the patient and may be a friend, family member, personal care assistant or disability service provider.

- **Parents or Guardians of Patients Under Age 18—**Parents and guardians may visit or accompany minor children at all visitation levels, but at some levels there are restrictions on how many and when.

All visitors are required to abide by the infection prevention policies and protocols established by UMMS:

- Visitors must wear a face mask covering the nose and mouth.
- Visitors are not permitted food or drinks within any patient care areas.

- Visitors may not smoke in any area within or outside of the facility.

- Visitors may not give patients any nicotine-related items, medications/drugs not prescribed by the patient's physician or weapons of any type.

- Visitors must follow the directions of UMMS staff members.

- Visitors must comply with respectful and quiet conduct toward all patients, other visitors and staff at all times.

Violation of any UMMS facility policy will result in the visitor being removed from the premises and possibly barred from any further visits.

The rules are subject to revision. For more information, please visit [www.umms.org/about/visitation](http://www.umms.org/about/visitation).

# COVID-19 Prevention



## GET THE VACCINE

The COVID-19 vaccine and boosters can help protect you from the virus and reduce your chances of hospitalization. If you have questions, talk to your doctor.

## Stay Safe While You're in the Hospital

COVID-19, sometimes called the coronavirus, is a respiratory virus that spreads very easily from person to person. It causes mild symptoms in most people and severe symptoms or even death in others. Common symptoms include cough, fever and shortness of breath (for a full list of symptoms, visit [cdc.gov/covid19](https://www.cdc.gov/covid19)). COVID-19 can be serious for anyone, but especially for people over 65 or with underlying health problems.

### Reduce Your Risk

Take these steps to keep yourself and others safe from COVID-19 during your hospital stay:

- **Wear a snug-fitting mask** over your nose and mouth. Even if you've gotten the COVID-19 vaccine, you still need to wear a mask while you're in the hospital.
- Frequently **wash your hands with soap and water for at least 20 seconds**. If you can't get to the bathroom on your own, use your nurse call button to ask for help.
- **Sanitize your hands** throughout the day. Have hand sanitizer with 60% alcohol placed near your bed.
- **Cover your mouth and nose** with your elbow or a tissue when you cough or sneeze. Throw tissues out, then wash your hands.
- **Avoid touching your eyes, nose and mouth** with unwashed hands.
- Make sure hospital staff **disinfects frequently touched surfaces**, such as bed rails, remote controls and doorknobs.

### Special Steps for Visitors

Ask your nurse if visitors are allowed in your room. If they are, make sure visitors wash their hands before coming in, stay at least 6 feet away from you and wear a mask.



# Take Charge of Your Care

You are the center of your health care team. Let this special guide help you get the best results from your hospital stay.

**Speak Up!** If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

What language would you prefer to speak?

Do you need glasses, hearing aids or other devices to help with talking to hospital staff?

Do you prefer to hear, see or read health information?

Do you have any cultural, ethnic or religious-based special needs?

Who will be your support person who talks with hospital staff about your health care wishes?

## Ask Yourself These 3 Questions

1. What is my main problem?
2. What do I need to do to stay healthy?
3. Why is it important for me to do this?

Every time you talk with a health care provider, ask the above questions. You will receive a brochure to write down this information during your hospital stay.





## 5 Ways to Fight Infections

The hospital is a place you come to get well, but you can also come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

### 1 **Clean your hands.**

- after touching hospital objects or surfaces
- before eating
- after using the restroom

### 2 **Ask hospital staff members to clean their hands.**

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands too!

### **CLEANING TIP:**

Use soap and water or alcohol-based hand sanitizer under your nails, in between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing "Happy Birthday" twice).



**3 Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do, like wear a surgical mask, to prevent the spread of germs.

**4 Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

**5 Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Tell friends and family not to visit if they are sick. And make sure all your guests wash their hands when they enter and exit your room.

# Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes, or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

## Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

## Which words describe your pain?

- |   |                                   |                                    |                                    |
|---|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> constant | <input type="checkbox"/> pressure  | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> cutting  | <input type="checkbox"/> pulling   | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> burning        | <input type="checkbox"/> dull     | <input type="checkbox"/> radiating | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> cramping       | <input type="checkbox"/> numbing  | <input type="checkbox"/> searing   | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> pressing | <input type="checkbox"/> sharp     | <input type="checkbox"/> tightness |

## How bad is it on this pain scale?

### Wong-Baker FACES® Pain Rating Scale



\*Copyright 1983, Wong-Baker FACES® Foundation, [www.WongBakerFACES.org](http://www.WongBakerFACES.org). Used with permission.

## You're the Expert on Your Pain

Don't try to ignore painful symptoms. Speak up! The hospital has options to help manage your pain, including pharmacological methods (medication), non-pharmacological methods (ice, heat, music therapy, position changes or the tranquility channel) or a combination of both. Managing your pain will help with your healing process while here at the hospital and at home. After you go home, your regular daily activities could increase your pain or decrease how well your pain control plan is working. If this happens, you may need to talk more with your doctor about your pain control plan.

## Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines, or even just lying down for too long can all make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

## Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- **your name**
- **the type of surgery you are having**
- **the body part to be operated on**—In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.



**Ask your surgeon to take a “time out” to check: you’re the right person, getting the right surgery, on the right body part.**

# Manage Your Medications

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine?  
Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

## Charles County Drug Take Back Service

This service provides our community with a safe, easy and responsible way to remove all medications from your home. Learn more about the program by calling 301-645-0550. The following businesses accept medication drop-offs:

### Family Meds, Inc.

12114 Old Line Center, Unit R-7A  
Waldorf, MD 20602  
301-396-9277

### Hanson Pharmacy

2110 Crain Hwy.  
Waldorf, MD 20601  
301-885-0430

### High Street Discount Pharmacy

Smallwood Village Center  
30 High St.  
Waldorf, MD 20602  
240-448-3301

### La Plata Pharmacy

6501 Crain Hwy.  
La Plata, MD 20646  
301-934-4050

### Med-Surge Pharmacy

3037 Marshall Hall Rd.  
Bryans Road, MD 20616  
240-903-3949

## Prevent Medicine Errors

### Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).

# Rights & Responsibilities

## You Have the Right to the Best Care

Please review the rights and responsibilities below to help us provide you with quality care.

### Patients Have the Right to:

- ▶ Reasonable access to care, treatment and services within the Medical Center's capacity, its stated mission, and the laws and regulations of the state of Maryland.
- ▶ Receive equal treatment at all times and under all circumstances, regardless of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, veteran status, family responsibilities, disability, infectious disease, political affiliation, socioeconomic status, or place of residence or business.
- ▶ Receive respect for cultural, psychosocial, spiritual and personal values, beliefs and preferences. Pastoral and other spiritual services are available upon request. In view of this, patients are encouraged to exercise cultural and spiritual beliefs that do not interfere with the well-being of others or the planned course of their medical therapy.
- ▶ Receive considerate and respectful care, support for personal dignity, and privacy in a clean and safe environment.
- ▶ Receive care that optimizes the comfort and dignity of the dying patient, as appropriate, by treatment of symptoms as desired by him/her or his/her family, effective pain management, and assessment of his/her and his/her family's psychosocial needs, coping mechanisms and support needs during the grieving process.
- ▶ Accept or refuse medical care and treatment to the extent permitted by law, and to be informed of the medical consequences of any refusal.
- ▶ Formulate advance directives concerning treatment or designating a surrogate decision-maker and to have the hospital honor the intent of that directive to the extent permitted by law and hospital policy.

### Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact our patient concern line at 301-609-4128.

- ▶ Receive complete and current information concerning diagnosis, treatment and prognosis in terms they can be reasonably expected to understand and which is necessary to enable them to participate in treatment decisions. This includes the right to be informed of their health status and to be involved in the development and implementation of the plan of care.
- ▶ Receive care committed to the prevention and management of pain.
- ▶ Receive information, upon admission, about the policy of the Medical Center with regard to resolving disputes, grievances, conflicts and patient complaints about the quality of care. Please contact our patient concern line directly at 301-609-4128 to report complaints.

In addition, complaints can be reported to the following agencies:

■ **Office of Quality and Patient Safety**

The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Website: [www.jointcommission.org](http://www.jointcommission.org), then click “Report a Safety Concern”

■ **Centers for Medicare and Medicaid Services**

888-396-4646  
Fax for Appeals: 1-855-236-2423  
Fax for Quality: 1-844-420-6671  
Mail: Livanta, LLC

10820 Guilford Rd., Suite 202  
Annapolis Junction, MD 20701

■ **State of Maryland Department of Health and Mental Hygiene**  
877-402-8218

Mail: Office of Health Care Quality  
7120 Samuel Morse Dr., 2nd Floor  
Columbia, MD 21046

- ▶ Participate in the consideration of ethical issues that arise in their care (participation may include the patient, patient’s designated representative and/or family, as appropriate).
- ▶ Know by name the physicians, nurses and other staff members responsible for their care.
- ▶ Consent or decline to participate in research studies and experimental treatment, have those studies fully explained and know that refusal to participate will not compromise access to any other services.
- ▶ Expect full consideration of their privacy and confidentiality in care discussions, consultations, examinations and treatments.
- ▶ Receive confidentiality concerning communications and medical records regarding care, consistent with Maryland state law. Access, request amendment to and receive an accounting of disclosures regarding their health information. The patient or the patient’s legal representative has a right to review the patient’s medical record.

- ▶ Identify a family member, friend or other individual to be present with them for emotional support during the course of their stay (they may give or withdraw consent for such visitors at any time), unless the individual's presence infringes on others' rights or safety, or is medically or therapeutically contraindicated. Visitation privileges shall not be restricted, limited or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
- ▶ Request that their physician, family or others, as they designate, be notified of their admission to the hospital.
- ▶ Receive protection from real or perceived abuse, neglect, harassment or exploitation from anyone, including staff, students, volunteers, other patients, visitors or family members.
- ▶ Remain free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- ▶ Receive notification in a timely fashion when there is an error involving care.
- ▶ Access protective and advocacy services. A list of services will be provided upon request.
- ▶ Expect reasonable continuity of care, be informed of available and realistic care options

when hospital care is no longer appropriate, and be able to participate in development of the discharge plan.

- ▶ Receive and examine an explanation of the bill for services rendered at the Medical Center.
- ▶ Request and be informed of business relationships among the System, Medical Center, educational institution, other health care providers, payors or networks that may influence the patient's treatment and care.
- ▶ Receive information on organizational policies and procedures applicable to patient conduct.

### Patients Have the Responsibility to:

- ▶ Provide, to the best of their knowledge, accurate and complete information about present complaints, pain, past illnesses, hospitalization, medication and other matters relating to their health status or care.
- ▶ Provide the hospital with a copy of their advance directive, if one exists.
- ▶ Report whether they clearly comprehend the treatment course or care decisions and what is expected of them, and to ask questions when they are uncertain, confused or desire more information.
- ▶ Be involved in the development of a pain management plan and



update caregivers regularly on the effectiveness of the plan.

- ▶ Maintain accountability for their own actions if they do not follow instructions or refuse treatment.
- ▶ Assure that health care financial obligations are fulfilled promptly.
- ▶ Follow instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
- ▶ Consider the rights of other patients and the Medical Center staff, and respect the property of other persons and of the Medical Center.
- ▶ Refrain from any actions that could be perceived as sexual, racial, verbal or physical harassment.

### Inpatient Palliative Care

Palliative care is for anyone with a serious and chronic illness.

Palliative care can help you understand your health care options and treatment plans.

Working in partnership with the patient's attending physician, the palliative care team, consisting of a physician assistant, nurse and chaplain, can provide the following:

- ▶ Expert treatment of pain and symptoms
- ▶ Guidance with complex treatment choices
- ▶ Detailed practical information and assistance
- ▶ Spiritual care
- ▶ Advance complex care planning

If you or a loved one has been diagnosed with a serious illness and you would like to receive this service, ask your attending physician for a palliative care consultation. If you have questions or need more information, call the palliative care team at 301-609-5439 or 301-609-5431. The team is available Monday through Friday from 9 a.m. to 4 p.m.

### New Initiatives

UM Charles Regional Medical Center and its staff are participating in the Care Redesign Program. The Episode Care Improvement Program (ECIP) is a new Care Redesign Program under the Maryland Total Cost of Care Model. Its primary focus is on post-acute care management and care coordination outside the walls of the hospital. It creates new opportunities, tools and payment mechanisms that support improved care processes.

Important information to know:

- ▶ Care partners and hospitals may receive financial incentives when meeting specific performance goals of improving quality, streamlining care and reducing spending.
- ▶ This will not affect beneficiaries' freedom to choose their health care provider.

### Questions?

If you have questions about your patient rights and responsibilities, contact the patient concern line at 301-609-4128.

# Your Privacy Matters

## Privacy and Health Information

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

### Who must follow this law?

- ▶ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors
- ▶ Health insurance companies, HMOs and most employer group health plans
- ▶ Certain government programs that pay for health care, such as Medicare and Medicaid

#### Right to Complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

### What information is protected?

- ▶ Information your doctors, nurses and other health care providers put in your medical records
- ▶ Conversations your doctor has with nurses and others regarding your care or treatment
- ▶ Information about you in your health insurer's computer system
- ▶ Billing information about you at your clinic
- ▶ Most other health information about you held by those who must follow this law

### What rights do you have over your health information?

*Providers and health insurers must comply with your right to:*

- ▶ Ask to see and get a copy of your health records
- ▶ Have corrections added to your health information
- ▶ Receive a notice that tells you how your health information may be used and shared



- ▶ Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- ▶ Get a report on when and why your health information was shared for certain purposes
- ▶ Request that those who follow this law restrict how they use or share your health information
- ▶ File a complaint

## What are the rules and limits on who can see and receive your health information?

*To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:*

- ▶ For your treatment and care coordination
- ▶ To pay doctors and hospitals for your health care and help run their businesses
- ▶ With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- ▶ To make sure doctors give good care and nursing homes are clean and safe
- ▶ To protect the public's health, such as by reporting when the flu is in your area
- ▶ To make required reports to the police, such as reporting gunshot wounds

**To request copies of your medical records, please contact our Health Information Management Department at 301-609-4184.**

*Without your written permission, your provider cannot:*

- ▶ Give your health information to your employer
- ▶ Use or share your health information for marketing or advertising purposes
- ▶ Share private notes about your mental health counseling sessions



Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [www.samhsa.gov](http://www.samhsa.gov).

# Advance Directives



## FILL OUT YOUR FORMS

To get the advance directive forms, contact the Patient Access Department at 301-609-4280. If you wish to create a written advance directive, social workers are available to answer any of your questions and to help you create this document. Call 301-609-4189 to be connected to the appropriate social worker.

## A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

### Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

### Durable Power of Attorney

**For health care:** This is a legal document that names your health care proxy—someone who can make medical decisions for you if you're unable to do so. An official health care proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

**For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

### Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.

# Before You Leave the Hospital



A successful recovery after your stay starts with a solid plan before you go.

## Plan Early

to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

### A Reason to Plan Early

If you need a rehabilitation facility, a nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- [www.qualitycheck.org](http://www.qualitycheck.org)
- [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)



## Top 10 Questions to Ask Before Discharge

1. Who can I call right after I leave the hospital if I have questions or concerns?  
\_\_\_\_\_
2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?  
\_\_\_\_\_
3. What are key warning signs I need to watch out for? Who do I call if they happen?  
\_\_\_\_\_
4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?  
\_\_\_\_\_
5. What kinds of activities and foods are limited? For how long?  
\_\_\_\_\_
6. Do the doctors caring for me after my stay have access to my test results and medicines? Do I need follow-up tests?  
\_\_\_\_\_
7. Are my new medicines safe to take with my other medicines, vitamins or supplements?  
\_\_\_\_\_
8. Do I know how and when to take my medicines and how I will get prescriptions filled?  
\_\_\_\_\_
9. Who will provide the extra personal, home or health care services I may need?  
\_\_\_\_\_
10. Who can help me if I have concerns about medical costs?  
\_\_\_\_\_

### Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit **www.medicare.gov** and select "Find medical equipment & suppliers" or call **1-800-MEDICARE (800-633-4227)**.



# Understanding Your Bill

## Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

### Medicare

If you have Medicare, you may have to fill out a Medicare Secondary Payer (MSP) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly Medicare Summary Notices (MSN) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.



### KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

University of Maryland Charles Regional Medical Center (UM CRMC) can offer financial assistance to our patients who are denied state assistance. Please speak with a customer service representative to determine if you may be eligible for full or discounted services under this program. You also may contact a customer service representative at 301-609-4400 for more information. Our financial aid programs will only apply to your hospital bill, and again we encourage you to contact the Department of Social Services for assistance in paying your medical bills.

For more information:

UM CRMC Patient Financial Services: 301-609-4400

Maryland Medical Assistance: 800-284-4510

Department of Labor, Licensing & Regulation: 301-645-8712



### Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an Explanation of Benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

**Review this and all other bill-related documents carefully.** If you have questions, contact your doctor or the customer service number listed on the statement.

### Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. Self-pay patients have the right to receive a "good faith" estimate before a planned hospital stay. To learn more, visit [cms.gov/nosurprises](https://www.cms.gov/nosurprises).

When the first bill arrives, call the hospital's billing department to set up a payment plan. Communicate with the billing department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

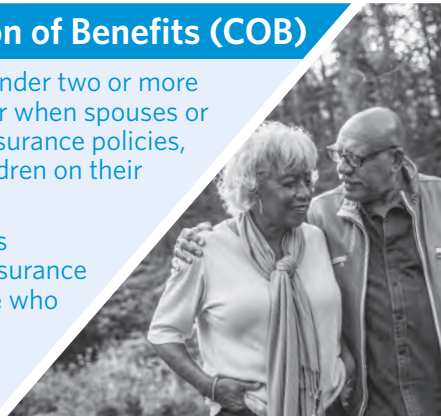
#### Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A patient representative can work with you and guide you to services that can help.

### Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.



# Giving Back

A contribution to Charles Regional Medical Center Foundation helps us enhance our services, programs and facilities to better care for our community.

## Make Your Gift Today

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You also may remember UM Charles Regional Medical Center in your will and through life insurance, among other gift options.

### For more information, contact

Charles Regional Medical Center Foundation  
301-609-4132

Thank you in advance for your gift.

## Want to Volunteer?

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. For more information or to volunteer, call 301-609-5001.



### Charitable Donations

In addition to hosting fundraising events, the Charles Regional Medical Center Foundation accepts charitable gifts of all kinds and works with grateful patients and donors on planned and memorial gifts to support the hospital. All contributions are tax deductible and are acknowledged in various ways. Visit **www.**

**UMCharlesRegional.org** for more information on ways to support the hospital, or call 301-609-4132.

# Heart Attack & Stroke Warning Signs



## Recognize the Signs and Get Help Quickly

A heart attack or stroke is a medical emergency and every second counts. The faster you or a loved one recognizes the symptoms and gets help, the better your chances of surviving, with the least amount of damage to your heart or brain.

Once you've had an event, you're at greater risk of having another in the future. But keep in mind that the symptoms of a second event can be different from what you experienced the first time.

## Heart Attack Warning Signs

The main symptom of a heart attack is **chest pain** or **discomfort**. It also can feel like **pressure**, **fullness** or **squeezing in your chest**. These feelings may start gradually and get worse, or they may come and go.

The symptoms of a heart attack can be different for women. Women also may have **unusual heartburn**, **shortness of breath**, **lightheadedness**, **nausea**, or they may **feel tired** or **anxious** weeks before a heart attack.

## Stroke Warning Signs

Think B.E. F.A.S.T. when it comes to recognizing a stroke:

- BALANCE:** Does the person have a sudden loss of balance or coordination?
- EYES:** Does the person have any sudden changes in eyesight or vision?
- FACE:** Ask the person to smile. Does one side of the face droop?
- ARMS:** Ask the person to raise both arms. Does one arm drift downward?
- SPEECH:** Ask the person to repeat a simple phrase. Is their speech slurred or strange?
- TIME:** If you observe any of these signs, call 9-1-1 immediately.

Other **sudden** symptoms can include:

- numbness or weakness to arms and/or legs, especially on one side of the body
- confusion or trouble understanding
- vertigo or dizziness

# Stop Smoking

## Reduce Your Chances of Returning to the Hospital

No matter how long you've been a smoker, it's never too late to quit this unhealthy habit. The benefits start right away and last a lifetime:

- **20 MINUTES** after quitting, your heart rate and blood pressure drop.
- **2 WEEKS TO 3 MONTHS** after quitting, your circulation improves and your lungs work better.
- **1 YEAR** after quitting, your risk of heart disease is half that of a smoker.
- **2 TO 5 YEARS** after quitting, your risk of mouth, throat, esophagus and bladder cancers is cut in half.
- **10 YEARS** after quitting, your risk of lung cancer is half that of a smoker.
- **15 YEARS** after quitting, your risk of heart disease is the same as a nonsmoker's.

### Ready, Set, Quit!

Now that you've decided to quit, take it one day at a time. Remind yourself that you are in control—you can choose to smoke or not. Make a commitment to yourself. Write down why you want to quit and read it every day.

Be prepared to have nicotine cravings. They usually pass soon, so wait them out. The good news is that they become weaker and less frequent the longer you go without smoking. When a craving hits, take a walk, call a friend or do something else you enjoy.



## 4 Tips to Help You Quit

### 1. Fight the Urge

Don't let yourself think that you can have just one cigarette. If you do slip, start again and make tomorrow your new first day to quit.

### 2. Get Moving

Exercise is a good way to keep your mind off cigarettes. The longer you go without smoking, the better you can breathe and the easier it will be to exercise.

### 3. Keep Your Mouth Busy

Try toothpicks, celery, sugarless gum or sugar-free lollipops.

### 4. Ask for Help

Call 1-800-QUIT-NOW (1-800-784-8669).



# Type 2 Diabetes

## Managing Diabetes During Your Hospital Stay

Keeping your blood sugar under control takes careful attention.

To help, make a diabetes care plan with your doctor or nurse. Include information like:

- how often your blood sugar needs to be checked
- how often you need to take your medicines and insulin
- what to do if you can't eat
- how to handle your insulin pump if you have one

You also may want to ask a friend or family member to be your diabetes advocate. Together you can work with hospital staff to follow your diabetes care plan.

## Tracking Your Blood Sugar

Tracking your blood sugar can give you valuable information about how your body's working.

It also can help you make adjustments if your numbers are generally too high or too low.

Being sick and taking new medicines can cause your blood sugar numbers to go up or down. Ask your nurse if your blood sugar needs to be tested more often.

## Taking Medicine or Insulin

You'll still need your medicines and insulin (if you take it) while in the hospital, but do not take them yourself. Your nursing staff will be responsible for giving them to

you. If you have questions about your schedule, it's okay to ask.

## Planning for Meals

Once you're admitted to the hospital, ask if there's a special meal plan for patients with diabetes. You also can ask to see the hospital's dietitian if your blood sugar is too high or too low during your stay.

If you need to take medicine or insulin before your meal, make sure you've worked out a schedule with your nurse.

### Do You Have Diabetes?

Ask your physician to refer you to our Center for Diabetes Education for a one-on-one evaluation. For more information about our program, call 301-609-4413.

## Avoid Infections

Having diabetes puts you at a higher risk of getting an infection, so it's important to be extra careful during your hospital stay:

- Ask everyone who comes in your room to wash his or her hands.
- Wash your own hands when you can, or ask for hand sanitizer to be placed near your bed.
- Tell your nurse about any cuts, sores or bruises you have.
- Ask friends and family who aren't feeling well to stay home and not visit.

# Food & Medicine Safety

This chart will help you steer clear of side effects that can be caused by pairing certain foods and medicines.

Did you know foods you eat could affect the medicine you take? Eating or drinking certain foods can cause your body to absorb medicine slower or faster. This can make medicine less effective or cause troubling side effects. The chart below lists some common medicine and food interactions, but it does not include every medicine or food interaction. Be sure to ask your doctor or pharmacist about possible interactions between food, vitamins, supplements, herbals or other drugs before taking any prescription or over-the-counter medicines.

CLASS	RX MEDICINE	TIPS
<b>Analgesics (pain relievers)</b>	<b>Percocet</b> (acetaminophen/ oxycodone) <b>Tylenol #3</b> (acetaminophen/ codeine) <b>Norco, Vicodin</b> (acetaminophen/ hydrocodone)	Avoid drinking alcohol. Take with food to reduce upset stomach. Avoid over-the-counter Tylenol (acetaminophen)-containing products. It's unsafe to take more than 3,000 mg of acetaminophen in 24 hours without a doctor's order.
<b>Anti-arrhythmics (irregular heart beat)</b>	<b>Cordarone, Pacerone</b> (amiodarone)	Avoid eating grapefruit and drinking grapefruit juice. May take with or without food, but take the same time each day.
<b>Antibiotics</b>	<b>Ampicillin</b> <b>Penicillin</b>	Take on an empty stomach for best absorption.
	<b>Cipro</b> (ciprofloxacin) <b>Doxycycline</b> <b>Tetracycline</b> <b>Levaquin</b> (levofloxacin)	To improve absorption, avoid antacids, iron-containing foods and calcium-rich dairy products.
	<b>Flagyl</b> (metronidazole) <b>Tindamax</b> (tinidazole)	Avoid alcohol while taking and for 3 days after finishing the medication. Take with food to prevent upset stomach; take probiotics (yogurt or supplements) to prevent diarrhea.
	<b>Griseofulvin</b>	Take with fatty food (ice cream, whole milk or cheese) for better absorption.
<b>Anticoagulants (blood thinners)</b>	<b>Coumadin, Jantoven</b> (warfarin)	Avoid sudden increase or decrease in foods rich in vitamin K (green leafy vegetables, avocados, soybeans, green tea, bacon, butter, cheese) and multivitamins with vitamin K. Check with your doctor or pharmacist for a complete list. Limit alcohol and cranberry juice.

Continued on next page.

CLASS	RX MEDICINE	TIPS
Antidepressants	<b>Paxil</b> ( <i>paroxetine</i> ) <b>Prozac</b> ( <i>fluoxetine</i> ) <b>Zoloft</b> ( <i>sertraline</i> ) <b>Lexapro</b> ( <i>escitalopram</i> ) <b>Celexa</b> ( <i>citalopram</i> )	Avoid drinking alcohol; avoid use of nicotine or tobacco products.
Antipsychotics	<b>Clozaril</b> ( <i>clozapine</i> ) <b>Abilify</b> ( <i>aripiprazole</i> ) <b>Seroquel</b> ( <i>quetiapine</i> ) <b>Geodon</b> ( <i>ziprasidone</i> )	Avoid drinking alcohol and caffeine. Avoid drinking alcohol and grapefruit juice. Take with a meal for best absorption.
Anti-seizure	<b>Dilantin</b> ( <i>phenytoin</i> )  <b>Carbatrol, Tegretol</b> ( <i>carbamazepine</i> ) <b>Depakote</b> ( <i>divalproex</i> ) <b>Lamictal</b> ( <i>lamotrigine</i> ) <b>Lyrica</b> ( <i>pregabalin</i> ) <b>Topamax</b> ( <i>topiramate</i> ) <b>Zarontin</b> ( <i>ethosuximide</i> )	Take on an empty stomach at the same time every day. Avoid calcium or antacids within 2 hours of taking medicine. Avoid eating grapefruit and drinking grapefruit juice. Avoid drinking alcohol.
Cholesterol	<b>Lipitor</b> ( <i>atorvastatin</i> ) <b>Mevacor</b> ( <i>lovastatin</i> ) <b>Zocor</b> ( <i>simvastatin</i> )	Avoid eating large amounts of grapefruit or grapefruit juice (greater than 1 quart per day). Do not eat oat bran within 2–4 hours of taking medicine. Best if taken in the evening.
Diabetes	<b>Glucophage</b> ( <i>metformin</i> ) <b>DiaBeta</b> ( <i>glyburide</i> ) <b>Glucotrol</b> ( <i>glipizide</i> ) <b>Amaryl</b> ( <i>glimepiride</i> )	Avoid drinking alcohol. If diabetes is well controlled, limit alcohol to 1–2 drinks per day consumed with a meal.
Gastrointestinal	<b>Reglan</b> ( <i>metoclopramide</i> )  <b>Nexium</b> ( <i>esomeprazole</i> ) <b>Prilosec</b> ( <i>omeprazole</i> ) <b>Protonix</b> ( <i>pantoprazole</i> )  <b>Tagamet</b> ( <i>cimetidine</i> )	Avoid drinking or limit alcohol. Take 30 minutes before meals. Take at least 1 hour before meals. Avoid drinking alcohol, caffeine and nicotine.
Gout*	<b>Colcrys</b> ( <i>colchicine</i> )  <b>Zyloprim</b> ( <i>allopurinol</i> )	Avoid eating grapefruit and drinking grapefruit juice. Take after meals.
*If you have gout, avoid large amounts of purine-rich foods (anchovies, beef stock gravies, sardines, shellfish, asparagus, lentils and red meat—especially pork). Check with your doctor or pharmacist for a complete list.		



CLASS	RX MEDICINE	TIPS
High Blood Pressure	<b>ACE Inhibitors</b> <b>Monopril</b> ( <i>fosinopril</i> ) <b>Prinivil, Zestril</b> ( <i>lisinopril</i> ) <b>Vasotec</b> ( <i>enalapril</i> )	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (almonds, bananas, cantaloupe, kidney beans, oranges/orange juice, potatoes with skin, tomato juice, spinach).
	<b>Calcium Channel Blockers</b> <b>Calan</b> ( <i>verapamil</i> ) <b>Cardizem</b> ( <i>diltiazem</i> ) <b>Plendil</b> ( <i>felodipine</i> ) <b>Procardia</b> ( <i>nifedipine</i> )	Avoid drinking Seville (sour) orange juice, eating grapefruit, and drinking grapefruit juice.  Limit caffeine when taking Calan.
	<b>Beta Blockers</b> <b>Tenormin</b> ( <i>atenolol</i> )	Avoid drinking orange juice. Do not take calcium products within 2 hours of taking medicine.
	<b>Lopressor</b> ( <i>metoprolol tartrate</i> )	Take with or immediately after meals. Do not take calcium products within 2 hours of taking medicine.
	<b>Coreg</b> ( <i>carvedilol</i> )	Take with meals to help reduce side effects.
	<b>Diuretics</b> <b>Aldactone</b> ( <i>spironolactone</i> ) <b>Dyrenium</b> ( <i>triamterene</i> ) <b>Midamor</b> ( <i>amiloride</i> )	Avoid potassium-based salt substitutes and eating large amounts of foods high in potassium (bananas, cantaloupe, kidney beans, potatoes with skin, tomato juice, spinach).
Immunosuppressants	<b>Neoral, Sandimmune</b> ( <i>cyclosporine</i> ) <b>Prograf</b> ( <i>tacrolimus</i> ) <b>Rapamune</b> ( <i>sirolimus</i> )	Avoid eating grapefruit and drinking grapefruit juice. Avoid potassium-based salt substitutes and eating large amounts of food high in potassium (almonds, avocados, bananas, cantaloupe, kidney beans, oranges /orange juice, potatoes with skin, spinach).
MAO Inhibitors	<b>Eldepryl, Zelapar,</b> <b>Emsam</b> ( <i>selegiline</i> ) <b>Marplan</b> ( <i>isocarboxazid</i> ) <b>Nardil</b> ( <i>phenelzine</i> ) <b>Parnate</b> ( <i>tranylcypromine</i> )	Avoid foods high in tyramine (aged cheese, avocado, banana, bologna, pepperoni, salami, pickled herring, liver, raisins, yeast extracts, red wine, sour cream). Avoid drinking large amounts of alcohol and caffeine (chocolate, coffee, tea).
Osteoporosis	<b>Bisphosphonates</b> <b>Fosamax</b> ( <i>alendronate</i> ) <b>Boniva</b> ( <i>ibandronate</i> ) <b>Atelvia, Actonel</b> ( <i>risedronate</i> )	Take on an empty stomach with 8 oz. of water in the morning before breakfast. Do not take any other drugs, vitamins or food within 30 minutes (60 minutes for ibandronate) of taking medicine. Remain upright, not reclining or lying down, for 1 hour after taking.
Thyroid Hormones	<b>Levoxyl, Synthroid,</b> <b>Unithroid, Tirosint</b> ( <i>levothyroxine</i> )	Take on an empty stomach 30–60 minutes before breakfast with 8 oz. of water. Avoid eating walnuts, soybean flour, dietary fiber, and calcium products within 4 hours of taking medicine.

# What Is MOLST?

MOLST stands for “Medical Orders for Life-Sustaining Treatment.” As of July 1, 2013, anyone that comes into UM Charles Regional Medical Center will need to have a MOLST discussion or decline discussion. MOLST is an alternative form and process for patients to provide their end-of-life care preferences to health care providers across the spectrum of the health care delivery system. MOLST must be honored by EMS agencies, hospitals, nursing homes, hospices and other health care facilities and their health care provider staff.

The MOLST form represents actual written medical orders by a physician, physician assistant or nurse practitioner specifically concerning life-sustaining treatments. As per Maryland’s Office of Health Care Quality, MOLST is:

*“A portable and enduring medical order form that contains orders about cardiopulmonary arrest and other life-sustaining treatments. This order form will increase the likelihood that a patient’s wishes to receive or decline care are honored throughout the health care system.”*

MOLST is not an advance medical directive and is not a form prepared by an individual in the normal course of events, such as during the signing of a trust, will, powers of attorney, and so forth. Rather, the MOLST form is strictly a physician’s directive/doctor’s order.

## Learn More

If you are interested in more information about MOLST or if you would like to know how you can complete a MOLST form, please contact Case Management at 301-609-4189.



# Notice of Nondiscrimination

University of Maryland Charles Regional Medical Center (UM CRMC) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity). UM CRMC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity).

University of Maryland Charles Regional Medical Center:

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

If you need these services, contact the Nursing Supervisor Office at 301-609-4266.

If you believe that UM CRMC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and

gender identity), you can file a grievance with: Denise Ferguson, Compliance Coordinator & Privacy Officer, 5 Garrett Ave., P.O. Box 1070, La Plata, MD 20646, 301-609-5065, TTY 800-201-7165, [dferguson1@umm.edu](mailto:dferguson1@umm.edu). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Denise Ferguson is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **[ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf)**, or by mail or email at:

Centralized Case Management Operations  
U.S. Department of Health and Human Services  
200 Independence Ave. SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Complaint forms are available at **[www.hhs.gov/ocr/complaints/index.html](https://www.hhs.gov/ocr/complaints/index.html)**.

## Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 301-609-4266 (TTY: 800-201-7165).

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 301-609-4266（TTY：800-201-7165）。

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 301-609-4266 (TTY: 800-201-7165) 번으로 전화해 주십시오.

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 301-609-4266 (TTY: 800-201-7165).

## French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 301-609-4266 (ATS: 800-201-7165).

## Tagalog - Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 301-609-4266 (TTY: 800-201-7165).

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 301-609-4266 (телетайп: 800-201-7165).

## Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ፡ 301-609-4266 (መስማት ለተሳናቸው፡ 800-201-7165)፡

## Bassa

Dè dɛ nìà kɛ dyédé gbo: ɔ jũ ké m̀ Bàsɔ̀- wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dọ po-poò béin m̀ gbo kpáa. Ɖá 301-609-4266 (TTY: 800-201-7165).

## Ibo

Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọsụ n'efu, defu, aka. Call 301-609-4266 (TTY: 800-201-7165).

## Yoruba

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. E pe ẹrọ-ibanisọrọ yi 301-609-4266 (TTY: 800-201-7165).

## Urdu

ملاحظہ: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 301-609-4266 (TTY: 800-201-7165)۔

## Persian (Farsi)

توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات کمک در زمینه زبان به صورت رایگان در دسترس شما قرار دارد. با این شماره تماس بگیرید: 301-609-4266 (TTY: 800-201-7165)

## French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 301-609-4266 (TTY: 800-201-7165).

## Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 301-609-4266 (TTY: 800-201-7165).