We hope this HANDBOOK will help answer questions you may have during your stay at the University of Maryland Rehabilitation & Orthopaedic Institute.

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Welcome

On behalf of our entire staff, I would like to welcome you to the University of Maryland Rehabilitation & Orthopaedic Institute. Our goal is to provide you with the highest-quality care and to make your stay with us as pleasant and comfortable as possible. After a major illness, prolonged hospitalization, surgery or other major traumatic event, we want to get you back to your highest level of functioning and independence in a compassionate, restorative and beautiful setting. We are grateful for the trust you have placed in us by choosing our hospital. Our mission is to care for patients in the way that we would want our own loved ones cared for. As a patient, you are our No. 1 priority.

The University of Maryland Rehabilitation & Orthopaedic Institute is part of the University of Maryland Medical System, and is closely affiliated with the University of Maryland School of Medicine. Our doctors, nurses, therapists and other members of your health care team are highly skilled and experienced in their fields. They are dedicated to providing you with personalized attention and leading-edge technology to deliver care for the mind, body and spirit every day. As a long-standing orthopaedic center and as Maryland’s largest provider of acute rehabilitation, we are delighted and thankful that you have chosen our specialty hospital for your care. We look forward to partnering with you on the road to health.

CYNTHIA KELLEHER
Interim President and Chief Executive Officer
University of Maryland Rehabilitation & Orthopaedic Institute
About the Hospital

ALCOHOL AND DRUGS
Alcohol, illegal/unauthorized drugs and any type of weapons are not allowed in the building or on hospital grounds. The unprescribed use of either alcohol or drugs may result in immediate discharge and/or legal action.

ATM
An automatic teller machine (ATM) is located on campus. Ask staff for its location.

CELL PHONES
We realize that cell phones are used as primary communication devices. Since a phone is available at each bedside, we recommend that patients leave their personal communication devices at home. We will not assume responsibility or liability for any cell phones that are brought into the hospital by patients or family members. If you do choose to use a cell phone, we ask that you do not use your phone during times that you are interacting with your health care team. In addition, no picture taking or video recording of other patients or staff is permitted. Please be respectful of others by keeping volumes down and placing your phone on vibrate after visiting hours are over.

CHAPEL
The chapel is located on the Terrace Level. There are services offered every Sunday; please ask one of your caregivers for the time of the service, and let them know if you are interested in attending.

FOOD AND DINING
CAFETERIA
The cafeteria for families and visitors is located on the Terrace Level.

The cafeteria is open Monday – Friday, and the hours of operation are:
Breakfast: 6:30 am – 9:30 am
Lunch: 11:00 am – 2:30 pm
Dinner: 4:00 pm – 6:30 pm

Our vending machine area (located in dining room) is open 24 hours a day.
KERNAN CAFÉ
The café is located in the main lobby and is open every day from 7:30 am – 7:30 pm. We offer limited lunch and breakfast items including muffins; breakfast pastries; parfaits; a variety of coffee, hot chocolate and other beverages; snacks; and greeting cards.

ELECTRICAL ITEMS BROUGHT FROM HOME
Any electrical item brought from home must be first checked by our hospital facilities department before use. Please notify your nurse or other member of the team if you have any electrical item you would like to use, and we will make sure that its use is appropriate and ensure it has the safety check completed. We will not assume responsibility or liability for any electrical items that are brought into the hospital by patients or family members.

FIRE ALARMS/EMERGENCY DRILLS
Regular fire/emergency drills keep our staff skilled in helping to keep you safe in the case of an emergency. If you hear a fire alarm, you may be asked to return to your room, and the door to your room will be closed. Your visitors should stay with you. Never use the elevators during a real fire or drill. If you are in a therapy area, follow the instructions of the staff in that area.

FIREARMS AND DEADLY WEAPONS
The hospital prohibits the possession, transportation, and use of firearms and other dangerous weapons on its grounds. This also includes people who have a concealed carry permit.

HEALING GARDEN
The Healing Garden is adjacent to our cafeteria on the Terrace Level. It is a great place for patients and families to relax and visit. Before taking a patient outside, please check with the nurse to make sure it is permitted.

LAUNDRY
Families are encouraged to label all patients’ clothing and to take items home for laundering. If this is not possible, washers and dryers are available for patient and family use. We ask that you provide your own detergent/fabric softener. We have two laundry rooms -- one located on the spinal cord unit in room G 511 and the other on the stroke unit in room T 517.
LOST AND FOUND
All lost and found personal belongings and/or valuables should be turned in to the Information Desk and given to the security staff and/or volunteer assigned to the desk. Security will maintain custody of personal belongings and valuables for 30 days before discarding.

MONEY AND VALUABLES
We encourage you to keep valuables—including cell phones and computers—at home. If you have brought money or valuables with you, please send them home with a family member or ask a nurse to secure them in the hospital safe. Upon discharge, you or a family member can pick up your valuables during normal business hours, Monday – Friday, in the Business Office in B 500. After hours and on weekends/holidays, patient valuable packages are stored in the Staffing Resource Center safe in T 509. You will not need money during your stay unless you wish to purchase snacks from the café or vending machines.

Please store belongings in the bedside table or cabinet. Put dentures or eyeglasses in a case. Do not wrap small items in paper towels or tissues because they may be mistaken for trash.

UM Rehab & Ortho is not responsible for personal belongings or money.

OUTPATIENT THERAPY
Outpatient therapy is offered for those who need physical, occupational or speech-language pathology. Our outpatient therapy locations are located in the hospital and at our off-site location on Lord Baltimore Drive in Woodlawn.

Appointments can be made by contacting:
Woodlawn: 410-298-0990
Hospital Neurological: 410-448-6421
Hospital Orthopaedic: 410-448-6706

PARKING
Free parking is available for patients and visitors. Handicap-accessible parking is located near the main entrance and the “flag pole” entrance of the hospital.

PATIENT ROOMS
The majority of our rooms are semi-private. This means that you will be sharing your room with another person. Private rooms are assigned according to patient medical needs.
POOL
We have a large therapy pool with a mechanical lift (for those who need it). The pool is used by patients who are receiving aquatic therapy or who are members of other fitness and recreation programs.

SMOKING
We are committed to a healthy environment for our patients, visitors and staff. Smoking is not allowed anywhere in the facility or on the property. Please note this smoking policy includes the use of electronic cigarettes. We have provided a list of resources for those who are interested in smoking cessation:


TELEPHONE
All patients have a phone in their room. To get an outside line please dial “9.” Local telephone service is free to all patients. You may bill long distance calls to your own telephone calling card. If you have any trouble with your telephone services, please call the hospital operator by dialing “0.”

TELEVISION
Each patient is provided with a TV, which includes free basic-cable television service.

OTHER SERVICES
BARBER/BEAUTICIAN
We are happy to provide you with a list of licensed barbers/beauticians who are able to provide services during your hospital stay. These individuals set their own appointments and fees for the services they provide. Please call them directly to schedule an appointment and/or to inquire about the services they provide and their fees.

CLERGY
If you would like a member of the clergy to come visit you while you are a patient, we can call them and make them aware of your request, or you may call them directly.
HEARING IMPAIRED SERVICES
We have TTY (text telephone for the hearing-impaired) equipment available for your use. Please ask your nurse, speech therapist or case manager and they will obtain a TTY phone for you. Maryland Relay may be accessed by dialing 1-800-735-2258.

INTEGRATIVE MEDICINE
Physicians and nurses trained in both conventional and complementary medicine are available to work with patients to offer individualized care and treatment options. Services offered include acupuncture, yoga, mindfulness based stress reduction (MBSR), nutritional counseling, craniosacral therapy, hormone and herbal counseling, and healthy aging consultations. You can call 410-448-6361 for additional information or to schedule an appointment. You can also obtain additional information on the website www.compmed.umm.edu.

INTERPRETER SERVICES
A language or sign language interpreter/service will be provided based on patient need. If you feel you need an interpreter, please let anyone on your team know and we will assure arrangements are made.

OUTPATIENT PHARMACY
UM Rehab & Ortho has an on-site retail pharmacy that serves its patients. We can also provide your medication upon discharge. The pharmacy has a small variety of over-the-counter (OTC) medications available. Over 300 different insurance plans are accepted. The Outpatient Pharmacy is located on the Ground Level, and the operating hours are Monday through Friday from 8:30 am – 4:30 pm. The phone number is 410-448-6337.

RADIOLOGY SERVICES
We provide state-of-the-art digital radiology services. These services are located on the ground floor of the hospital.

SECURITY
We have security officers on duty 24 hours a day. If you need security services, please call 410-448-6340.
TUTORING/SCHOOL
If you are 17 years of age or younger and still in school, you must, by law, keep up with your schoolwork. We will work with the school system to assure that you are able to continue with your schoolwork. That may mean that a teacher from your school or from another school may be assigned to work with you. If you have questions, please discuss this with your case manager.
REHABILITATION TREATMENT PHILOSOPHY
You are about to enter an important phase of your recovery. Rehabilitation at UM Rehab & Ortho will be both challenging and rewarding as you learn to become more active, independent, healthy and self-sufficient. The goal of rehabilitation is to maximize recovery, functional abilities and psychological adjustment, so that you can be as independent and productive as possible.

In order for patients to get the most from their rehabilitation program, it is necessary to work very hard. Therefore, we set high expectations for patient participation. Patients need to understand that rehabilitation is different from acute care or intensive care. In contrast, rehabilitation is a process of teaching patients and families to care for themselves. Patients are requested to provide input into the development of their program. It is expected that you will fully participate in the treatment plan that has been recommended by your treatment team; your participation is essential in achieving your goals.

DAILY SCHEDULE
Therapy is part of your daily routine at UM Rehab & Ortho. Your morning and evening routines (hygiene, dressing, grooming and toileting) will be integrated into the training process. Therapy will consist of individual, group and educational sessions. Your daily schedule will be provided to you. You are expected to participate in all of your therapy sessions so that we can help you achieve the best possible outcomes during your stay.

TEAM CONFERENCES
Your treatment team will meet weekly with a collaborative approach to address your goals and the coordination of care, treatment plan and services. Weekly meetings provide the team an opportunity to review your progress and make any necessary changes to your plan in order to ensure the best possible rehabilitation outcome for you. Following the team conferences, you will be updated by your case manager. There are times that your family may be asked to meet with the treatment team to help with your plan of care.
FAMILY/CAREGIVER TRAINING
UM Rehab & Ortho encourages patients and their families to learn as much as they can about their injury or illness so they can confidently manage their ongoing care needs. So we can be assured that you have the information you need, family/caregiver training may take place at various times throughout your stay. As you get closer to your discharge date, these training sessions may become more frequent. A family member or caregiver may be required to come in during the day to obtain this important training.

MEALS
The type of diet you are on while in the hospital is determined by your doctor. The menus and your meal selections are carefully planned by dietitians. You will be offered selections of appetizers, entrees, vegetables, beverages and desserts. You may order guest trays for your visitors for a fee. If you have questions about your menus, diet, selections or if you have special requests, please call 410-448-6422.

Patients often inquire about receiving food from the cafeteria. Any patient may come to the cafeteria to purchase food, but cafeteria food cannot be delivered to the patient rooms.

EDUCATIONAL PROGRAMS
A variety of educational programs are available to patients and families. Your team will make you aware of programs that will benefit you or programs that may be of interest to you. Please ask for information about these programs at any time during your stay.

SUPPORT GROUPS
Regular meetings of support groups (including those centered on stroke, brain injury, spinal cord injury, amputee and caregiver needs) give individuals the opportunity to discuss common concerns and challenges, and to explore possible resolutions or options. The groups provide an opportunity to meet others who are at different stages of recovery following their illness/injury.

ADMISSION PROCESS
What to bring with you:
• Clothing – shirts, blouses, sweaters, pants, shorts, shoes, slippers, pajamas, robe (please label clothing with your name or initials). The clothing should be comfortable, loose-fitting and wash-and-wear (sweat suits are perfectly acceptable).
• Underclothes and socks
• Toiletries (toothpaste, toothbrush, shaving cream, shampoo, etc.)
• Personal items (eyeglasses, dentures and cup, hearing aids, etc.)
• Flat-soled shoes (rubber-soled, tennis shoe type) and/or non-skid slippers
• Special equipment – cane, walker, prosthesis, etc. (marked with your name)
• Copy of your Advance Directive, Living Will, Power of Attorney and/or MOLST
• Insurance card

What to leave at home:
• Medications (including over-the-counter medicines, vitamins, supplements)
• Valuables (laptop, tablets, wallets, jewelry, purses)

The hospital is not responsible for personal belongings or money.

DISCHARGE PROCESS
PREPARING FOR DISCHARGE
Your team at UM Rehab & Ortho will work closely with you as you prepare for discharge. You will receive instructions on medication, treatment, medical equipment, follow-up visits, outpatient therapy or home care services, and community and financial resources. It is important that you understand the information you are provided during discharge, so if you have any questions be sure to ask any member of your interdisciplinary team.

DISCHARGE GUIDELINES
Discharge will occur when one or more of the following happen:
• Treatment team/your personal goals have been met.
• Inpatient hospitalization is no longer required.
• There is documentation of lack of progress toward completion of your goals.
• You or your caregivers do not comply with the treatment plan/program.
• You or your caregivers request discharge, either with the consent of the physician and team or against medical advice.
• Your rehabilitation program is interrupted by a medical emergency or procedure.
• Your payer denies further treatment.

DISCHARGE DAY CHECKOUT
Discharge is scheduled between 10 am and 12 pm. You will be given written discharge instructions that will explain in detail medications, home exercises, follow-up doctor appointments and prescriptions (if needed from the UM Rehab & Ortho outpatient pharmacy). The instructions you receive and list
of current medications should be taken to your follow-up physician appoint-
m ents. When your transportation arrives, please check with your nurse to
make sure that you have everything you need before you leave.

FOLLOWING DISCHARGE
As part of our commitment to providing quality care, we obtain patient
and family feedback following discharge in several different ways. You may
receive a phone call from us asking questions about how you are doing
since you have been home. We also contract with an outside company to
obtain patient satisfaction data, and you may receive a phone call from
them about numerous aspects of your stay. We appreciate any feedback
you can provide us!

In addition to the above, we also want to keep track of how you are doing. Around 3-6 months following your discharge, you may receive a letter with
a form attached to fill out and return to us. This lets us know if you have
maintained the gains you achieved while you were here and/or if you’ve
gotten better. Again, we appreciate you taking the time to provide us with
this valuable information.

MyPORTFOLIO ELECTRONIC MEDICAL RECORD
MyPortfolio is a confidential, easy-to-use site that gives UM Rehab & Ortho
patients 24-hour access to key information in their medical records, such
as test results, medications and a history of appointments. It uses the latest
technology to keep all information completely private. Patients or their
legal guardians can sign up for MyPortfolio at www.umms.org/myportfolio
using the instructions and activation code found in their discharge paper-
work or enrollment letter. For help, contact University of Maryland Medical
System support staff via email at myportfoliosupport@umm.edu.

OTHER INFORMATION
WHY WE ASK THE QUESTIONS WE ASK
While you are in the hospital, different members of your care team may
repeatedly ask you the same questions. We’d like to explain to you the
importance of this:
• What is your name and date of birth?
  This is an important safety question. You will be asked this before every
  procedure, treatment or medication. This prevents errors.
• Do you have any allergies?
The nurse or doctor taking care of you has this information in your chart but may double-check it just before the medication is given.
• Do you have pain right now?
We ask you to rate your pain throughout the day so that we can make adjustments based on how you are currently feeling. Our goal is your comfort.
• What is your goal for today?
Small daily goals help to speed up your recovery. We will work with you to best reach your goals.

IDENTIFICATION BAND
Your identification (ID) band shows your name, date of birth and medical record number. The ID band is used to match you with the treatment and medications you need. Do not remove it while you are at the hospital.

YOUR BED
The nursing staff will show you how to raise and lower your bed and can help you adjust it. Please do not try to get out of bed unless your doctor or nurse says it is okay. Your bed should always be in the “low” position when you get in or out of it.

Your doctor or nurse may decide there is a specific medical reason for your bed rails to be raised. If so, please do not lower them yourself or allow a visitor to do so for you. Use the call signal to get a staff member if you need assistance.

CALL SIGNAL
The nursing staff will show you how to use the call signal in your room and bathroom. Someone will respond as soon as possible when you use it.
During your stay, you will be assigned to an excellent team of health care providers. The health care team will interview you and/or your family and plan your care based on this information. Please provide the team with accurate and complete information so that your care will best meet your needs. We encourage and expect you to be an active part of your health team.

TIPS FOR TALKING TO YOUR HEALTH TEAM
You are our main source of information. You know how you feel. You live with your disease or illness. We depend on you and your loved ones to tell us about your health. You are helping us when you ask questions. It lets us know what you understand and what you need to learn more about. Every day is a new day. Ask your questions as often as you need to, even if you asked them yesterday. The more you know, the more helpful you are to your care team. It is our job to help you understand, so let us know when you don’t.

Here are some tips:
• Know the names and the roles of the people who come to talk to you. Different members of your care team focus on different things, so it is good to know who said what about your plan of care. It may help to write down names and discussions.
• Write down your questions or concerns as soon as you think of them.
• Have a family member or friend with you who can help you remember the answers.
• Identify someone who can speak for you or ask questions when you feel too sick or not up to it yourself.
• Medical personnel tend to use short-cut abbreviations and phrases you may not understand, especially when they are speaking with each other. When this happens, ask them to explain any word or phrase you don’t know.
• Your nurse will be able to answer many of your questions and will know the best person to talk to about specific questions or concerns.

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

**INTERDISCIPLINARY TEAM**
UM Rehab & Ortho utilizes a team approach in which you, our patient, are the key team member. Your treatment team is made up of a group of highly skilled rehabilitation professionals who combine their experience and skills to develop a plan of treatment that best ensures your safety and meets your individual needs, learning style and goals for recovery. Your team will modify your course of care, treatment and services in order to assist you in achieving your maximum potential. These are some of the members who may be a part of your treatment team:

**PHYSICIAN/SURGEON**
Your primary physician (also called the attending physician or surgeon) is a specialist in your area of need. He/she examines you and diagnoses your medical condition, as well as plans your treatment. Your physician consults with members of the interdisciplinary team, you and your family about your progress. You may also meet with other medical specialists on our staff, if necessary. Physician coverage is on site 24 hours a day/7 days a week.

**PHYSICAL THERAPIST (PT)**
Your PT shows you ways to build your strength, balance, coordination and endurance to help you improve your mobility. The PT evaluates your mobility and identifies the best methods to maximize your independence at home and in the community. PTs may identify assistive devices (wheelchair, walker, and/or cane) to meet your specific needs.

**OCCUPATIONAL THERAPIST (OT)**
Your OT assists you with maximizing your independence in activities of daily living such as dressing, bathing, toileting and meal preparation.
This may be accomplished through training in the use of special (adaptive) equipment, upper body strengthening and coordination activities, splinting and cognitive or visual perception exercises.

**SPEECH LANGUAGE PATHOLOGIST (SLP)**
SLPs evaluate patients and help them improve their ability to write, speak, hear and swallow. For example, if you have a physical problem that makes it hard for you to form words and sounds, or you have a problem remembering words or understanding speech, the SLP can help. They may also teach you how to use an electronic or computerized communication system.

**THERAPEUTIC RECREATION SPECIALIST (TR)**
TRs help you to regain the physical, mental, emotional and social skills you need to take part in hobbies, sports, reintegration to the community and other activities. They may lead outings to restaurants, sporting events or other community settings so that you can practice using skills you will need when you leave the hospital. Your TR may also work with you one-on-one to help you resume your former activities or develop new interests.

**REGISTERED NURSE**
Nurses are important members of your treatment team and are with you 24 hours a day to provide much of your direct, day-to-day care, while keeping track of all the care you receive.

**CASE MANAGER**
The case manager is an important link between the interdisciplinary team and a patient’s family members. Case managers keep the families informed about their loved one’s progress and help to make necessary preparations for discharge. Case managers also serve as the point of contact when there are insurance questions/issues, working closely with the family and the insurer to identify and address potential problems.

**REGISTERED DIETITIAN**
A registered dietitian is responsible for monitoring your dietary needs and providing nutritional counseling.

**PSYCHIATRIST, PSYCHIATRIC NURSE LIAISON**
For patients who may be anxious, depressed or experiencing sleeplessness or extreme pain, psychiatrists and psychiatric nurse liaisons provide counseling services and treatment recommendations.
NEUROPSYCHOLOGIST
If recommended by the physician and/or the interdisciplinary team, the neuropsychologist will identify and treat cognitive, emotional and behavioral barriers to recovery, which may be accomplished through psychotherapy, behavior management, education and/or consultation. Recovering from a head injury is often stressful for patients and their families, and the neuropsychologist may also provide helpful coping strategies and resources.

PAIN MANAGEMENT SERVICES
We have a team of pain management physicians and nurses who can be consulted in order to make your stay more comfortable. Services include complementary medicine as well as acute and chronic pain management.

RESPIRATORY THERAPISTS
The respiratory therapists work with patients requiring ventilators or other respiratory care to help patients achieve their maximum cardio-pulmonary potential.

VOLUNTEERS
Throughout the hospital, volunteers augment staff’s efforts and provide an extra dimension to patients’ care. If you want to learn more or are interested in volunteering (you must be at least 14 years old), please call the Director of Volunteer Services at 410-448-6748.

OTHER HEALTH CARE PROFESSIONALS AND SUPPORT SERVICES
Lab technicians, security, maintenance, housekeeping, patient transportation, and food and nutrition staff are among the many people who make your hospital stay as comfortable and beneficial as possible.
**Family and Friends**

**VISITORS/VISITING POLICY**

The suggested visiting hours are from 8:30 a.m. – 8:30 p.m.; this is so that we can focus on your optimal recovery. Visitors must stop at the Information Desk in the main lobby to obtain a visitor pass. The visitor pass should be returned upon exiting the hospital; we have a box near the exit door for collection. We encourage you to have your visitors come at times when you are not scheduled for therapy. Please make sure that children are supervised by an adult at all times.

For safety purposes, we request than no more than two people visit a patient. Patients and/or families are able to use public spaces for more than two visitors if necessary to not create a safety issue in patient rooms. Decisions to limit the number of visitors or visiting hours are made to protect the health and safety of patients, staff and visitors.

There are special considerations for visitors to the Traumatic Brain Injury (TBI) Unit. On our TBI Unit, we limit visitors to two visitors at any one time. We request that you sign in at the Information Desk. You will need to provide a state or government issued photo ID, and we will provide a swipe badge so that you can enter this unit. You will need to return your badge to recover your photo ID.

There may be situations (flu season) where visiting hours are altered to help keep our patients safe.

**MAIL, FLOWERS AND BALLOONS**

For patients in the hospital, your mail will be delivered to your room. If we receive mail for you once you’ve been discharged, we will mail it to your address on file with the hospital.

If you need to send mail, patients can drop off stamped mail at the Information Desk or place it in the mail box outside the main entrance of the hospital. (Stamps are available in the Kernan Café.)

When someone sends you flowers, they are delivered to your room when allowed. To avoid infection, live flowers may not be permitted in certain
areas. Only foil balloons are permitted in the hospital, since some patients are allergic to latex.

While you are here, your mailing address is:
Your name
University of Maryland Rehabilitation & Orthopaedic Institute
2200 Kernan Drive
Room #
Baltimore, MD 21207

CARINGBRIDGE WEBSITE
CaringBridge is an Internet service that helps patients and their families stay connected with loved ones during medical treatment. CaringBridge is free and easy to use. Patients or their family members can create a secure CaringBridge webpage, and then sign in at any time to post journal entries and photographs to provide updates for their friends and family members. The personal site is private and only those who have been given the site address and password can visit, read the updates and post their own messages of support, love and encouragement for the family.

For more information about how to create your own patient webpage, visit the CaringBridge web site at www.caringbridge.com, or contact the Patient Resource Center at 410-328-WELL (9355).
Financial Arrangements

INSURANCE
While you are at UM Rehab & Ortho, a staff member may review your insurance coverage. You may be asked for your insurance card, policy number, insurance company’s address and claim forms. UM Rehab & Ortho will bill your insurance company directly for services that are covered.

Information that is used for reporting or billing is shared according to confidentiality guidelines that recognize applicable regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA).

PAYMENT METHODS
UM Rehab & Ortho accepts cash, checks, VISA and MasterCard.

UNDERSTANDING YOUR BILL
Your bill from UM Rehab & Ortho includes tests and procedures ordered by your doctor, room charges and nursing care charges. You will get separate bills from the doctors who cared for you. If you have any questions, call the number listed on the bill.

If you have difficulty paying your bill: UM Rehab & Ortho provides health care services to those in need regardless of a person’s ability to pay. An individual’s eligibility to receive care without charge, at a reduced charge, or to pay for their care over time is determined on a case-by-case basis. If you do not have insurance, a staff member will help you set up a payment plan or assist you in applying for medical assistance.

For more information or assistance, please call the Financial Office.
Hours: Monday – Friday, 7:30 am - 9 pm
Phone: 410-821-4140

HOSPITAL FINANCIAL ASSISTANCE POLICY
University of Maryland Rehabilitation & Orthopaedic Institute provides health care services to those in need regardless of an individual’s ability to pay. Care may be provided without charge, or at a reduced charge, to those who do not have insurance, Medicare/Medical Assistance coverage and are
without the means to pay. Eligibility to receive care without charge, at a reduced charge, or to pay for their care over time is determined on a case-by-case basis. If you are unable to pay for medical care, you may qualify for free or reduced cost medically necessary care if you have no other insurance options or sources of payment including Medical Assistance, litigation or third-party liability.

UM Rehab & Ortho meets or exceeds the legal requirements by providing financial assistance to those individuals with household income below 200% of the federal poverty level and reduced-cost care to those with household income up to 300% of the federal poverty level.

PATIENTS’ RIGHTS
UM Rehab & Ortho will work with uninsured patients to gain an understanding of each patient’s financial resources.

• UM Rehab & Ortho will provide assistance with enrollment in publicly funded entitlement programs (e.g. Medical Assistance) or other considerations of funding that may be available from other charitable organizations.
• If you do not qualify for Medical Assistance or financial assistance, you may be eligible for an extended payment plan for your hospital medical bills.
• If you believe you have been wrongfully referred to a collection agency, you have the right to contact the hospital to request assistance. (See contact information on next page.)

PATIENTS’ OBLIGATIONS
UM Rehab & Ortho patients have personal responsibilities related to the financial aspect of their health care needs. Our patients are expected to:
• Cooperate at all times by providing complete and accurate insurance and financial information.
• Provide requested data to complete Medical Assistance applications in a timely manner.
• Maintain compliance with established payment plan terms.
• Notify us in a timely manner at the number listed below of any changes in circumstances.
CONTACTS
Call 410-821-4140 or 1-877-632-4909 with questions concerning:
• Your hospital bill
• Your rights and obligations with regard to your hospital bill
• How to apply for Maryland Medical Assistance
• How to apply for free or reduced cost care

For information about Maryland Medical Assistance, contact your local Department of Social Services at 1-800-332-6347 (TTY 1-800-925-4434) or visit www.dhr.state.md.us.

Physician charges are not included in hospitals bills and are billed separately.
Our goal is to provide the highest quality care to our patients. Below are ways that we encourage participation:

**RAPID RESPONSE TEAM (RRT)**
You should call the RRT if your family member is having a medical emergency or if you have told the health care team of your family member’s need for immediate medical attention and there is a delay in response.

If you need to call the RRT, dial #111 from any hospital telephone or dial “0” and inform the operator of the patient’s name and room number.

**FALLS AND INJURIES**
While you are a patient in the hospital, you may have a condition or receive medications or treatments that affect how you stand, move about or make choices. In addition, the hospital is probably a new and unfamiliar place for you. All of these things may increase your chances of slipping, tripping or falling, which could cause you to be injured and prolong your hospital stay.

The staff wants to do everything possible, in partnership with you, to prevent and protect you from falling during your hospital stay. Your patient care team carefully considers your safety needs in order to help keep you from falling.

Here are some additional tips that will help maintain your safety in the hospital:
- Use the call button to ask for help before getting out of bed.
- Remind us to place your call button, bedside table and other frequently needed items within your reach before we leave the room.
- Use the bathroom call light and wait for the nursing staff to assist you before you get up.
- Call the nurse immediately if you feel weak, light-headed or dizzy, and do not try to get up when having these symptoms.
- Wear non-skid shoes or slippers when standing, getting out of bed or walking.
• Use the night light for your safety; please keep it on for your protection.
• Notify staff immediately if you see something spilled on the floor; never walk in wet areas.

“SPEAK UP” PROGRAM
At UM Rehab & Ortho, we encourage our patients to be active participants in their health care through the use of the “Speak Up” program.
• Speak up if you have any questions or concerns and if you don’t understand, ask again.
• Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications. Don’t assume anything.
• Educate yourself about your diagnosis, medical tests, therapies and treatment plan.
• Ask a trusted family member or friend to be your advocate if you are unable to ask questions for yourself.
• Know what medications you take and why you take them. Medication errors are the most common health mistakes.
• Use a health care provider that has undergone rigorous on-site evaluations by organizations such as The Joint Commission.
• Participate in the decisions about your therapy and treatments. You are the center of your treatment team.

Please refer to the “Speak Up” brochure provided in your admission pack for additional information.

PAIN MANAGEMENT
The UM Rehab & Ortho staff is committed to treating your pain during your hospital stay. Since the experience of pain is individualized, you will be asked to describe and rate your pain on a number scale:

- **0-1**: very happy, no hurt
- **2-3**: hurts just a little bit
- **4-5**: hurts a little more
- **6-7**: hurts even more
- **8-9**: hurts a whole lot
- **10**: hurts as much as you can imagine (don’t have to be crying to feel this much pain)
INFECTION PREVENTION
Anyone can get an infection. You can help us prevent them:
• Ask family or friends not to visit if they do not feel well, have an infection or even if they have a runny nose.
• Ask your visitors to observe isolation signs. Please ask a nurse to help visitors the first time they enter an isolation room. Visitors may be asked to wear a mask or gown.
• If someone does not come in with the correct protection, please ask them to leave and return with the right protection.
• Proper hand washing is essential. Wash your hands. Don’t be afraid to ask us if we washed our hands.
• Everyone, including you and your visitors, MUST wash his or her hands when entering and leaving your room.
• Hands must be washed after sneezing, coughing, touching eyes, nose or mouth, and after using the restroom.
• Do not permit anyone to touch you, your IV, or your wounds if you did not see them wash their hands. This includes your doctor or nurse.

MEDICATIONS
Do not take medications you bring from home unless your doctor or nurse tells you to do so. Please inform your doctor or nurse about everything you take at home, including over-the-counter drugs and herbal supplements.

We are very careful about making sure that you get the medicines intended for you, but you can help.
• Be sure that your nurse identifies you by asking your name and date of birth before giving you the medicine. For patients who are not able to speak, the nurse will check the patient’s arm band for this information.
• Ask your nurse the name of the medicine and what it is for. Your nurse will tell you this information before giving you the medicine, but if he or she does not, ASK.
• Ask to see the medication package of your medicine, if you wish.
• Ask if there are any side effects (like trouble breathing, rash or swelling) you should be watching for so you can report them to your doctor and/or nurse.
Here are some good ways to take care of yourself and your health.

FOLLOW-UP INSTRUCTIONS
When you leave UM Rehab & Ortho, you may be instructed to make a follow-up appointment with your doctor. It is important that you follow these instructions so that your doctor can address any ongoing medical problems.

HELP TO STOP SMOKING
If you smoke, we strongly suggest that you stop. The following are resources that may help you and provide support as you work towards being tobacco-free:
• Maryland Tobacco Quit Line: 800-QUIT-NOW, www.smokingstopshere.com
• National Cancer Institute Quit Line: 877-448-8748, www.smokefree.gov
• American Lung Association: 800-548-8252, www.lungusa.org

VACCINATIONS
The pneumococcal vaccine helps to prevent certain types of pneumonia. You should consider having the vaccine if you are 65 years of age or older, unless you have a previous allergic reaction. Ask your nurse or doctor about the vaccine. As a patient you will be offered the pneumonia and flu vaccinations during your stay. The flu vaccine lessens your risk of seasonal flu. People who should consider vaccination include:
• Children 6 months to 18 years
• Pregnant women
• People age 50 years and older
• People with chronic medical conditions
• Residents of nursing homes
Patient Rights and Responsibilities

**AS A PATIENT, YOU HAVE A RIGHT TO:**

- Receive considerate, respectful and compassionate care regardless of your race, religion, color, national origin, sex, age, sexual orientation, gender identity, disability, or source of payment.
- Participate in the development and implementation of your plan of care.
- Information about your diagnosis, condition, and treatment in terms that you can understand, provided in sufficient time to facilitate your decision-making.
- You have the right to give written informed consent before any non-emergency procedure or service provision begins. This consent includes the composition of your treatment team.
- Be informed about outcomes of care, treatment and services provided, including unanticipated outcomes.
- Refuse treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- Agree or refuse to take part in medical research studies. You may withdraw from a study at any time.
- Participate or refuse to participate in recording or filming for purposes other than identification, diagnosis or treatment.
- Have access to sign language or foreign language interpreter services, which will be provided at no cost to you. We will provide an interpreter as needed.
- Formulate advance medical directives and have them followed within the limits of the law and the organization’s capabilities. We can provide you with information that will help you complete an advance medical directive.
- Have your pain assessed and to be involved in decisions about managing your pain.
- Know the names and professional titles of your physicians and caregivers.
- Be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
• Be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion may only be used to ensure the immediate physical safety of you, staff, or others and must be discontinued at the earliest possible time.
• Choose a person to give you emotional support (spouse, domestic partner, family member or friend) during the course of your hospitalization.
• Receive visitors who have full and equal visitation privileges consistent with your preferences and protection of the health and safety of patients, staff and visitors. You have the right to withdraw or deny visitation privileges at any time during your hospital stay. UM Rehab & Ortho does not restrict or deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
• Receive pastoral and other spiritual services. Please let us know if you would like us to contact your clergy.
• Know about professional and financial ties between institutions and people caring for you.
• Request that your family or representative of your choice and your own physician be notified of your admission to the hospital.
• Access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
• Receive care in a safe setting free from any form of abuse, financial or other exploitation, retaliation, humiliation, harassment and neglect.
• Receive access or referral to: legal entities (for appropriate representation); self-help support services; and advocacy support services.
• Confidential clinical and personal records.
• See your medical record within the limits of the law.
• Information that is used for reporting or billing according to confidentiality guidelines that recognize applicable regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA).
• An explanation if we restrict your visitors, mail, or telephone calls.
• An explanation of hospital rules.
• An examination and explanation of your bill, regardless of how it is paid.

You and your family members have a right to discuss ethical issues with an ETHICS COMMITTEE representative.
• Call 410-448-6790 and ask for the hospital ETHICS COMMITTEE.

You have a right to voice your concerns about the care you receive. If you have concerns, we urge you to:
• Tell your physician, nurse or caregiver about your concern.
AS A PATIENT, YOU ARE RESPONSIBLE FOR:
Providing the hospital with complete and accurate information when required, including the following:
• Your full name, address, home telephone number
• Date of birth
• Social Security number
• Insurance carrier
• Employer
• Your health and medical history
  - present condition
  - past illnesses
  - previous hospital stays
  - medicines
  - vitamins
  - herbal products
  - any other matters that pertain to your health, including perceived safety risks
• Providing the hospital or your doctor with a copy of your advance directive, if you have one
• Asking questions when you do not understand information or instructions.
• Telling your doctor if you believe you can’t follow through with your treatment plan.
• Outcomes that result from you not following the treatment and services plan.
• Reporting changes in your condition or symptoms, including pain, to a member of the health care team.
• Acting in a considerate and cooperative manner and respecting the rights and property of others.
• Following the rules and regulations of the health care facility.
• Keeping your scheduled outpatient appointments or cancelling them in advance if at all possible.
Informed Consent

To help you understand your medical treatment, your doctor will talk to you about:

- Your illness
- The plan for treating your illness
- The possible benefits and risks of the treatment
- Other ways to treat your illness
- What may happen if you decide against treatment

Your consent is needed before any treatment is initiated that may involve significant risk to you. Consent is not needed in certain emergencies where treatment cannot wait.

Advance Directives and MOLST
(Medical Orders For Life-Sustaining Treatment)

Advance Directives are written instructions that allow you to make decisions about your future medical care, and/or to designate somebody to make those decisions for you if you are no longer able to do so. Advance Directives can include: appointment of a health care agent, your health care instructions, a living will, and Do-Not-Resuscitate (DNR) orders. You may give these instructions to your family, close friends, nurses or doctors. Writing down your instructions is the best way to make sure everyone knows what you want.

MOLST is a new Maryland law. The MOLST form contains medical orders about cardiopulmonary resuscitation and other life-sustaining treatments specific to your current condition. If you create a MOLST form, it puts into
operation a broader, patient-developed Advance Directive. It helps to ensure that your wishes to receive or decline care are honored by all health care providers throughout the course of your care. To be valid, a MOLST form must be signed and dated by a provider with a Maryland license.

You may have an Advance Directive and a MOLST form or just one of these documents. The UM Rehab & Ortho will honor the most current document. As required by Maryland law, most of UM Rehab & Ortho’s adult inpatients and some of our pediatric inpatients will need a MOLST completed before discharge. During admission, the nurse will ask the patient or the patient’s authorized decision-maker (health care agent, guardian, parent or surrogate) if there is an existing Advance Directive or MOLST form. The nurse will also offer MOLST educational materials to the patient or to the patient’s authorized decision-maker. Your physician or nurse practitioner will create a MOLST based on a discussion with you or your authorized decision-maker. By law, you or your authorized decision-maker can decline to discuss the MOLST.

If you wish to create a written Advance Directive, the social worker is available to answer any of your questions and to assist you in creating this document. If you have an Advance Directive and/or MOLST form, please bring them to the hospital. These documents will become a part of your medical record, which will help to ensure that we honor your wishes.

NOTICE OF PRIVACY PRACTICES
The UM Rehab & Ortho has a legal responsibility to protect your health information. Your rights regarding your protected health information are outlined in our Notice of Privacy Practices, a copy of which is given to you upon registration. The UM Rehab & Ortho may use and disclose this protected information to continue your treatment, to receive payment for services and for other purposes as described in the notice. If you have any questions, please refer to the Notice of Privacy Practices or contact a patient advocate.
Notes

Don’t forget to write down your questions and keep notes while you are here. You may also want to write the names of people who come to talk to you or give you information.
Bank/ATMs  page 2
Barber/Beautician  page 5
Call Signal  page 12
Case Management  page 15
Chapel/Clergy  page 2, 5
Concerns  page 9, 13-14, 23, 27-28
Dining Options  page 2-3
Discharge  page 10-11
Doctors  page 13-16
Ethics Consultation Service  page 27
Fall Prevention  page 22-23
Financial Arrangements  page 19-21
Health Care Team  page 13-16
Hearing Impaired Services  page 6
Informed Consent  page 29
Insurance  page 19
Integrative Medicine  page 6
Laundry  page 3
Mail  page 17-18
Meals  page 2-3, 9
Medications  pages 24
MyPortfolio  pages 11
Notes  page 31
Notice of Information
Privacy Practices  page 30
Nurses  page 15
Pain Management  page 16, 23
Parking  page 4
Patient Safety  page 22-24
Patients Rights and Responsibilities  page 26-28
Personal Items  page 4
Pharmacy  page 6
Pool  page 5
Rapid Response Team  page 22
Security  page 6
Smoking  page 5, 25
Support Groups  page 9
Telephone  page 5
Telephone Numbers  back cover
Television  page 5
Therapists  page 13-16
Valuables  page 4
Visitors  page 17
Volunteers  page 16
A contribution to the University of Maryland Rehabilitation & Orthopaedic Institute makes a difference. It allows our team of gifted health care providers and dedicated staff to do more for each and every patient we are privileged to serve. Your gift, combined with the passion and expertise of our team, assures that more programs and services can be offered. More cutting-edge technology and life-changing research can be pursued. More lives can be touched.

YOU CAN HELP MAKE THAT DIFFERENCE!
With the support of our partners, UM Rehab & Ortho Institute can touch more lives when events create unexpected and often overwhelming physical, mental and emotional challenges. Please consider becoming a financial partner with us through your tax-deductible contribution. Whether your gift is in recognition of a caregiver, friend or loved one, in celebration of a special occasion, or to support a specific program within our hospital, giving is easy. Simply visit our website, www.umrehaborthoinstitute.org and click on “Giving,” or call 410-448-6890 for more information.

THANK YOU FOR MAKING A DIFFERENCE!
KEY PHONE NUMBERS

Departments
Accounting Services 410-448-6980
Admitting 410-448-6620
Aquatic Therapy 410-448-6411
Billing, Patient (Hunt Valley) 410-821-4140
Brain Injury Association of MD 410-448-2924
Case Management 410-448-6790
Complementary Medicine 410-448-6361
CMR Unit 410-448-6263
CVA Unit 410-448-6244
Dental Services 410-448-6290
Executive Office 410-448-6895
Home Care 410-448-6886
ICU 410-448-6354
Imaging 410-448-6714
Medical Assistance 410-448-6598
Medical Records 410-448-6497
PCU/MSU 410-448-6813
MS Day Program 410-448-6352
Outpatient Rehab PT Referrals 410-448-6353
Outpatient Rehab Ground Floor 410-448-6706
Outpatient Rehab Neuro 410-448-6421
PACU 410-448-5200
Pharmacy (outpatient) 410-448-6337
Quality Services 410-448-6322
Rapid Response Team (RRT) 410-232-7780
SCI Unit 410-448-6264
Security 410-448-6340
Surgery 410-448-6764
TBI Unit 410-448-6241
UMOA Billing 410-448-6252
University of Maryland Orthopaedics 410-448-6400
University of Maryland Rehab Institute (Woodlawn) 410-298-0990
University Physicians 410-448-6722
Volunteer 410-448-6748

University of Maryland Rehabilitation & Orthopaedic Institute

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