



UNIVERSITY of MARYLAND SHORE REGIONAL HEALTH

A Member of the University of Maryland Medical System



PATIENT & FAMILY **HANDBOOK**



We hope this **HANDBOOK** will help
answer questions you may have during
your stay at **University of Maryland**
Shore Regional Health.

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Bottom right cover photo courtesy Talbot County Chamber of Commerce

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Welcome



Welcome to the University of Maryland Shore Regional Health, the region's primary provider of medical services. We pride ourselves on our commitment to your health and well-being, and to that of everyone in our five-county region encompassing Caroline, Dorchester, Kent, Queen Anne's and Talbot counties. Every day, we take care of our friends and neighbors, and our relationships continue well after a hospital encounter.

We work together to meet your needs when you are a patient in one of our medical centers and when you require primary or specialty care in an outpatient setting. The expertise of our clinical staff and our knowledge of the communities in which we live and work are further enhanced through our affiliation with University of Maryland Medical System and its network of specialty services.

This guide answers some common questions and offers you important information and support. It describes the roles of the professionals on your care team, explains such items as visitation policies and dining services, summarizes your rights and responsibilities as a patient, and more. Thank you for choosing UM Shore Regional Health for your health care needs. We strive to provide state-of-the-art medical care, close to home, for you and your family.

Thank you for putting your trust in us. We are privileged to care for you.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth D. Koziel". The signature is fluid and cursive, with the first name "Kenneth" being more prominent.

KENNETH D. KOZEL, MBA, FACHE
President and Chief Executive Officer
University of Maryland Shore Regional Health



About Us

At UM Shore Regional Health (UM SRH), an excellent team of health care providers is always available to answer your questions. This handbook provides basic information you will need during your stay.

BANKING/ATMS

An ATM machine is located near the main lobby on the first floor of each medical center and is available 24 hours a day.

CHAPEL

Chapels are located on the first floor near the main lobby of each medical center and are open for private meditation 24 hours a day.

DINING FOR VISITORS

Food service options are located on the first floor at UM Shore Medical Center at Easton and on the second floor at UM Shore Medical Center at Chestertown. Visitors are welcome to dine in the cafeteria. Please check the signs outside each cafeteria for specific details about hours of operation and menu offerings.

GIFT SHOP

The gift shop is located in the main lobby, operated by Auxiliary members. Each of these shops offers a variety of gifts, reading materials and snacks. Proceeds from these shops benefit their respective medical centers.

MAIL

Mail is delivered once a day, Monday through Friday. Packages are brought to the patient room as soon as possible. If mail arrives after a patient is discharged, it will be forwarded to their home address.

PARKING

Parking is available for visitors free of charge within UM SRH designated parking lots. **Complimentary Valet** parking is available for family and friends at UM Shore Medical Center at Easton. Valet Service is located at the Outpatient Entrance.

RESTROOMS

Restrooms are located throughout the medical centers. Visitors are asked to refrain from using the restroom in the patient rooms. They are reserved for patients in order to protect their health.

SMOKING AND TOBACCO-FREE HOSPITAL

Smoking, e-cigarettes (vaping) and other tobacco products are not permitted in any UM Shore Regional Health property. Patients are not permitted to leave their unit or floor to smoke inside or outside any UM SRH facility. Smoking on hospital property will not be tolerated.

Why this is important:

- Beds, equipment and gases used in the hospital can easily catch fire.
- Fire is more dangerous in a hospital because most patients cannot move quickly to escape smoke or flames.

If you need help staying smoke-free during your stay, work with your health care team to make a plan. Medications are available to help control nicotine cravings.

FIRE AND BUILDING SAFETY

- In the event of a fire or other emergency, stay where you are and follow the directions of staff members.
- Certain personal electrical appliances are not permitted in our facilities because of the risk of fire, disturbance to others or interference with medical equipment. Check with your nurse prior to bringing any electrical items into one of the facilities.
- Please respect locked doors and restricted areas.

VENDING MACHINES

For your convenience, vending machines are stationed in various locations of our facilities. Please ask a staff member for the nearest machine.

VISITATION: SUPPORTING FAMILY PRESENCE

Visits from family and friends are important to your recovery. Our visitation policy is designed solely to aid the recovery of our patients by providing a secure, supportive and healthful environment. Please ask your friends and family to observe the visitor guidelines.

Patients have the right to receive visitors of their choosing, such as a spouse, domestic partner, and other family or friends, and also have the right to withdraw or deny visitation privileges at any time. All patients may designate a support person to stay with them as needed and help them communicate with the health care team. (See Support Person section on page 10.)

WIRELESS INTERNET SERVICE (WIFI)

UM Shore Regional Health offers free wireless internet connection for your devices to help you feel connected to your family and friends. Feel free to connect to the Guest Network.



During Your Stay

Your health and safety are our top priorities. Our goal is to ALWAYS provide excellent care. We encourage you to be informed and an active partner in decisions about your care and treatment. Please review the practices we have in place to keep you and your family safe.

BEDSIDE SHIFT CHANGE REPORT

Each time there is a nursing shift change, the departing nurse will provide an update to the nurse who is taking over at your bedside.

- Shift change handoff occurs at approximately 7 a.m. and 7 p.m., and usually lasts a few minutes.

You will be invited to take part in this report. Please be a partner in your care and share questions and important information with your nurses.

WHAT CAN YOU EXPECT?

During a shift change handoff report, the report the nurses will:

- Introduce themselves to you and anyone with you
- Talk with you about your health
- Review your daily plan of care
- Check important safety elements such as your dressings, IV's, etc.

WHAT CAN YOU DO?

- **Listen.** You are an important member of the health care team. We want to make sure you have complete and timely information about your care and participate in care decisions.
- **Speak up.** If you have questions or concerns, shift change handoff at the bedside is the perfect time to raise them.
- **Ask questions.** If something is unclear to you (for example, if the nurses use words or share information you don't understand), please ask them to explain it.

COMMUNICATION BOARD

There is a communication board in your room which will be updated daily with important information for you and your care team.

CALLING YOUR NURSE

A call signal near your bed permits you to talk directly with members of your care team. Your care team will check on you regularly for needs. If you need help at other times, please press the button on the call bell; a light cues the nursing staff to respond.

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 UM SRH.

IDENTIFY YOURSELF

The staff will ask you to state your name and birth date many times during your stay. This is done to prevent any errors that could be the result of treating the wrong patient. Be sure that all staff members ask your name and birth date and check your I.D. band whenever you are given a medication, including IVs, and before having a test or procedure of any kind. If they do not check your identification, you have the right to ask them to do this before treating you.

IF YOUR CONDITION WORSENS:

Medical Emergency Team Partnering for the safest care

Each of the hospitals has a “Medical Emergency Team” who respond to patients experiencing a worsening condition. Inform the nurse on duty if you feel your condition is deteriorating rapidly. Family members are very important “eyes and ears” to help. If the patient is taking a turn for the worse, family should contact the nurse immediately.

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. Any medications brought from home should be sent home with a family member.

You have the right to speak up and ask about the medications you are being administered while in the hospital:

- Ask the **name of the medicine** and what it is for.
- Ask about **side effects**.

You have the right to speak up if you suspect a medication error:

- If you have concerns **you have the right to speak to your nurse or physician**
- You have the right to speak to a **Patient Advocate (410-822-1000 ext. 828)**
- You also have the right to **report a suspected medication error to the Board of Pharmacy, 1-800-542-4964 or email MDH.MDBOP@maryland.gov**

PREVENTING FALLS

The health care team will partner with you in efforts to prevent a fall during your stay in the hospital.

Some tips to help prevent a fall during your stay:

- Make sure the nurse call button on your bed works, that you know how to use it and that you can reach it.
- Ask for help when getting out of bed, especially at night. The hospital is an unfamiliar place and most falls occur when patients try to get out of bed on their own to go to the bathroom. Remember: Call, Don't Fall!
- If possible, call for help before the need to get to the bathroom becomes urgent.
- Make sure there is enough light in your room to see and keep your eyeglasses within reach.
- Wear slippers with rubber soles to prevent slipping or ask the staff for slipper socks.
- Let the staff know if there are any spills or objects on the floor or in your room so we can make your room safe for you, your family and visitors.
- Ask for help when getting in and out of a wheelchair and be sure the brakes are locked when you do this. Let staff know about your need for a walker, cane or crutches.
- Make staff aware of your regular routine so they can assist you.

PREVENTING THE SPREAD OF GERMS

Wash your Hands

- Hand washing/hand hygiene is the best way to prevent the spread of germs and infection.
- We expect health care workers, including nurses and physicians, to perform hand hygiene before touching you and as they leave your room. If you do not see them doing this, please feel free to ask staff if they have washed their hands or used the alcohol-based sanitizer.

Prevent Infections

We strive to prevent you from developing infections while being treated at the hospital. Infections that develop while a patient is in the hospital are known as hospital associated infections (HAIs); **we take them very seriously**. Infections can develop from germs that enter the body through a surgery site, germs carried on a piece of equipment, and many other possible causes. The good news is that we can prevent many of these type of infections, and you can help.

Here are some **tips to prevent infections** while at the hospital:

- If you do not see your health care workers clean their hands, **ask the worker** if they cleaned their hands before they start working with you.
- **Clean your own hands** often with soap and water or hand sanitizer, especially after going to the bathroom.
- Ask visitors to clean their hands when they enter your room.
- If your treatment involves a medical device like a urinary catheter, ask your health care team why you need it and when it can be removed.

Antiseptic Cleanser for Bathing

Your health care team will use Chlorhexidine Gluconate (CHG) during your daily bathing while at the hospital.

- It is used to protect you from infections such as Methicillin-resistant Staphylococcus aureus (MRSA).
- It has shown to keep bacteria off the skin for up to 24 hours.
- Your health care team will provide you with instructions on how to use CHG soap.
- You should not use CHG soap if you are allergic to chlorhexidine (rare), had a treatment with thiotepa (a type of chemotherapy) in the past 36 hours, or have had radiation today.
- If you have any questions about CHG bathing, please feel free to speak with your nurse.

PAIN MANAGEMENT

You will receive assessment and prompt treatment of pain and other symptoms by:

- Having your reports of pain and other symptoms taken seriously.
- Receiving information about what may be causing the symptoms.
- Having regular reassessments.
- Having treatment adjustments if symptoms have not been eased.
- Being referred to a pain or palliative care specialist if symptoms persist.
- Working with the health care team to evaluate symptom management choices.
- Getting clear and prompt answers to questions.
- Having time to make decisions.

Patients may also refuse a treatment for pain.

PATIENT ACTIVITY

Please understand the importance of staying in your room, or on the patient care unit, at all times. If you feel you need to leave your unit, please speak to your nurse for additional instructions.

BATHING AND TOILETRIES

If you need assistance, your nurse or nursing assistant can help you with your bath or shower. Gowns are provided but undergarments are not. If you need a toothbrush, toothpaste, comb or other toiletries, please ask your nurse.

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 if you need assistance.

ELECTRICAL APPLIANCES

Due to safety concerns, some personal electrical equipment may not be used during your stay, including fans and personal heaters. Toothbrushes and CPAP devices are permitted.

MEALS — BEDSIDE MEAL SELECTION

Three meals are served daily, and times vary throughout each hospital. A meal attendant will come to your room daily and help you select your menu choices. Meals are served to meet your current diet order. If you are on a special diet, please check with your nurse before asking visitors to bring you food. If you want to discuss your diet or if you have special food requirements, ask your nurse to contact the dietitian.

TELEPHONES

Telephones are provided in all patient rooms and calls may be placed 24 hours a day.

TELEVISION

Televisions (TV) are available at no cost in patient rooms. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime.

VALUABLES

Anything you do not need should be sent home, including luggage, jewelry, money and extra clothes. 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. Do not leave valuables on your meal tray or in bed sheets. Valuables that cannot be sent home can be placed temporarily in a safe by Security.

UM Shore Regional Health shall not be liable for money or property of any kind retained by the patient or kept in the hospital room.



Your Care Plan

The health care team will interview you and/or your family to help determine your health care needs and treatment options. Diagnosis may include a variety of tests. Treatment may include procedures, medication, therapy and diet. Please provide the team with accurate and complete information so that your care will best meet your needs. It is important that you understand the plan. Please feel free to ask about it as many times as you need.

WHY WE ASK THE QUESTIONS WE ASK

While you are in the hospital, different members of your care team may ask the same questions over and over. We know this may be annoying, so we would like to tell you why we ask the questions multiple times:

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.

What are you here for today?

A number of people will ask you this question when you are being admitted because you are the best source of information. When you are asked again, you may remember things you had forgotten earlier.

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.



Your Health Care Team

During your stay, an excellent team of health care providers will care for you. Let us introduce you to some of the members you may see while you are at our facility.

DOCTORS

Your attending doctor is the leader of your health care team and is assisted by residents and fellows — doctors who are receiving additional training.

NURSE PRACTITIONERS AND PHYSICIAN ASSISTANTS

Nurse practitioners (NPs) and physician assistants (PAs) will also be part of the health care team. These professionals work with the doctors and nurses. Your NP or PA may conduct your daily assessment, write orders for medication and tests, and update the attending doctor about your condition.

NPs are registered nurses with advanced education at the masters or doctoral level. Other advanced-practice nurses include certified registered nurse anesthetists and certified registered nurse midwives.

The PA manages patient care and performs specific procedures directed by a doctor.

NURSES

You will spend more time with your nurses than with any other member of your care team. They provide physical care, health education and emotional support.

Your nursing team may include registered nurses, nursing assistants and others. On each shift, a specific registered nurse will supervise your care.

PHARMACISTS

The pharmacy team works closely with your doctor to make sure you get the most effective medications. Upon request, pharmacists are available to discuss your medicines and answer questions.

THERAPISTS

Physical therapists, speech therapists, occupational therapists and respiratory therapists help you return to normal activity as soon as possible.

CASE COORDINATORS

Case managers are registered nurses who are part of your multi-disciplinary care team. They provide services that include care coordination, patient education and discharge planning. The case manager will work with your insurance company to help obtain the services you need when you leave the hospital. If you have a question or problem about your discharge, please ask to speak with your case manager.

SOCIAL WORKERS

Social workers help you and your loved ones understand and cope with disease and disability. They also find services in the community to assist in your recovery. You, your doctor or a family member can request a visit from a social worker.

OTHER HEALTH CARE PROFESSIONALS AND SUPPORT SERVICES

Lab technicians, dietitians, radiographers and employees in security, maintenance, housekeeping and hospitality, and food and nutrition are among the many people who make your hospital stay as beneficial and comfortable as possible.



Speak UP: Be an Active Part of Your Health Care Team

YOU are the CENTER of the HEALTH CARE TEAM. Every day is a new day. Ask your questions as often as you need to, even if you asked them yesterday. 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.

When you ask questions, it lets us know what you understand and what you need to learn more about. The more you know, the more helpful you are to your care team.

ASSIGN A SUPPORT PERSON

You may assign a family member or friend age 18 or older to act as a liaison with the team and give permission for him or her to speak for you. Your support person can stay with you at all times unless for medical or safety reasons it would be inappropriate.

Tips for talking with our Health Care Team:

- Know the names 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 helps 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.
- Have 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 the person 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.

ASK ME 3

We encourage you to ask questions of any member of your health care team. Every time you talk with a health care team provider, consider the following three (3) questions.

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

QUESTIONS YOU MIGHT WANT TO ASK

We have included a “notes” section at the back of this handbook for you to write down the questions for your health care team. Below are some questions you may need to ask.

About your illness or symptoms:

- What do you think is causing my problem?
- What tests will you do to diagnose the problem?
- If my symptoms get worse, when should I contact you?
- Are there any activities or foods I should avoid?
- When can I return to work or school?

IF YOU HAVE CONCERNS

If you have concerns about the care you are receiving, we urge you to:

- Tell your physician or nurse.
- If you believe further action needs to be taken, talk with the manager of your unit.



Medical Information and Support Services

FOREIGN/SIGN LANGUAGE INTERPRETERS

Interpretation services are available 24 hours a day, 7 days a week and are free of charge for our patients.

Please tell your doctor or nurse as soon as possible if you require interpreting services in a language other than English or in sign language. Also, when making a follow-up appointment, please inform staff that you will need an interpreter for your appointment. This will help us have the interpreters available when you need them.

FOR THE HEARING IMPAIRED

We have several options to ensure you receive the information in a manner you can understand. These include: Video Remote Interpretation or in-person interpretation by a qualified interpreter for the hearing impaired.

ETHICS CONSULTATION SERVICE

Sometimes patients, their families, and their health care team face difficult ethical issues regarding treatment decisions. The Ethics Consultation Service provides individuals trained in ethical decision-making. These trained professionals help families discuss options for care, provide guidance and support to the patient and health care team, and assist in resolving disagreements.

PALLIATIVE CARE

Palliative Care is provided by a team of physicians, nurses and other clinicians who work with your health care providers to give an extra layer of support. It helps patients and their families manage the pain, symptoms and stress of a serious illness. Palliative care is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment. The goal of palliative care is to relieve suffering and provide the best possible quality of life for the person and their family. For more information, speak with your physician or nurse.

SPIRITUAL CARE

You may contact your own chaplain or other spiritual resource, or ask a member of your care team for information regarding the availability of a volunteer chaplain to meet with you. Chapels are located on the first floor near the main lobby of each hospital and are open for private meditation 24 hours a day.



Patient Rights and Responsibilities

PATIENT RIGHTS

As a patient, you have a right to:

- Receive respectful, considerate, compassionate care, and to be treated without discrimination, regardless of your race, color, religion, ethnicity, culture, national origin,

language, age, gender, sexual orientation, gender identity or expression, physical or mental disability, or ability to pay.

- Be provided a safe environment that preserves dignity and promotes a positive self-image, and to be free from financial or other exploitation, humiliation, and all forms of abuse and neglect, including verbal, mental or sexual abuse.
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Be free from restraint or seclusion of any form. Restraint or seclusion may only be used to ensure your immediate physical safety or that of others and must be discontinued at the earliest possible time.
- Know the names and professional titles of your health care team members, if staff safety is not a concern.
- Have respect shown for your personal values, beliefs and wishes.
- Be provided a list of protective and advocacy services when needed or requested.
- Receive information about your hospital and physician charges and ask for an estimate of hospital charges before care is provided and as long as patient care is not impeded. Charges may vary based on individual case.
- Receive information in a manner that is understandable, which may include: sign language and foreign language interpreter services; alternative formats including large print, braille, audio recordings and computer files; vision, speech, hearing and other temporary aids as needed and at no cost to you.
- Receive information from your doctor or other health care practitioners about your diagnosis, prognosis, test results, treatments and services, possible outcomes of care and unanticipated outcomes of care in sufficient time to facilitate decision making.
- Be provided a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
- See your medical record in accordance with HIPAA Notice of Privacy Practices.
- Be involved in your plan of care and discharge plan.
- Be screened, assessed and treated for pain.
- Refuse care or treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- In accordance with the hospital's visitation policies, choose a person to stay with you to provide emotional support during your hospital stay.
- In addition, in accordance with the hospital's visitation policies, you can choose your visitors. You have the right to withdraw or deny visitation privileges at any time during your hospital stay. We do not restrict or deny visitation privileges based on race, religion, ethnicity, culture, national origin, language, age, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.
- An explanation if we restrict your visitors, mail or telephone calls.
- Appoint an individual, of your choice, to make health care decisions for you, if you are unable to do so.
- Create or change an Advance Medical Directive or a MOLST (Medical Order for

Life-Sustaining Treatment); have these followed within the limits of the law and the organization's capabilities.

- Create or change a Behavioral Health Directive; have these followed within the limits of the law and the organization's capabilities
- Give or refuse informed consent before any non-emergency care is provided, including benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care.
- Agree or refuse to take part in medical research studies, without agreement or refusal affecting the patient's care. You can withdraw from a study at any time.
- Allow or refuse to allow the taking of pictures, recording or filming for purposes other than your care.
- Expect privacy and confidentiality in care discussions and treatments.
- File a complaint about care or infringement of rights and have the complaint reviewed without the complaint affecting your care.
- Be provided pastoral and other spiritual services.
- Know about professional and financial ties between institutions and people caring for you.
- An explanation of hospital rules.

You Have a Right to Voice Concerns About Your Care-

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

- Talk to the **NURSE MANAGER** of your unit.
- Contact the **PATIENT ADVOCATE** at 410-822-1000 ext.5828.
- Contact the **MARYLAND OFFICE OF HEALTH CARE QUALITY** at 410-402-8016, or by mail to: Office of Health Care Quality, Maryland Department of Health, 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046.
- Contact **THE JOINT COMMISSION** at www.jointcommission.org, using the Report a Patient Safety Event link in the Action Center on the home page, or by FAX to 630-792-5636, or by mail to: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

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

As a Patient, you are Responsible For:

- Providing the hospital with complete and accurate information when required, including the following:
 - Your full name, address, home telephone number, date of birth, social security number, insurance carrier, employer
 - Your health and medical history
 - Present condition, past illnesses, previous hospital stays, medicines, vitamins, herbal products
 - Any other matters that pertain to your health, including perceived safety risks

- Providing the hospital or your provider with a copy of your Advance Directive and/or MOLST, if you have them.
- Asking questions when you do not understand information or instructions.
- Telling your provider if you believe you cannot follow through with your treatment plan.
- Outcomes if you do not follow your care, treatment and/or services plans.
- Reporting changes in your condition or symptoms, including pain, to a member of the health care team.
- Acting in a considerate and cooperative manner and respecting the rights, safety and property of others.
- Following the rules and regulations of the health care facility.
- Keeping your scheduled outpatient appointments or cancelling them in advance if possible.
- Meeting your financial commitments relating to your bills for services. Contact the billing department if we can help with your payment arrangements.



Informed Consent and Advance Directives

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 DIRECTIVE AND MOLST (MEDICAL ORDERS FOR LIFE-SUSTAINING TREATMENT)

An **Advance Directive** is a written instruction that allows you to make decisions about your future medical care, and/or designates somebody to make those decisions for you if you are no longer able to do so. The Maryland Advance Directive 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.

The Medical Orders for Life Sustaining Treatment (MOLST) is a valid medical order in all healthcare settings and in the community. The MOLST form contains medical orders about cardiopulmonary resuscitation and other life-sustaining treatments specific to your

current condition. If you create a MOLST form, it puts into operation a broader, patient-developed Advance Directive. It helps to ensure that your wishes to receive or decline care are honored by all health care providers throughout the course of your care. To be valid, a MOLST form must be signed and dated by a provider with a Maryland license. You may have an Advance Directive and a MOLST form or just one of these documents. UM SRH will honor the most current document.

As required by Maryland law, most of UM SRH'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, surrogate) if there is an existing Advance Directive or MOLST form. Also, the nurse will 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.



Planning for Your Discharge

ADMISSION-DISCHARGE FOLDER

On admission: You will receive an Admission/Discharge folder that contains important information and resources. Please review the discharge checklist on the back of the folder to ensure you are prepared to return home. You will also find contact information for help once you are discharged from the hospital.

When you are ready to leave: Your care team will review your discharge instructions and place all important reference information in the folder.

When you are home: You can use this folder after you leave the hospital to keep your post-hospital care instructions and materials in one place. We encourage you to take this information with you to follow-up appointments with your doctors.

DISCHARGE PLANNING/CARE COORDINATION

The Care Coordination Department is integral to the creation of personalized discharge plans and coordination of each patient's care as he or she leaves the hospital for the next level of care, which may include in-home care, short-term rehabilitation, assisted living or long-term nursing care.

Our goal is to ensure that you are discharged at the right time, with the right information, to the right level of care. To accomplish this goal, UM SRH care coordinators and social workers work closely with you and your caregivers, physicians and other members of the clinical team, as well as with insurance companies and community resources. They will arrange for services you need, make sure that you understand and can access your medications, and set up follow-up appointments with your primary care provider or appropriate specialists.

Transitional Nurse Navigators assist patients with complex medical and social needs to help resolve barriers to optimal health after they leave the hospital. If you qualify for this program, a TNN will meet with you prior to discharge to establish goals for post-hospital care and will advocate for your health care needs.

The Care Coordination Department can be reached by calling 410-822-1000, ext. 5785. If you have questions after leaving the hospital about your discharge plan, call the Clinical Transition Line, 410-822-1000, ext. 5080.

UNDERSTANDING YOUR MEDICATIONS

Before you leave the hospital, you need to understand your medications:

- Ask about the name, dose and how often you should be taking any medications, especially new ones. Ask if there are special instructions for taking them; for example, with food. Ask if a new medicine may react with medicines you will be taking at home, even over-the-counter or herbal medicines.
- Ask if there are any changes in the way you are to take medications you took before coming into the hospital.
- Ask about medicines you were taking that you do not see on your discharge medication list. (Example: “I take medicine for my back pain at home. Should I continue to take that? It is not on the list.” or “I take vitamins at home. Can I continue to take this vitamin?”)
- Ask what would happen if you do not take the medicine your doctor ordered, and what to do if you miss a dose by accident.
- Always carry with you a list of all your medications and share the list with your doctor when you visit. Make sure your family or close friends have this list in case of an emergency.

LEAVING UM SRH

When you are ready to leave and your transportation has arrived, a nurse or other staff member will help you get your things ready and accompany you to the main lobby.

DISCHARGE AMBULANCE SERVICE

Ambulance Service is not offered by UM SRH for transfers home or to another facility at the time of discharge.

We are able to assist patients in arranging an appropriate level of Ambulance Service, as needed.

The Ambulance Company will bill the patient directly and patients are responsible for making payment to the Ambulance Company. In many instances, insurance will pay for a portion of the bill; the patient is responsible for the co-pay. Please talk with case management or your nurse for more information.

POST DISCHARGE PHONE CALL - WE'RE HERE TO LISTEN

We want to make sure you have a safe and successful recovery at home. Within 24-72 hours after you leave the hospital, you will receive a phone call asking you several questions about how you are doing at home. The call, from number 410-820-6518, will take about 2 minutes to complete. We are here to help; please share your feedback.

PATIENT EXPERIENCE SURVEY

UM SRH wants to know about your experience. We share your positive comments with our staff and use your comments to make improvements. Please take the time to respond if you are contacted by a company requesting you fill out a patient feedback survey, whether by mail, text or email. Your responses will be confidential and help us to continually improve the patient experience.

MYPORTFOLIO ELECTRONIC MEDICAL RECORD

MyPortfolio is a confidential, easy-to-use site that gives you 24-hour access to key information in your medical records, such as test results, medications and a history of appointments. It uses the latest technology to keep all information completely private.

You can sign up for MyPortfolio at www.myportfolio.umm.edu using the instructions and activation code found in their discharge paperwork. Having issues? Email myportfoliosupport@umm.edu



Financial Arrangements

YOUR HOSPITAL BILL

Health care billing can be a very confusing process for patients and their families, especially during times of illness. We are committed to providing our patients with accurate, patient-friendly billing statements, quality customer service, and financial assistance when needed. Should you have a billing issue or concern that you have been unable to resolve to your satisfaction, please contact the Patient Financial Services management staff at UM Shore Regional Health to assist you in resolving these matters.

You will receive more than one bill for your medical care. You will receive a bill from UM SRH representing charges that reflect the facility's equipment, personnel and supplies. The physicians who rendered care will also send you a separate bill for their services. We realize several bills are inconvenient; however, we must comply with federal and state

regulations requiring separate billing for UM SRH and physicians. If you have questions about the billing policy, please call Patient Financial Services Billing Office to speak with a customer service representative at 410-821-4140 or 1-877-632-4909.

If payment arrangements need to be made, please contact our business office. Partial payments on the balance due will not discontinue collection efforts for the full outstanding balance. A formal agreement must be made with UM SRH to avoid collection efforts.

INSURANCE BENEFITS

UM Shore Regional Health will attempt to contact patients when services are scheduled to verify demographic and insurance information in advance. This “pre-registration” process will reduce wait times for registration and will avoid potential billing problems. Thank you for assisting our staff when they contact you. We will make every attempt to verify your benefits before your scheduled visit; however, it is your responsibility to ensure that services performed will be covered by your insurance company and that all appropriate referrals and authorizations have been obtained by you or your physician. You should contact your insurance company prior to your visit to ensure your services will be covered and to determine your payment responsibility. If prior authorization is required, please ensure that your physician has received authorization.

UM Shore Regional Health understands that patients may be faced with a difficult financial situation when they incur medical bills that are not covered by insurance. We encourage every patient and family to pursue all available programs that may be offered through the local Departments of Social Services. There are many programs that you and your family may be eligible for, including pharmacy coverage and children’s programs, even if your income is above state guidelines. UM Shore Regional Health can offer financial assistance to our patients who are denied state assistance. Please speak with a financial services representative to determine if you may be eligible for either full or discounted services under this program. You may also contact our financial assistance coordinator at 410-821-4140 or 1-877-632-4909, for further information. Our financial aid programs will only apply to bills from your hospitalization, and again, we encourage you to contact the Department of Social Services for assistance in paying all your medical bills. We may reschedule or delay non-emergency services until financial assistance or payment arrangements have been made. Please contact our office immediately to discuss the options that may be available to you.

APPEAL PROCESS

Under Maryland law, every patient has the right to contest a decision by an HMO or health insurer that a proposed or delivered health care service is/was not medically necessary. This law allows the Health Education and Advocacy Unit (HEAU) of the Office of the Attorney General to assist you in filing an internal grievance with the HMO or health insurer and allows you to externally appeal the final decision to the Maryland Insurance Administration (MIA). You may appeal the initial decision directly to the MIA

if you can demonstrate compelling reason not to file an internal grievance with the HMO or health insurer. A health care provider may also file an internal grievance or external appeal on your behalf. You may be asked to sign consent for the transfer of information or you may appeal directly to:

Maryland Insurance Administration | 200 St. Paul Place | Baltimore, MD 21202-2272
Telephone: 1-800-492-6116; 800-735-2258 (TTY)

Visit our website. Please visit www.umm.edu to stay up-to-date on the latest news and events happening at UM SRH and for healthy living resources.

NOTICE OF PRIVACY PRACTICES

UM Shore Regional Health has a legal responsibility to protect your health information. Your rights regarding this protected information are outlined in our Notice of Information Privacy Practices, a copy of which is given to you upon registration. UM Shore Regional Health 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 the Patient Relations Advocate 410-822-1000, ext. 5828.

MEDICAL RECORDS ACCESS

The medical record is a confidential document and access is limited to the patient and authorized persons, according to Maryland law. You can get a copy of your medical record by completing and signing an authorization form, which is available on the UM Shore Regional Health website or by contacting the Clinical Information Management:

- Chestertown: 410-778-3300, ext. 2340
- Easton: 410-822-1000, ext. 5580



Nondiscrimination Policy

University of Maryland Shore Regional Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. University of Maryland Shore Regional Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

University of Maryland Shore Regional Health:

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

If you need these services, please tell your nurse as soon as possible.

If you believe that University of Maryland Shore Regional Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: the Patient Advocate, c/o UM Shore Regional Health, 219 S. Washington St., Easton, MD 21601, 410-822-1000, ext. 5828. You can file a grievance in person, by mail or fax. If you need help filing a grievance, the Patient Experience Manager or the Patient Advocate is available to help you.

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

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

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



Support Persons for Individuals with Disabilities

September 24, 2020

State and federal law prohibits discrimination against individuals based on disability. In addition, the Secretary of Health and the Secretary of the Department of Disabilities require all licensed Maryland hospitals, related institutions, freestanding medical facilities, freestanding ambulatory care facilities, chronic disease centers, hospice care facilities, comprehensive rehabilitation facilities, nursing homes, and assisted living programs (collectively health care providers) to adopt policies allowing support persons for individuals with disabilities to stay with those persons during visits to health care providers (the Access Notice).

If you believe that one of the listed health care providers is violating the Access Notice, you may file a complaint with the Maryland Department of Health's Office of Health Care Quality by following the process described here: health.maryland.gov/ohcq/Pages/Complaints.aspx.

If you believe that you are a victim of discrimination because of your disability, you may file a complaint with either of the following:

Effective October 1, 2020, you may file a complaint with MDH's Office of Equal Opportunity, Equal Access Compliance Unit and/or the Maryland Commission on Civil Rights.

Office of Equal Opportunity Programs
Maryland Department of Health
201 W. Preston Street, Suite 422
Baltimore, MD 21201
Phone: 410-767-6600
Fax: 410-333-5337

MD Relay: 711
Email: Delinda Johnson Blake, Equal Access
Compliance Manager at
delinda.blake@maryland.gov
Andrea Gillespie, Equal Access Compliance
Officer at andrea.gillespie@maryland.gov

AND/OR

Maryland Commission on Civil Rights (MCCR)
6 Saint Paul Street, Suite 900
Baltimore, MD 21202
Phone: 800-637-6247 | 410-767-8600
MD Relay: 711
Online: mccr.maryland.gov/Pages/Intake.aspx

You also may file complaints with the following federal agencies if you believe you have been subject to discrimination by a health care provider:

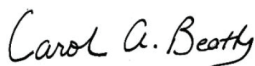
U.S. Department of Justice (via mail)
Civil Rights Division
950 Pennsylvania Avenue, NW
4CON, 9th Floor
Washington, DC 20530
Online: civilrights.justice.gov/report
Fax: 202-307-1197

More information on the DOJ complaint process may be found by visiting:
www.ada.gov/filing_complaint.htm

AND/OR

Centralized Case Management Operations
U.S. Department of Health and Human Services (via mail)
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
Email to OCRComplaint@hhs.gov
Online: ocrportal.hhs.gov/ocr/smartscreen/main.jsf

More information on the HHS complaint process may be found by visiting:
www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html



Carol A. Beatty
Secretary, Department of Health



Robert R. Neall
Secretary, Department of Health

Message below says Attention: if English is not your primary language, you may request an interpreter. Please let your nurse know that you need an interpreter or call 410-822-1000.

Atención: si el inglés no es su idioma principal, puede solicitar los servicios de un intérprete. Informe a su enfermera que necesita un intérprete o llame al 410-822-1000.

请注意：如果英语并非您的主要语言，则您可以要求一名口译员。请让您的护士知道您需要一名口译员或致电410-822-1000。

참고: 주요 언어가 영어가 아니라면 통역을 요청하실 수 있습니다. 간호사를 통하거나 410-822-1000로 전화하여 통역이 필요함을 알려 주시기 바랍니다.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-822-1000, ext. 5828.

ATTENTION : si l'anglais n'est pas votre langue principale, vous pouvez demander un interprète. Veuillez faire savoir à votre infirmière que vous avez besoin d'un interprète ou appelez le 410-822-1000.

ATENSYON: Kung hindi English ang iyong pangunahing wika, maaari kang humiling ng tagapagsalin. Ipaalam sa nars mo na kailangan mo ng tagapagsalin o tumawag sa 410-822-1000.

ВНИМАНИЕ: если английский не является вашим основным языком, вы можете подать запрос на услуги переводчика. Сообщите медсестре, что вы нуждаетесь в переводчике или позвоните по номеру 410-822-1000.

ትኩረት: እንግሊዝኛ ዋና ቋንቋዎ ካልሆነ አስተርጓሚ ሊጠይቁ ይችላሉ።
እባክዎን አስተርጓሚ እንደሚያስፈልግዎ ነርሱን ያሳውቁ በ 410-822-1000 ይደውሉ።

Dê dɛ nià kɛ dyédɛ gbo: ɔ jũ ké m̃ [Bàsòò-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò
bèin m̃ gbo kpáa. Dá 410-822-1000, ext. 5828.

Nti: Ọ buru na asu lbo, asusu aka ọasụ n'efu, defu, aka. Call 410-822-1000, ext. 5828.

ÀKÍYÈSÍ: tí èdè Gèèsi kíibá se èdè abínibí rẹ, o le bèrè fún ògbùfò kan. Jòwọ jẹ kí olùtòjù
rẹ mò wípé o nilò ògbùfò kan tàbí pe 410-822-1000.

توجہ دیں: اگر انگریزی زبان آپ کی مادری زبان نہیں ہے تو آپ ترجمان کے لیے درخواست کر سکتے ہیں۔ براہ کرم اپنی نرس
کو اس بات سے مطلع کریں کہ آپ کو ترجمان کی ضرورت ہے یا 410-822-1000 پر کال کریں۔

توجہ: اگر انگلیسی زبان اصلی شما نیست، می توانید یک مترجم شفاهی درخواست کنید. لطفاً به پرستار خود اطلاع
دهید که به مترجم شفاهی نیاز دارید یا با شماره 410-822-1000 تماس بگیرید.

ATANSYON: si Anglè se pa lang matènèl ou, ou kapab mande pou yon entèprèt. Tanpri fè
enfimye ou konnen ke ou bezwen yon entèprèt oswa rele 410-822-1000.

ATENÇÃO: se o inglês não for sua primeira língua, você pode solicitar um intérprete. Avise
o(a) enfermeiro(a) que você precisa de um intérprete ou ligue para 410-822-1000.



Disclosure of Financially Affiliated Providers

University of Maryland Shore Regional Health is a regional, nonprofit, medical delivery care network formed on July 1, 2013, through the consolidation of two University of Maryland partner entities, the former Shore Health and the former Chester River Health.

University of Maryland Shore Regional Health serves the five-county region including Caroline, Dorchester, Kent, Queen Anne's and Talbot counties.

INCLUDED IN THE UM SHORE REGIONAL HEALTH NETWORK ARE TWO HOSPITALS:

- University of Maryland Shore Medical Center at Chestertown
- University of Maryland Shore Medical Center at Easton

University of Maryland Shore Regional Health also includes the following:

- UM Shore Emergency Center at Cambridge
- University of Maryland Shore Emergency Center at Queenstown
- University of Maryland Shore Medical Pavilion at Chestertown
- UM Shore Medical Pavillion at Cambridge
- University of Maryland Shore Medical Pavilion at Easton
- University of Maryland Shore Medical Pavilion at Queenstown
- University of Maryland Chester River Home Care
- University of Maryland Shore Home Care
- A broad array of inpatient and outpatient centers and services in locations throughout the five-county region.

CONTACT US

**University of Maryland
Shore Medical Center at Chestertown:**
100 Brown Street
Chestertown, MD 21620
410-778-3300
TDD/TTY: 1-800-735-2258

**University of Maryland
Shore Emergency Center at Queenstown**
115 Shoreway Drive
Queenstown, MD 21658
410-827-3900

**University of Maryland
Shore Medical Center at Easton**
219 South Washington Street
Easton, MD 21601
410-822-1000
TDD/TTY: 410-820-5704

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CONTRIBUTIONS

A donation to benefit UM Shore Regional Health is a way to recognize special care during your stay. It allows you to honor a loved one, friend or caregiver. It also can be a birthday, anniversary or congratulatory present. Your gift to one of our three 501(c)(3) nonprofit foundations supports important clinical expansion, upgrades in medical technology, and the development of services and programs that benefit patient care and programs.

UM Chester River Health Foundation
100 Brown Street
Chestertown, MD 21620
410-810-5660

Dorchester General Hospital Foundation
P.O. Box 439
Cambridge, MD 21613

UM Memorial Hospital Foundation
P.O. Box 1846
Easton, MD 21601
410-822-1000, ext. 5763



UNIVERSITY *of* MARYLAND
SHORE REGIONAL HEALTH

University of Maryland
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100 Brown Street
Chestertown, MD 21620
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