



# UNIVERSITY of MARYLAND MEDICAL CENTER MIDTOWN CAMPUS

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 Medical Center Midtown Campus.

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## Welcome



On behalf of our entire team, we offer our sincerest welcome to the University of Maryland Medical Center (UMMC) Midtown Campus, where our goal is to provide our patients with the highest level of quality care. We appreciate the trust you have placed in us at the UMMC Midtown Campus, one of two locations of the University of Maryland Medical Center. As one hospital with two campuses, we offer a broad spectrum of outpatient, inpatient, preventive and emergency services to the residents of Baltimore and beyond.



Your safety, satisfaction and well-being are our top priorities, and our highly skilled and compassionate staff will provide the excellent care and comfort needed to ensure your stay with us is a positive one.

Our team has prepared this handbook to answer some basic questions you may have about UMMC Midtown Campus. This handbook also includes a list of important phone numbers. If you have any questions, please ask the members of your care team. Thank you for allowing us the privilege of caring for you at the University of Maryland Medical Center Midtown Campus.

**BERT W. O'MALLEY, MD**  
President and CEO  
University of Maryland Medical Center

**ALISON BROWN, BSN, MPH**  
President  
University of Maryland Medical Center  
Midtown Campus



## About Us

The University of Maryland Medical Center Midtown Campus (UMMC Midtown Campus) is a second location of the University of Maryland Medical Center, and is affiliated with the University of Maryland School of Medicine.

### BUILDING & OFFICE LOCATIONS

Our campus is comprised of several buildings. You can access the departments located within the Main Hospital using the North and South elevators. To identify which set of elevators to take, consult the directory and map located in the main lobby, or the department listings next to the elevators.

#### Other buildings on campus:

- Armory Building
- Midtown Health Center located at 822 Linden Avenue
- Midtown Outpatient Tower at 800 Linden Avenue
- Professional Building located at 821 North Eutaw Street

If you need help finding a department, inquire at our Information Desk in the main lobby, or call 410-225-8300 using Hospital Telephones.

### FOOD AND DINING

#### Cafeteria

The Midtown Café offers hot entrees, soup, salad bar, hot and cold beverages, and a variety of desserts. The Midtown Café is located on the lower level directly below the main lobby.

#### Daily Hours, Monday – Friday:

Breakfast: 6:30 – 10 am

Lunch: 11 am – 2 pm

Snack: 2 – 4 pm

Dinner: 4 – 6:30 pm

#### Weekend Hours, Saturday & Sunday:

Breakfast: 6:30 – 10 am

Lunch: 11 am – 2 pm

#### LaPetite Café

LaPetite Café offers beverages (juice, coffee, tea, smoothies, soda, etc.), muffins, pastries and other snacks. The café is located in the lobby on the first floor of the hospital.

#### Daily Hours:

Monday – Friday, 7 am – 5:30 pm

#### Vending Machines

Beverage and snack vending machines are located in the cafeteria dining area. They are available 24 hours a day, 7 days a week.

## BANK/ATMS

A State Employees Credit Union (SECU) ATM is located on the lower level across from the Midtown Café entrance.

## CHAPEL

A nondenominational chapel is located on the first floor across from the Cashier and is open 24 hours a day.

## GIFT SHOP

The Gift Shop is located in the main lobby. It carries a variety of magazines, newspapers, toiletries, snacks and gifts.

### Daily Hours:

Monday – Friday, 9:30 am – 7:30 pm

Saturday, 11 am – 4 pm

Sunday, noon – 4 pm

Phone: 410-225-8088

## LOST AND FOUND

To locate an item in the Lost and Found, please call our Security department at 410-225-8043.

## PARKING

Parking is available in two garages, 24 hours a day, 7 days a week:

Madison Street Garage (connected to Main Hospital)

Eutaw Street Garage (across from Armory Building)

To enhance your experience and to better serve you and your family, the University of Maryland Medical Center Midtown Campus offers valet parking at the main entrance of the hospital on Linden Avenue.

Monday – Friday 8:00 am – 4:30 pm

\$6 Flat Rate Fee

We offer a cross-campus shuttle (between UMMC Downtown and Midtown) Monday - Friday. Please see the information desk for assistance, and schedules.



## During Your Stay

### 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 UMMC Midtown Campus.**

## **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.

## **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.

## **MEALS**

Three meals are served daily, and times vary throughout the Medical Center. 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.

## **VALUABLES AND PERSONAL BELONGINGS**

Anything you do not need should be sent home, including luggage, money, jewelry, and extra clothing. If you cannot send home valuables such as money, credit cards, jewelry, or other items, we strongly advise that you have our Security Department store such items for safekeeping until your discharge. Please ask a staff member to make arrangements. If you have any questions, Security can be reached at 410-225-8043. Be advised that UMMC Midtown Campus is not responsible for money or other property of any kind that you choose to keep with you or that comes into your possession during your hospitalization.

Items that you must keep for daily living such as eyeglasses or dentures are recorded by your nurse upon your admission and should be kept in a case when not in use and placed in your beside table or cabinet. Do not wrap these items in a paper towel, tissue, or a wash cloth and place them on your overbed table, or on your food tray, or leave them in your bed because they may be mistaken for trash, taken away with your food tray, or removed when your linen is changed.

Please remember to get any valuables that you placed with our Security Department before you leave the hospital. If valuables are left behind, call 410-225-8043 when you arrive home to make arrangements. Otherwise, Security will make every effort to contact

you to return your property. Items not claimed within six (6) months after your discharge will be properly transferred or disposed of without liability to UMMC Midtown Campus.

## HOSPITAL POLICY AND GUIDELINES

### Non-Discrimination Policy

UMMC Midtown Campus complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender or sexual preference.

UMMC Midtown Campus 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)

The hospital identifies the patient's oral and written communication needs, including the patient's preferred language for discussing health care. Free services provided include:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the Patient Advocacy department 443-552-2870.

If you believe that UMMC Midtown Campus 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:

UMMC Midtown Campus  
827 Linden Avenue  
Baltimore, MD 21201

Tel: 443-552-2870  
Fax: 410-462-5881

You can file a grievance in person or by mail, phone or fax. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <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, D.C. 20201  
1-800-868-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

### Patient Visitation Rights

You have the right to receive visitors of your choosing such as a spouse, domestic partner, and other family or friends. You have the right to withdraw or deny visitation privileges for any person at any time during your hospital stay.

UMMC Midtown Campus ensures that all visitors enjoy full and equal visitation privileges consistent with patient preferences and protection of the health and safety of patients, staff and visitors. UMMC Midtown Campus does not restrict or deny visitation privileges based on race, color, national origin, religion, sex, gender identification, sexual orientation or disability.

UMMC Midtown Campus is committed to open and flexible visitation by individuals who give emotional support to our patients. However, for safety purposes, no more than two people may visit a patient in a semi-private room, and no more than four people may visit a patient in a private room at the same time, unless special permission has been given by the nurse or doctor caring for you. Decisions to limit the number of visitors or visiting hours are made to protect the health and safety of patients, staff and visitors.

Visitors must stop at the Information Desk in the main lobby to obtain a visitor pass. The pass will contain your room number on the front and rules for visitations on the back. The visitor pass is to be returned to the main lobby receptionist upon departure from the hospital.

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

Smoking, e-cigarettes and other tobacco products are not allowed anywhere inside the hospital. The information desks at hospital entrances can direct smokers to designated outdoor smoking areas.

Patients who are caught smoking risk being discharged from the UMMC Midtown Campus, to protect themselves and others from fire. Visitors who violate the policy will be escorted away from the UMMC Midtown Campus.

### **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 smoke**

Tell your nurse that you smoke.

Work with your health care team to make a plan to help you stay smoke-free during your hospital stay. Medications are available to help control nicotine cravings.

Patients and visitors can access free smoking-cessation classes through the Community Health Education Center (CHEC) by calling 443-552-CHEC (2432).



## PATIENT AND FAMILY SERVICES

### Inpatient Telephone Services

As a courtesy to our patients, UMMC Midtown Campus does not charge any fees for use of the telephone provided by your bedside. Local calls are free, but you must pay the cost of long distance calls. Long distance calls cannot be charged to your room; you must call collect or use a credit card or phone calling card. You cannot accept collect calls on your room telephone. To use the telephone, do the following:

- To make a local call, dial 71 + the area code + the phone number.
- To reach an outside operator, dial 9 and then 0.
- To call a number within UMMC Midtown Campus, dial the last four digits.
- To make a long-distance call, dial 72 + 0 + the area code + the phone number.
- If you change rooms, your phone number will change. Hearing-impaired patients can receive TTY equipment or a hearing amplifier for the phone. Ask your nurse to call 410-225-8333.

### Patient Advocacy

Our patient advocates act as liaisons between patients, families, and health care providers and work to ensure that we are providing you services that meet your needs and expectations. They are available to address the concerns of you and your family, and if you wish to file a complaint or grievance they will document it and work with other hospital staff to resolve the matter to your satisfaction. To contact a patient advocate call 443-552-2870.

### Interpreter Services

Interpreter services are available 24 hours a day, 7 days a week utilizing our VRI (Video Remote Interpreter). 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 interpreter services for your appointment. This will help us ensure the service is available when you need them.

### Service Animals

Service animals are permitted to stay in your room as long as the animal is housebroken and under the control of its handler at all times. The animal must have a harness, leash, or other tether, unless the handler is unable to use such restraints because of a disability, or the restraint would interfere with the service animal's safe, effective performance. In these cases, the service animal must be otherwise under the handler's control by voice control, signals, or other effective means. Restrictions to this accommodation may be imposed on the Behavioral Health Unit.

### Spiritual Care Services

UMMC Midtown Campus recognizes the diverse spiritual needs of our patients and families, and the significance spirituality may have in their lives. Our spiritual care providers offer culturally sensitive emotional and spiritual support to patients and their families, regardless of religious, faith or spiritual tradition. Our spiritual care providers are trained to serve the spiritual needs of our diverse community by offering:

- Emotional and spiritual comfort and support during times of crisis, loss, injury or illness, including life-threatening illness and end-of-life
- Compassionate listening
- Prayer and meditation
- Sacraments or rituals, such as blessings

### Hotels/Special Accommodations

Many hotels are located near both campuses. Several offer discounts for our patients and their families.

### Mail, Flowers, and Balloons

Mail and packages will be delivered to your room upon their arrival. Florists will deliver flowers directly to your room. Please note that flowers are prohibited on the Intensive Care Unit (ICU). Since some patients are allergic to latex, only foil balloons are permitted in the hospital.



## Your Health Care Team

**Be an active part of your health team.** Don't be afraid to ask questions or share concerns! 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.

### DOCTORS

Your attending doctor is the leader of your health care team and is assisted by residents and fellows — doctors, nurse practitioners and assistants from the downtown campus who are receiving additional training.

## **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 (RNs), nurse practitioners, nurse extenders, nursing assistants and others. A registered nurse will plan your nursing care. On each shift, a specific registered nurse will supervise your care.

## **PHARMACISTS**

Our hospital pharmacists work closely with your doctor to make sure you get the right medications in the right amount to most effectively treat you. During your stay, you may be visited in your room by one of our pharmacists to discuss your medications and answer your questions.

You also have the right to report medication errors to the Maryland Board of Pharmacy at 800-542-4964.

## **THERAPISTS**

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

## **CASE MANAGER**

A case manager may work with your team to plan your discharge and care after you leave UMMC Midtown Campus. The case manager also is the key contact with your insurance company while you are a patient. If you have a question or problem, ask to speak to your nurse, the charge nurse, or the case manager in your area.

## **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.

Phone: 410-225-8289

## **OTHER HEALTH CARE PROFESSIONALS AND SUPPORT SERVICES**

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



# Take Charge of Your Hospital Stay

## YOUR CARE PLAN

With your help, we will create a plan for your care. Early on, it will help us figure out what your problems are, and how we will treat them. At first, it might include tests to diagnose your condition. Later, it can include procedures, medications, therapy and diet.

You need to understand the plan. Please feel free to ask about it as many times as you need to.

## 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.

### 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.

### 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.

## BE AN ACTIVE PART OF YOUR HEALTH TEAM

Every day is a new day. Ask your questions as often as you need to, even if you asked them yesterday.

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.

## TIPS FOR TALKING TO YOUR HEALTH TEAM

You are helping us 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. Sometimes, your care team may look busy and in a rush. They may use words you do not understand or talk too fast. 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.
- All members of your care team should always visibly wear a hospital ID that contains their picture, name, and department. 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. It may be helpful to write down your questions and 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.

We may not know all the answers at the time that you ask, but rest assured that we will find the answer for you. We want to give you the most accurate information possible. Please be patient with us.

**MEDICAL ETHICS COMMITTEE**

The Medical Ethics Committee can provide advice on such issues as lifethreatening conditions, medical decision-making, and withholding or withdrawing of medical treatment. This advice is provided in response to the written request of a: patient, physician, registered nurse, social worker, family member, domestic partner, legal guardian, an individual with a durable power of attorney for health care matters (health care agent), or any other health care practitioner directly involved in the care of the patient of concern. The individual requesting advice may be required to attend a meeting of the Committee, and is welcome to bring other individuals of their choosing.

If you are interested in consulting with the Committee, please let a member of our medical or nursing staff know and they will help you complete the proper paperwork. You may also contact a patient advocate for assistance.

**SURGERY SAFETY**

**Steps you can take to ensure a safe surgery:**

- Be sure to read all consent forms before you sign them.

- On the day of surgery, tell the doctor and nurse your name, date of birth and which part of your body you are having the surgery on.
- If your surgery is going to be on your spine or either the left or right side of your body, expect that our staff will confirm the location with you and will mark the location with their initials. Examples are: your left arm, or right knee or right side of your head. If your procedure is on your left lung and since this cannot be marked, staff will mark the side on a drawing of the human figure on your chart.
- Speak up if you think staff has any information that is wrong or not exactly and completely correct. We want to make sure that your surgery or procedure goes exactly as planned.

## QUESTIONS YOU MIGHT WANT TO ASK

### General:

- Who will know the information I give you?
- Is it OK for me to see you without my parents/spouse/family members in the room?
- What is wrong with me?
- What do I do when I experience pain?
- Who do I contact when I have concerns about my care or services?
- How long will I be in the hospital? (Remember, we may not always be able to answer this question)

### About your illness or symptoms:

- What is wrong with me?
- What do you think is causing my problem?
- What tests will you do to diagnose the problem?
- How safe are the tests?
- What is the long-term outlook with and without treatment?
- If my symptoms get worse, what should I do on my own? When should I contact you?
- Are there any activities or foods I should avoid?
- When can I return to work or school?

## ASSIGN A SUPPORT PERSON

While you are at UMMC Midtown Campus, you may not have the energy or attention to keep track of what your health team tells you. You should assign a family member or friend to act as a liaison with the team and give permission for him or her to speak for you and consent for them to hear your health information. Your support person can stay with you at all times unless for medical or safety reasons it would be inappropriate.

## MEDICAL SUPPORT SERVICES AND INFORMATION

### Rapid Response Team

The Rapid Response Team is a group of specially trained health care providers who bring critical care expertise to the location of a patient in need. The purpose of the team is to quickly check the condition of the patient and provide help before there is a

life threatening emergency. Call the Rapid Response Team (410-225-4911) if after speaking with a member of the health care team (nurses, physicians, etc.) you continue to have serious concerns about how you feel.

### Blood Donation

You may be able to donate your own blood before elective surgery. All donations are collected by the American Red Cross for infusion at UMMC Midtown Campus. These donations are usually scheduled days or weeks before your surgery. Ask your doctor for details.

### 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. Visitors must wear a mask and gown as instructed.
- Please ask a nurse to explain procedures the first time they enter an isolation room.
- If someone does not come in with the correct coverings, please ask them to leave and return with the right coverings.
- 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. 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 make this even safer:

- 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 armband 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 container 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.

### Pain Management

Pain is a symptom experienced by many patients with injuries and chronic illnesses and after surgery. 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 in an effort to ease pain.

### Patient Activity

While you are a patient at this hospital, we expect that you will stay on your unit and not leave the unit. This is for your safety. If you leave the unit, you may miss your medical care. This will make it difficult for us to be there for the medical needs you may have. There are situations when patients stay in the hospital for a long time. In that case, activity off the unit may be best for you. Before you are allowed to leave the unit:

- It is very important that you discuss this with your nurse before leaving the unit.
- We will involve your family and members of your health care team in the discussion.



## Financial Arrangements

### INSURANCE

While you are at UMMC Midtown Campus, 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. UMMC Midtown Campus will bill your insurance company directly for services that are covered.

### UNDERSTANDING YOUR BILL

Your bill from the Medical Center 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 bills, the UMMC Midtown Campus 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 Central Business Office. Hours: Monday – Friday, 7:30 am – 9 pm Phone: 410-821-4140

#### Payment Methods

UMMC Midtown Campus accepts cash, checks and all major credit cards.

#### Cashier Daily Hours

Monday – Friday, 7:30 am – 4 pm

## HELP FOR PATIENTS TO PAY HOSPITAL CARE COSTS

#### How the Process Works:

When you become a patient, we ask if you have any health insurance. We will not charge you more for hospital services than we charge people with health insurance.



## Leaving the Hospital

### HOSPITAL DISCHARGE

#### Planning

When it is time to leave, your doctor will discharge you. Your health care team will help you get ready to leave and give you and anyone else that you wish instructions on home care. They will also help you make arrangements to get medicines, special equipment or supplies.

*A case manager will help make the arrangements in the event that:*

- You must leave in an ambulance
- You need to go to another hospital or nursing facility
- You need home health services to continue your care

If you require additional care such as rehabilitation or chronic care, the following places are affiliated with the University of Maryland Medical Center Midtown Campus and are available to serve you:

- University of Maryland Medical Center Downtown Campus
- UM Rehabilitation & Orthopaedic Institute
- UM Baltimore Washington Medical Center
- UM Capital Region Health
- UM Charles Regional Medical Center
- UM Laurel Medical Center
- UM St. Joseph Medical Center
- UM Shore Regional Health
- Mt. Washington Pediatric Hospital
- UM Upper Chesapeake Health

Your case manager will discuss discharge plans and available options with you and your loved ones including additional care at a facility outside of the University of Maryland Medical System. You may choose from any of these options or select other providers.

If you have any questions or need more information, please call our Case Management office. Phone: 410-225-8280

## **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 Percocet for my back pain at home. Should I continue to take that? It is not on the list." or "I take Centrum 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.

## **MyPORTFOLIO ELECTRONIC MEDICAL RECORD**

As you continue to follow up with office visits to your University of Maryland physicians, 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. Patients or their legal guardians can sign up for MyPortfolio at [www.umm.edu/myportfolio](http://www.umm.edu/myportfolio) using the instructions and activation code found in their discharge paperwork or enrollment letter. For help, contact University of Maryland Medical System (UMMS) support staff via email at [myportfoliosupport@umm.edu](mailto:myportfoliosupport@umm.edu).

## **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 unit prior to discharge, or by visiting the Health Information Management Department at W1L401. Hours: Monday – Friday, 8 am – 4:30 pm

## **LEAVING UMMC MIDTOWN CAMPUS**

Your insurance will not cover your stay after your discharge, so please be ready to leave by 11:00 am on the day your doctor discharges you. 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.

## PATIENT SATISFACTION

Please take the time to respond if you are contacted to fill out a patient satisfaction survey, whether from an independent company hired by the Medical Center or by a staff member by phone or email. Your responses help us to continually improve the patient experience. Your responses will be confidential.

## HEALTHY LIVING INSTRUCTIONS

Here are some good ways to take care of yourself and your health.

### Follow Up Instructions

When you leave UMMC Midtown Campus, 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.

### 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 be vaccinated include:

- Children 6 months to 18 years old
- Pregnant women
- People age 50 years and older
- People with chronic medical conditions
- Residents of nursing homes

### Healthy Eating and Exercise Tips

- If your doctor has put you on a special diet, it is important to follow it. If you do not understand the diet, ask for a nutritionist to provide guidance.
- If you are not on a special diet, it is important to eat plenty of fruit, vegetables, and grains, drink plenty of water, keep portions moderate and limit sweet and salty foods.
- Exercise is important at any age. Ask your doctor before starting any fitness program.



## Patient Rights and Responsibilities

### 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 your location.
- 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](http://www.jointcommission.org), using the Report a Patient Safety Event link in the Action Center on the home page, or by FAX to 630-792-5636, or by mail to: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

You and your family members have a right to discuss or relay any concerns and issues to a Patient Advocate. Members of our leadership staff are available to address your concerns as well.

### **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 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.

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 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. UMMC Midtown Campus will honor the most current document.

As required by Maryland law, UMMC Midtown Campus must ensure that Medical Orders for Life Sustaining Treatment (MOLST) are completed prior to discharge for patients who will be transferred to another hospital, or a hospice, home health, or dialysis program. During admission, the nurse will ask you or your authorized decision-maker (health care agent, guardian, parent, surrogate) if there is an existing Advance Directive or MOLST form. 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.

## NOTICE OF INFORMATION ON PRIVACY PRACTICES

UMMC Midtown Campus 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. UMMC Midtown Campus 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 Information Privacy Practices or contact a Patient Advocate.



## Nondiscrimination Policy

University of Maryland Medical Center Midtown Campus 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 Medical Center Midtown Campus does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

University of Maryland Medical Center Midtown Campus:

- 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, contact our Civil Rights Coordinator at 410-225-8281.

If you believe that University of Maryland Medical Center Midtown Campus 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: You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Patient Advocacy Department is available to help you.



ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-225-8281, TDD 410-225-8333.

注意：如果使用繁體中文，可以免費獲得語言援助服務。請致電 410-225-8281, TDD 410-225-8333。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-225-8281, TDD 410-225-8333 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-225-8281, TDD 410-225-8333.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-225-8281, ATS 410-225-8333.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-225-8281, TDD 410-225-8333.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-225-8281, телетайп: 410-225-8333.

ትኩረት፡- አማርኛ ተናጋሪ ከሆኑ በገገ የቋንቋ እርዳታ የገኛሉ።አባከዎ 410-225-8281 ላይ ይደውሉ።  
TTY 410-225-8333.

Dè dè nià ke dyédé gbo: Ǿ jù ké n̄ [Bàsóò-wùdù-po-nyò] jù ní, níí, à wuḍu kà kò dọ po-poò béin m̄ gbo kpáa. Dá 410-225-8281, TDD 410-225-8333.

Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 410-225-8281, TDD 410-225-8333.

AKIYESI: Bi o ba nsọ Yoruba, akanṣe işẹ iranlọwọ ede, niọfẹ, wa fun ọ. Pe 410-225-8281, TTY 410-225-8333.

توجہ: اگر آپ کی زبان اردو ہے تو آپ کو زبان میں مدد کی خدمات مفت میں دستیاب ہیں۔  
پر کال کریں۔ 410-225-8281، 410-225-8333 TTY

توجہ: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 410-225-8281 (TTY 410-225-8333) تماس بگیرید.

ATANSYON: Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-225-8281, TDD 410-225-8333.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-225-8281, TDD 410-225-8333.



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## UMMS FOUNDATION

Donations to the University of Maryland Medical Center Midtown Campus support our ability to provide excellent and compassionate care in a healing environment. It's what we call "Medicine on a Mission." You can help.

There are many ways to give. The Tribute Program is a way to recognize a friend, loved one or care giver. A donation to the Tribute Program honors the recipient and supports the important work of the doctors and nurses at UMMC Midtown Campus.

For more information on the University of Maryland Medical System Foundation and supporting the mission of UMMC Midtown Campus, please visit [www.ummsfoundation.org](http://www.ummsfoundation.org) or call 410-328-5770.

# KEY PHONE NUMBERS



Admitting	410-225-8829
Billing Inquiries	410-821-4140
Cafeteria	410-225-1428
Case Management	410-225-8289
Central Scheduling	410-225-8083
Emergency Department	410-225-8100
Medicare & Medicaid Assistance	410-225-8621
Gift Shop	410-225-8088
Housekeeping	Extension 8269*
Information	
General	410-225-8000
Main Lobby	410-225-8300
Patient	410-225-8300
Physician	410-328-6363
Medical Records	410-225-8310
Pastoral Care	410-225-8920
Patient Advocate	443-552-2870
Pharmacy	410-856-3650
Rapid Response Team	Extension 4911*
Security	410-225-8043
Social Work	410-225-8280

\*Direct dial from hospital phone only