



MedStar Union  
Memorial Hospital



# Patient Information Handbook

*Knowledge and Compassion*  
**Focused on You**



MedStar Heart &  
Vascular Institute



Cleveland Clinic  
Heart and Vascular Institute

# Healing hearts together in the heart of Baltimore.

MedStar Heart & Vascular Institute at MedStar Union Memorial Hospital is now aligned with Cleveland Clinic Heart and Vascular Institute, the nation's #1 heart program. Our physicians are working in collaboration to bring the benefits of promising research and innovative heart care to patients throughout the mid-Atlantic region and the nation. Choose MedStar Union Memorial Hospital in Baltimore for the most advanced heart care—because we're giving patients a second chance at life, right here at home.

To schedule an appointment with a MedStar Heart & Vascular Institute physician at any one of the four MedStar hospitals or offices throughout the Baltimore area, call **877-74-HEART** or visit **[MedStarHeart.org/Alliance](https://www.MedStarHeart.org/Alliance)** to learn more.



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201 E. University Parkway  
Baltimore, MD 21218-2895  
410-554-2000

[MedStarUnionMemorial.org](http://MedStarUnionMemorial.org)

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## Welcome to MedStar Union Memorial

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On behalf of the physicians, staff and volunteers of MedStar Union Memorial Hospital, I extend my warmest welcome to you. Our goal is to treat every patient with compassion and respect. As a member of MedStar Health, the largest integrated healthcare system in the region, we offer access to the best health care facilities, staff and treatments available.



This patient handbook provides important information about your stay at MedStar Union Memorial. Please read the guide at your leisure. In it you will find useful details about our policies and procedures, accommodations, visiting hours and more. We encourage you to speak with your doctor, nurse and other members of your healthcare team if you have any questions or concerns about your care.

During your stay with us, we are committed to providing the best possible experience. Thank you for choosing MedStar Union Memorial Hospital.

*Bradley S. Chambers*

Bradley Chambers  
President

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## Mission and Values

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### MedStar Union Memorial Hospital's Mission

MedStar Union Memorial Hospital is a comprehensive hospital with regional specialty services of distinction and quality community services, all enhanced by clinical education and research.

### SPiRiT Values

At MedStar Union Memorial Hospital, we strive to make a positive difference in people's lives by providing health care in the home and community. We seek to be a trusted leader in caring for people and advancing health. To fulfill our goals, we practice the MedStar Health SPiRiT values in all we do.

#### **Service:**

We strive to anticipate and meet the needs of our patients, physicians and co-workers.

#### **Patient First:**

We strive to deliver the best to every patient every day. The patient is the first priority in everything we do.

#### **Integrity:**

We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.

#### **Respect:**

We treat each individual, those we serve and those with whom we work, with the highest professionalism and dignity.

#### **Innovation:**

We embrace change and work to improve all we do in a fiscally responsible manner.

#### **Teamwork:**

System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.

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## **MedStar Union Memorial Hospital's Vision**

To be the trusted leader in caring for people and advancing health.

MedStar Union Memorial Hospital has long been committed to delivering the highest levels of quality and safety to its patients. Now, as part of its good to great journey and as the trusted leader in caring for people and advancing health, we are working to become a High Reliability Organization (HRO). A HRO is an organization that succeeds in avoiding catastrophes in an environment where normal accidents can be expected due to risk factors and complexity. It is our goal to adopt the common principles of HROs into our culture to prevent accidents and harm from happening, and learn from near misses or potential safety issues, while delivering the best patient experience to our patients.

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### **Non-Discrimination Policy**

The services of MedStar Union Memorial Hospital are operated on a nondiscriminatory basis. This policy prohibits discrimination on the basis of race, color, age, sex, national origin, religion or handicap. It applies to the provision of services, granting of privileges and accommodations, and the opportunity to participate in programs or activities.

### **Accreditations**

MedStar Union Memorial Hospital is accredited by The Joint Commission and Commission on Accreditation of Rehabilitation Facilities (CARF).

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## Our History

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MedStar Union Memorial Hospital is an acute care, teaching hospital offering services to meet the healthcare needs of a diverse population. Our hospital services are rooted in a long history of medical and nursing excellence and our commitment to serving the community has been evident for more than 155 years.

The seven women who established the Union Protestant Infirmary (UPI), as it was first called, wanted a place where “the sick, the poor and the infirm” could receive quality care. When UPI opened in 1854, it accommodated about 20 patients in small quarters at Baltimore and Stricker streets, near Union Square. Steady growth kept UPI moving, first to Mosher and Division streets, then to 33rd and Calvert streets.

The hospital was changing philosophically as well. The move to 33rd Street in 1923 paralleled the changing of our name to Union Memorial Hospital. This name change reflected “a better interpretation of our mission” and “progressive humanitarian attitudes.”

MedStar Union Memorial has gradually evolved to a 249 licensed bed hospital with more than 2,400 employees. The hospital has a strong foundation of core services in general medicine and surgery.

From this solid foundation have grown outstanding and, in many cases, world class or nationally renowned specialties. These include:

**The Curtis National Hand Center** – Regional trauma center for the treatment of hand and upper extremity injuries and disease, consisting of the nation’s largest group of hand specialists.



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**MedStar Union Memorial Orthopaedics and Sports Medicine –**

The preeminent program of its kind in the region. We're home to one of the world's largest hand centers, the region's most comprehensive sports medicine program and specialists who are fellowship trained in the subspecialties of hand, foot and ankle, joint replacement, shoulder and elbow, spine, sports medicine and trauma.

**Harry and Jeannette Weinberg Heart Institute –** One of the region's largest and highest volume cardiovascular centers known for its outstanding team of cardiac specialists and quality patient outcomes.

Other specialties include cancer care, diabetes, eye care, comprehensive inpatient rehabilitation and behavioral health.

MedStar Health is a community-based network of 10 of the Baltimore/Washington, D.C., area's finest non-profit hospitals and other healthcare services. MedStar offers primary and specialty care, home health, pharmacy, access to clinical research and education, as well as long-term care in a patient first environment to help keep the region's citizens healthy.

MedStar Health is the largest hospital system and one of the largest employers in the region.

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## Your Rights and Responsibilities as a Patient

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Hospitals work to improve people's health; treat people with injury and disease; educate doctors, health professionals, patients and community members; and improve the understanding of health and disease. In carrying out these activities, MedStar Union Memorial works to respect your values and dignity.

We consider you a partner in your hospital care. When you are well-informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective and safe as possible. This hospital encourages respect for the personal preferences and values of each individual.

1. You have the right to considerate and respectful care
2. You have the right to be addressed by your proper name and without undue familiarity.
3. You have the right to have your individuality respected and differences in your background considered, including your spiritual needs.
4. You have the right to be well-informed about your illness, possible treatments, and any unanticipated outcomes, and to discuss this information with your doctor. You have the right to know the names and roles of the people treating you.
5. You have the right to consent to or refuse treatment, as permitted by law, throughout your hospital stay. If you refuse the recommended treatment, you will receive other needed and available care.
6. You have the right to have an advance directive, such as a living will. This document expresses your choices about your future care. If you have a written advance directive, you should provide a copy to the hospital, your family, and your doctor. In the absence of the actual advance directive, and in accordance with applicable Maryland law, you may have your wishes documented in your medical record.
7. You have the right to a personal representative. This person should be someone whom you trust to make decisions for you if you are ever unable to communicate effectively.

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8. You have the right to personal security and privacy. The hospital, your doctor, and others caring for you will protect your privacy.
  9. You have the right to have a person of your own sex present during certain parts of a physical exam or procedure that is performed by a health professional of the opposite sex.
  10. You have the right to expect that the hospital will provide you with all necessary health services. Treatment, referral, or transfer may be recommended. If a transfer is recommended or requested, you will be informed of the risks, benefits, and alternatives. You will not be transferred until another institution agrees to accept you.
  11. You have the right to know if MedStar Union Memorial Hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers, or insurers.
  12. You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
  13. You have the right to be told of realistic alternatives when hospital care is no longer appropriate.
  14. You have the right to know about hospital policies, including charges and payment methods, which may affect you and your treatment.
  15. You have the right to know about the hospital's resources, such as our patient representatives or our Patient Care Advisory Committee, which can help resolve problems and answer questions about your hospital stay and care.
  16. You have the right to have freedom from restraints used in the provision of acute medical and surgical care, unless clinically required.
  17. You have the right to have freedom from restraints used for management of behavior, unless clinically required.
  18. You have the right to leave the hospital against the advice of your physician. However, if you elect to take such action, you must sign a release form that states that the hospital and your health care providers will not be responsible for any harm which could result from your decision. By law, patients with certain contagious diseases may be required to remain in the hospital.

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19. You have the right to have any pain that you experience assessed and managed by your health care provider.
  20. You have the right to access protective services.
  21. You have the right to receive a Notice of Privacy Practices upon registration and as requested.
  22. You have the right to expect that your medical and billing records will remain confidential unless you have specifically authorized the release of the information or if reporting the information is required or permitted by law. Please refer to your Notice of Privacy Practices for additional information regarding MedStar Union Memorial Hospital's commitment to the protection of your health information.
  23. You have the right to look at and receive a copy of your health or billing record, as permitted by law. Please refer to your Notice of Privacy Practices for additional information.
  24. You have the right to request that we add an amendment to your medical record, as permitted by law. Please refer to your Notice of Privacy Practices for additional information.
  25. You have the right to request a list of the disclosures that we have made of your health information, as permitted by law. Please refer to your Notice of Privacy Practices for additional information.
  26. You have the right to request that we limit how we use and disclose your health information, as permitted by law. Please refer to your Notice of Privacy Practices for additional information.
  27. You have the right to request that we communicate with you in a certain way, such as by mail or fax, as permitted by law. Please refer to your Notice of Privacy Practices for additional information.
  28. You have the right to designate a family member, friend or other individual to be present with you for emotional support, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
  29. You have the right to file a complaint with the Department of Health and Human Services if you feel that your privacy rights have been violated.

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## Patient Responsibilities

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You are responsible for providing information about your health, including past illnesses, hospital stays and use of medicine. You are responsible for asking questions when you do not understand information or instructions. If you believe you can't follow through with your treatment or your discharge instructions, you are responsible for telling your doctor. This hospital works to provide care efficiently and fairly to all patients and the community. Your health depends not just on your hospital care but, in the long term, on the decisions you make in your daily life. You are responsible for recognizing the effects of lifestyle on your personal health.

### ***As a patient in this hospital, your responsibilities include:***

1. You are responsible for being on time. If you are unable to keep an appointment, you are requested to call and cancel.
2. You are responsible for informing the hospital if you have an advance directive, such as a living will, or a Medical Power of Attorney.
3. You are responsible for the payment of your hospital bills, for providing the hospital with your insurance information, or for requesting assistance to arrange payment while you are in the hospital.
4. You are responsible for being considerate of other patients and for seeing that your visitors are considerate as well.
5. You are responsible for personal items left at the bedside. This includes, but is not limited to, eyeglasses, hearing aids, dentures, or money.
6. You must disclose to your physician and nurses all of the medications you are taking.
7. You are not allowed to have in your possession any medication or drug without an approval stated in the physician's written order.
8. You are not permitted to smoke anywhere on campus, including all buildings, parking garages, in vehicles and sidewalks within the boundaries of the campus.

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9. You are expected to extend the courtesy of listening to staff members.
  10. If you choose to have another physician, it is your responsibility to obtain a new physician and to notify your current physician of your intention.
  11. You, your personal representative, and your family have the responsibility of cooperating with the physician in arranging for discharge.

If you have concerns about any aspect of your care, treatment or services, you may submit a complaint to The Joint Commission at **1-800-994-6610**.

## **For Your Safety – How You Can Help**

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### **Speak Up!**

Patient safety is a top priority at MedStar Union Memorial and we encourage you to take an active role in your healthcare. We urge you to “Speak Up” if you have questions or concerns about your diagnosis, treatment, medications and tests. If you don’t understand, ask again. You have a right to know.

Consider asking a trusted family member or friend to help if you are uncomfortable asking for information or voicing concerns. Remember, you are the center of your health care team. Participate in all decisions about your treatment.

### ***Here are other ways you can participate in your care:***

1. Check to make sure your caregiver is wearing an identification (ID) badge.
2. Carefully read any medical forms before you sign them. Ask questions if you do not understand something.
3. Talk to your physician or nurse about your medications and any side effects you may experience while taking the medication. Ask if there is any written information about your medication.
4. Ask your caregivers if they have washed their hands before providing care to you.

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5. Ask staff to explain what they are doing and why.
  6. Educate yourself about your diagnosis, medical tests and treatment plan. Ask your caregiver for more information or check the patient education channel (see channel 9) on your TV. The Medical Library also has materials that may be helpful. Call **410-554-2296**.

## Preventing Falls: Know When to Ask for Help

To avoid falling and hurting yourself, please follow these guidelines:

- Use your call bell when you require assistance and keep it within reach
- Call your nurse if you feel dizzy, weak or lightheaded—don't get up by yourself
- Ask for help to go to the bathroom
- Wear shoes or non-skid slippers every time you get out of bed
- Take your time when getting up from sitting or lying down
- Do not use bedside table, IV pole or other moving objects for support

## Medications from Home

Hospital policy does not allow the use medications from home unless ordered by your physician. If you brought medicine of your own, please send it home with a family member or give it to your nurse for safekeeping. It is very important that you do not take any medications, except those your nurse gives you.

If medicine is required during your stay, your physician will prescribe it for you. MedStar Union Memorial's Pharmacy Department works with physicians and nurses to assure that the medications used in the hospital are safe and effective. Pharmacy staff can provide counseling to patients who need help understanding their medications. If you would like to speak with a pharmacist, please ask your doctor or nurse.

We also encourage you to contact the Pharmacy's Drug Information Center after your stay if you have questions about your medication. Call **410-554-2906**.

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## Cellular Telephone and Camera Guidelines

MedStar Union Memorial Hospital must take reasonable steps to protect patients, visitors, hospital employees and physicians from unauthorized photography, video or audio recordings or other images. Due to the sensitive nature of patient information and to protect patient privacy, cell phone and camera usage has restrictions that patients and family members must be aware of and abide by while on hospital grounds.

- Patients, family members, and/or visitors are **not permitted** to take photographs of, video or audio record patients or hospital employees without written approval by hospital management
- Hospital employees will take reasonable steps to ensure that patients and/or associates are not photographed, video or audio recorded within the facility by a patient or the patient's family members or visitors
- Cellular telephones may be used in patient rooms, public waiting areas, the cafeteria and common areas such as hallways and lobbies.
- Cellular telephones may NOT be used in critical care areas or 6 West.
- Non-compliance will be reported to Security.
- Patients, family members, and/or visitors who violate this policy may be asked to leave the premises, and those who continue photographing or recording despite notification of the policy may be barred from entering the facility in the future.



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## Your Accommodations

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### Hospital ID Bracelet

Please wear the hospital bracelet you were given at admission at all times during your stay. Your bracelet helps staff know to whom they are giving medication or treatment. This is an important part of patient safety. If you must leave your room for anything other than a scheduled procedure, please notify your nurse.

### Room Selection

Patient rooms are either semi-private or private. You are assigned a room based upon the type of care your doctor recommends. Medical insurance providers usually do not cover the full cost of a private room. The number of private rooms is limited, but we will make every effort to honor your request depending on availability.

### Getting Comfortable

Your bed is electrically operated and may be raised or lowered for your convenience. Please let your nurse know if you need help with your bed. Bedside rails are for your protection. They may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications. If you need assistance getting out of bed, please ask a staff member for help.

### Personal Items & Valuables

The hospital is not responsible for patients' personal items or valuables. We recommend that personal items such as jewelry, credit cards or cash be sent home with a family member or be placed in safekeeping with our Security Office. Your items will be returned to you upon discharge. Please ask your nurse for assistance.

Personal items kept at the bedside are also the responsibility of the patient. These may include such items as dentures, eyeglasses, contact lenses and hearing aids. Take extra care to place them where they cannot be easily misplaced or discarded.

You may store suitcases, clothing and other personal items in the closet in your room. Please do not place any items under the bed.

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## Personal Electrical Appliances

For your safety, please do not use any electrical appliances other than personal grooming devices, such as electric shavers and hair dryers. These devices may be used as long as they do not present a safety hazard (such as a frayed cord) and the nurse manager or administrative and maintenance staff agrees that you may use them. The hospital is not responsible for these items or for portable CD players, radios, computers or hand-held computer games.

The hospital reserves the right to remove any personal electrical device that presents a significant risk.

MedStar Union Memorial Hospital assumes no responsibility for any death, injury, damage, theft or other loss associated with any device brought into the hospital by a patient or visitor.

## Telephone & Television Service

For your convenience, telephone and television service is available for a one-time fee of \$20. Payment for these services will appear on your hospital bill. Should you choose telephone service, you may receive incoming calls between 7 a.m. to 10 p.m. No calls will be forwarded to your room after 10 p.m.

Local Calls:	Dial 9 + phone number
Long Distance:	Dial 9 + 0 + phone number (must be billed collect, by credit card or third party)
Hospital Operator:	Dial 0

In addition to local stations, the television service includes several hospital-provided channels consisting of useful medical tips and information. An encoder is available for the hearing impaired. If you are in a semi-private room, please be considerate of your roommate when using your television. If the telephone or television in your room is not operating correctly, please call **410-554-2273**.

## UMH TV

UMH TV is a hospital-produced channel just for patients. Located on channel 4, UMH TV features programming that is all about MedStar Union Memorial, including patient stories, local news coverage, commercial spots and in-house video production.

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## Patient Education Channel

Located on Channel 9, the Patient Education Channel offers educational programs for patients about a variety of health-related topics.

## Food and Nutrition Services

Wholesome, nutritious, well-balanced meals are an important part of your treatment and recovery. The Nutrition Services department at MedStar Union Memorial Hospital makes every effort to provide nourishing meals that are prepared according to your doctor's and dietitian's orders.

Occasionally, your meal may be delayed due to the scheduling of a test or treatment. The staff will work diligently to serve your meal as soon as possible.

There are many different types of diets that your doctor or dietitian may order for you based on your medical condition. If you require a special diet, you will receive meals tailored to your individual needs. If you have a special request to receive vegetarian, lactose-free or Kosher meals, please notify your nurse.

We discourage visitors from bringing patients food from outside the hospital unless it is approved by your doctor or dietitian.

A Catering Associate will be visiting you to assist with menu selection. For more information regarding your menu selection, food preferences and questions about your meal, please contact the Food and Nutrition Services department at **410-554-6494**.

If you have questions about nutrition, our dietitians are available for further consultation Monday through Friday from 7:30 a.m. to 4:30 p.m. If you are interested in nutrition counseling or follow-up with a dietitian in an outpatient setting, please call **410-554-6576** to schedule an appointment.

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## Policies, Procedures and Patient Services

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### Advance Healthcare Directive

When you are admitted for care at MedStar Union Memorial Hospital, you will be asked if you have an Advance Healthcare Directive and/or a Medical Power of Attorney for Healthcare. These documents are important so hospital staff may follow your wishes should you become incapable of making decisions pertinent to your care.

An Advance Healthcare Directive is a document that contains your directions on the use of life-sustaining procedures if you develop a terminal condition and are unable to communicate or make meaningful decisions about your medical treatment. As long as you are competent and able to communicate, you control the course of your treatment. A Medical Power of Attorney gives the decision-making processes to someone with whom you have discussed your wishes.

If you have an Advance Healthcare Directive and/or Medical Power of Attorney for Healthcare with you, an admissions representative or admitting nurse will gladly make a copy to place in your medical record. If you do not have a copy with you, please discuss your wishes with your doctor, nurse, family members and anyone else who would be concerned with your care.

Should you decide to establish an Advance Directive for Healthcare or Medical Power of Attorney for Healthcare while you are a patient, please contact the Case Management department at **410-554-2240**.

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## Patient Concerns and Complaints

Our health care team is dedicated to providing safe and quality patient care in a friendly and caring environment.

If you wish to voice a concern or register a complaint, please ask to speak with the nurse manager. If the nurse manager is unable to solve the problem to your satisfaction, please call the Patient Advocacy Team at **410-554-4565**. It is our policy to investigate all concerns and respond to you within five working days.

If your complaint is not resolved to your satisfaction after you leave the hospital, you may also file a complaint with the Maryland Department of Health and Mental Hygiene or The Joint Commission at the following addresses:

Maryland Department of Health and Mental Hygiene  
Office of Health Care Quality  
Spring Grove Center  
Bland Bryant Building  
55 Wade Ave.  
Catonsville, MD 21228-4663  
410-402-8000  
Toll Free: 1-877-402-8218  
Email: [ohcg.web@maryland.gov](mailto:ohcg.web@maryland.gov)

The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Toll Free: 1-800-994-6610  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

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## Cleanliness Counts

We are committed to providing a safe and clean environment for patients and staff. This includes having an intensive program to prevent or control infection. Handwashing is the single most important way to stop the spread of infection.

In the hospital, everyone caring for patients should wash their hands before and after they provide care to you. If you do not see someone wash their hands, you have the right to ask them to do so. As a protective measure, caregivers often wear gloves while visiting patients. Patients may also be placed in isolation if they are suspected to have or are diagnosed with a contagious illness.

MedStar Union Memorial's office of Infection Prevention and Control is continually monitoring the performance of our employees with regard to safe healthcare practices. If you have questions or concerns, please call **410-554-2988**.

## Medical Ethics and Patient Advisory Committee

The Patient Advisory Committee is available to patients, family and staff for consultation on clinical ethics issues. The committee can help support you through the process of making difficult decisions concerning treatment and non-treatment options, communication difficulties and patient or family/staff conflicts.

The committee consists of a physician and nurse who are not directly involved in your care, a social worker and hospital administrator. If you or your family would like to meet with this committee, please speak with the nurse manager, social worker or case manager on your unit.

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## Special Services

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### ATM

An automatic teller machine (ATM) is located in the hall between the main hospital and lobby of the Johnston Professional Building.

### Auxiliary and Volunteer Services

The MedStar Union Memorial Auxiliary operates many programs and services throughout the hospital. Our volunteers are people who share their time and talents with patients and staff. Volunteers serve MedStar Union Memorial patients and staff in many areas of the hospital.

You will recognize our female volunteers by their bright blue jackets and male volunteers by white jackets. Junior volunteers wear navy polo shirts and khaki slacks.

If you, your friends or family members would like to volunteer, please call **410-554-2507**.

### Magazine Cart

Patients may borrow magazines from the cart that volunteers take through the hospital several days each week.

### Cashier Hours

6:30 a.m. to 3:00 p.m. Monday thru Friday, closed Holidays. Accepts payments for hospital services and can give change as available. Phone: **410-554-6650**

### Celebrating Special Events

If you will be observing a special occasion during your stay, such as a birthday or anniversary, please inform the nurse manager on your unit so we can help you celebrate.

### Chapel and Pastoral Services

The Riggs Chapel is located just off the main lobby of the hospital building. It is open for prayer and private meditation. Special services also are available.

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The Pastoral Care department sponsors a Traditional Episcopal Communion Service each Wednesday at noon in the Riggs Chapel.

The hospital chaplain, visiting clergy and pastoral care volunteers are available to offer you and family emotional and spiritual support. If you would like to see the hospital chaplain or arrange a pastoral visit, please call **410-554-2708**.

### **Language Interpreters**

We are committed to facilitating effective communication with all patients, including non-English speaking and hearing-impaired patients and family members. The hospital maintains a list of employees and students fluent in sign and many foreign languages. Please inform your nurse if you or your visitors require the assistance of an interpreter. Call **410-554-2507** for this service. For hearing-impaired patients, please call **410-554-2240**.

### **Patient and Family Library**

Located next to the Medical Library, the Patient and Family library has books, videos and handouts on various health topics. The materials are current, reliable and easy-to-read. Patients and family members may watch videos, read materials, access the Internet and make copies of any materials they need.

The Medical Library staff is happy to help patients and family members in finding the right health information. If you would like us to locate information for you, please call the Medical Library at **410-554-2294**. Staff can even deliver a packet of information to your room or send it to your home.

The Patient and Family Library is open Monday through Friday, from 8 a.m. to 4:30 p.m. and is located on the first floor of the 33rd Street Building.

### **Pharmacy Delivery Service**

MedStar Union Memorial Hospital has a Pharmacy Bedside Delivery Service that will deliver your medications to you. It's a great convenience to leave the hospital with all the medications you need to assist in your full recovery. Contact Zach Lamb at **410-387-1268** for this service.



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## Lost & Found

The hospital Lost & Found is managed by the Security department. For information or to make a claim, call **410-554-2677**.

## Mail and Flower Delivery

Any mail, flowers or other items you receive during your hospital stay will be delivered to your room. We will forward mail to your home once you have left the hospital.

## Newspapers

Local and national newspapers are available in the gift shop, at the Hospital Grounds Café (coffee bar), and at stands near the entrance to the bridge at Parking Garage B.

## Notary Public

If you need a legal document notarized during your stay, a hospital notary public will be happy to serve you. To request a notary public, please speak to your nurse or call **410-554-4565**.

## Wireless Access

Free wireless connectivity is available to patients and visitors. All you need to connect is a Wi-Fi enabled laptop and an Internet voucher with an access code. Talk to your nurse or a registration representative to obtain a voucher. Wi-Fi access is available on all inpatient floors (except Behavioral Health), in the cafeteria, main lobby and outpatient surgery center, along with 24/7 technical support.

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## For Family and Friends

### Gift Shop

The Front Door gift shop is located on the first floor of the main lobby. Staffed by volunteers, it is open from 10 a.m. to 6 p.m. Monday through Friday, and 10 a.m. to 5 p.m. Saturday and Sunday. The gift shop offers a wide selection of items, including cards, balloons, jewelry, stuffed animals, magazines, snacks and more. Fresh floral arrangements are also available outside the gift shop. The gift shop can be reached at **410-554-2658**.

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## Overnight Accommodations

For out-of-town relatives and visitors, several local hotels offer overnight accommodations at discounted rates. Please call the hotel for rate information.

Lord Baltimore Hotel  
20 West Baltimore Street  
Baltimore, MD 21201  
Reservations: 888-817-0937/443-977-4092

Radisson Cross Keys  
5100 Falls Road  
Baltimore Maryland 21210  
Reservations: 800-333-3333/410-532-6900  
Fax: 410-532-2403

\*Free parking/shuttle to hospital, as well as Baltimore's Inner Harbor

Radisson Plaza Lord Baltimore  
20 West Baltimore Street  
Baltimore, MD 21201  
Reservations: 1-800-395-7046/410-539-8400  
\*Free continental breakfast and evening reception

Doubletree Inn at the Colonnade  
4 W. University Parkway  
Baltimore, MD 21218  
Reservations: 410-235-5400

Mt. Washington Conference Center  
5801 Smith Avenue  
Baltimore, MD 21209  
Reservations: 410-735-7964  
\*Free parking and wireless Internet

## Parking

Parking for patients and visitors is available in Parking Garage A (entrance located on 34th Street). Handicapped spaces are located on Level 2 for passenger vehicles and on the ground level for larger vehicles. Garage A has a connecting bridge directly to the hospital and professional office buildings.

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Discount parking coupons are available at the Gift Shop or Parking Office for visitors of patients staying in the hospital for more than five (5) days. The Parking Office is located on the ground level of Garage A. It is open from 8 a.m. to noon and 1 p.m. to 4:30 p.m. Monday through Friday.

As a courtesy for those picking up discharged patients, the first 30 minutes in the garage is free. Please note there is no parking in the posted "Red Zone" in front of the main hospital entrance.

Visitors may drop off or pick up patients at the front entrance, but cannot leave their car unattended. Limited parking is available in the area marked as the "Blue Zone."

Visitors who park in front of the hospital are asked to notify the front desk that they are here to drop off or pickup a patient.

For questions or more information about parking, please call the Parking Office at **410-554-6842**.

## Smoking Policy

For the health of our patients, visitors and staff, MedStar Union Memorial is a completely smoke-free campus. This means smoking and the use of all tobacco products is prohibited on all grounds of the hospital, including parking garages, personal vehicles and sidewalks surrounding the campus.

Upon admission to the hospital, you will be asked if you are currently a tobacco user. If so, the physician overseeing your care can discuss smoking cessation programs and products with you.

Thank you for your cooperation and contributing to a healthier environment for everyone.

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## Snacks and Meals

A full-service cafeteria, offering a variety of hot and cold items and beverages, is located on the first (lobby) floor of the main hospital building. Hours of operation are:

<b>Breakfast:</b>	6:30 a.m. to 10 a.m.
<b>Lunch:</b>	11 a.m. to 2:30 p.m.
<b>Snacks:</b>	2:30 p.m. to 4:30 p.m.
<b>Dinner:</b>	4:30 p.m. to 6:30 p.m.

In addition, the Hospital Grounds Café, a gourmet coffee bar, features a variety of specialty coffee and tea drinks, as well as soda, juices, water and baked goods. The coffee bar is located in the lobby of the Johnston Professional Building.

Vending machines also are located throughout the hospital, offering sandwiches, snacks, candy, coffee, juice and soft drinks.

## Visitors

Visiting with family and friends can help speed your recovery and make your hospital stay more pleasant. All visitors must obtain a pass from any one of the information desks located in the main hospital, Johnston Professional Building or 33rd Street Professional Building.

To maintain a healthy and peaceful environment, only two visitors per patient are permitted at any one time. Children under 12 may visit with the permission of the nursing supervisor. Additional visitors may wait in the waiting rooms conveniently located on each floor.

We also ask that persons with cold or flu-like symptoms, sore throat or other contagious illness refrain from visiting patients.

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A patient (or support person, where appropriate) has the right, subject to his or her consent, to receive the visitor whom he or she designates, including but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time. MedStar Union Memorial Hospital does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

MedStar Union Memorial Hospital recognizes that family and friends play an important part in the health and well-being of our patients. Patient and/or family may appoint or designate an individual (age 18 or older) who can remain with the patient during non-visiting hours to provide emotional support during the course of the hospitalization. The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contra-indicated. However, effective treatment must be provided while ensuring a safe and secure environment for patient, staff and other guests.

## Visiting Hours

Please limit your visits to the following visiting hours:

**General:** 11 a.m. to 8:30 p.m. *No children under age 12.*

**Critical Care Unit (CCU):** 10 a.m. to noon; 1:30 p.m. to 3:30 p.m.; 4:30 p.m. to 6:30 p.m.; 7:30 p.m. to 8:30 p.m. *No children.* Only three visitors are permitted during one visiting period.

**Cardiovascular Intensive Care Unit (CVICU):** 11 a.m. to 8:30 p.m. *No children.*

Patients in the behavioral health unit may receive visitors on Monday, Wednesday and Friday from 1 p.m. to 2 p.m., Tuesday and Thursday from 6 p.m. to 7 p.m. and weekends from 2 p.m. to 5 p.m. Children under 12 may not visit.

Any special requests related to visiting hours should be directed to the nurse manager of the specific unit.

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## Hospital Bills and Insurance

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### Insurance and Billing

Before and during your hospital stay, our Patient Accounting department will verify your insurance coverage and file all insurance claims for you. Please note that insurance plans do not always provide full coverage of your hospital bill, particularly if your coverage has deductibles or co-payments.

We will attempt to secure payment from your insurance provider in a timely fashion. If we do not receive payment from your insurance provider, the Patient Accounting department will contact them directly to check the status of your account. Unless other payment arrangements were made prior to treatment, you will be expected to pay in full the difference for all charges not covered by insurance.

Please check with your insurance company if you have questions about your coverage.

You can receive a one (1) percent prompt payment discount if you pay your portion of the hospital bill at the time of service or when you are discharged.

If you have any questions about your hospital bill, please call **410-933-2424**.

### Professional Fees

Physician fees are separate from hospital fees. You may receive bills from your family doctor, anesthesiologist, pathologist, radiologist, cardiologist, emergency physician and other specialists who participate in your care.

### Patient Advocate

MedStar Union Memorial provides a patient advocate for uninsured patients. The patient advocate will determine if you are eligible for Maryland Medical Assistance (Medicaid). If so, he or she will arrange an appointment for you to speak with a program coordinator to start the application process. If you would like to speak with a patient advocate, please call **410-554-2081**.

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## Going Home

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### Discharge Time

Our goal is to discharge patients by noon on the day they are scheduled to go home. Before you leave the hospital, members of your healthcare team will discuss discharge plans with you and provide information on follow-up care, appointments, medication and other home-going instructions. Please discuss your discharge day and time with your physician, nurse and family members as soon as possible so you can be prepared for a safe and healthy transition home.

Our Case Management department is available to assist you with any special services and supplies you may need at home, including home health, hospice care, durable medical equipment and counseling. If you would like to speak with a member of the Case Management staff, please call **410-554-2240**.

### Arranging Transportation

The Case Management department is available to assist you with transportation arrangements, including bus or taxi. If you are an outpatient, ask your physician or a staff member for assistance with making travel arrangements.

### Home Care

MedStar Visiting Nurse Association (VNA) provides home care to patients after discharge as a continuation of the skilled services received while in the hospital. A team of nurses, home health aides, physical therapists and social workers share the responsibility of caring for you or a loved one. The goal of home care is to maintain your independence through education, instruction and the use of adaptive devices. Home care services can be initiated by you, the hospital staff, or your physician.

For more details about our home care services, call MedStar VNA toll-free at **1-877-931-3100** or at **410-554-2951**.

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## Hospice Services

MedStar Union Memorial offers referrals for hospice care for terminally ill patients. This is coordinated by our Case Management department. For more information, call **410-554-2240**.

## Patient Surveys

As part of our continuous effort to improve patient care, we participate in a publicly reported government survey measuring patients' experiences of the care they received. The survey is called Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

Shortly after you return home from MedStar Union Memorial, you may receive a telephone survey about various aspects of your care. We encourage you to participate in the survey. The information you provide is confidential and we appreciate your comments and suggestions to help us evaluate and improve the quality of our care and services.

It is our goal to provide the best in quality, safety and service. We hope that during your stay, you found that our service so exceeded expectations that you would refer your family and friends.

## The Importance of Gifts

As a not-for-profit organization, MedStar Union Memorial Hospital relies heavily on generous donations from caring people in the community to continue its mission of quality patient care. Through this support, we are able to expand programs and services, purchase state-of-the-art equipment and renovate facilities to care for you and your family even better.

Gifts to the hospital, regardless of size, make a difference. To learn more about ways to give or to make a gift in honor of someone who has cared for you, please call the Philanthropy Office at **410-554-2662**. All gifts are tax-deductible to the extent of the law and individuals being honored will be notified of any gifts made in their name.



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# **A Patient & Family Guide to Pain Management**

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The management of pain during your stay is an important part of your recovery. The healthcare team at MedStar Union Memorial Hospital is committed to effective pain management for everyone.

## ***Don't put up with the pain . . .***

People used to think that severe pain was something they just have to put up with. With current treatments this is no longer true. Today you can work with your doctors and nurses to help relieve pain. It is very important for you to request your medication as soon as you start to feel uncomfortable, as it may take several doses of medication before you feel any relief.

## ***Why should pain be controlled?***

When your pain is controlled, you can:

- Heal faster
- Start walking and doing breathing exercises so you can get your strength back faster
- Feel better sooner
- Improve your results and avoid problems (such as pneumonia and blood clots)

## ***Are you worried about getting "hooked" on pain medications?***

Studies show this is very rare (less than one percent) unless you already have a problem with substance abuse.

## ***Pain Management Options***

Both medications and non-medication treatments can be helpful in controlling pain. There are many methods used to manage pain. Sometimes two or more methods are combined to get greater pain relief. You and your doctors and nurses should discuss and decide which methods are best for you.

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## **Medication Methods**

Medications may be given in several ways:

- Oral: Oral pain medications are taken by mouth in pill or liquid form.
- Injection: An injection is medication given with a needle into a muscle.
- Transdermal: Skin patches containing pain medication are applied to the skin and used for longer-term pain management.
- IV: Medication can be given through the intravenous (IV) tube.
- PCA (Patient Controlled Analgesia) Pump: The patient gets a continuous dose of medication through the intravenous (IV) tube, but can also help control their pain by pushing a button. The pump then delivers extra pain medication through the IV tube in your vein.
- Epidural: An epidural is a small tube placed in your back by the anesthesiologist. The epidural is connected to a pump that delivers pain medication and allows you to give yourself extra doses when needed.

## **Non-Medication Methods**

- Heat and cold packs
- Positioning
- Splinting of an incision
- Relaxation
- Massage
- Prayer and positive thinking
- Distraction techniques (such as listening to music, watching TV, reading, visiting)

## **Describing Your Pain**

To assist members of the healthcare team in managing your pain, try to use words or phrases that accurately describe the pain. For example:

- Is the pain sharp, stabbing, dull, toothache or burning?
- Do you have pain all of the time, or does it come and go?

- Are there activities that make the pain better or worse (like coughing, sneezing, taking a deep breath, lying down, sitting up)?
- Do you feel pain in one place or does it extend into other places?

## ***How to Communicate Your Pain***

You will be asked routinely to rate your pain on one of the following scales. This will help the healthcare team know how well your pain management treatment is working and whether changes are necessary.

Which number or face best describes the amount of pain you are experiencing?



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## Important Phone Numbers

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Unless otherwise noted, the following numbers are four-digit **extensions** that may be dialed when inside the hospital. Calls made from outside of the hospital require the **410-554-xxxx** prefix.

If you need assistance with something that is not listed below, please speak to your nurse.

2200	Admitting Office
6368	Cafeteria (daily menu)
2240	Case Management/Social Work
6650	Cashier
2708	Chaplain
2610	Digestive Disease Center
2658	Gift Shop
2670	Information Desk (main hospital)
2294	Library
2520	Medical Records
2287	Nursing Services (M-F, 7:30 a.m. to 4 p.m.)
2288	Nursing Services (evenings and weekends)
2356	Nutrition Services
6842	Parking Office
2229	Patient Information
4565	Patient Advocates
2555	Pharmacy
2341	Physical Therapy, Inpatient
2318	Physical Therapy, Outpatient
2510	Plant Operations (heat, air conditioning, electricity)
2677	Security
2507	Volunteer Services
410-933-2424	Patient Accounts
1-877-931-3100	MedStar Home Health







# We're healing hands in Maryland.

Designated by Congress as the National Center for the Treatment of the Hand and Upper Extremities, The Curtis National Hand Center treats everything from arthritis to crippling birth defects. Now, all the expertise of our hand specialists and therapists, along with our orthopaedic and sports medicine experts, can be yours at either our Baltimore or Howard County location.

Visit **[CurtisHandCenter.org/Baltimore](http://CurtisHandCenter.org/Baltimore)** or call **877-864-HAND** (877-864-4263) for an appointment if you have a hand condition or injury.



**MedStar Union  
Memorial Hospital**  
*The Curtis National Hand Center*



MedStar Franklin Square Medical Center  
MedStar Georgetown University Hospital  
MedStar Good Samaritan Hospital  
MedStar Harbor Hospital  
MedStar Montgomery General Hospital  
MedStar National Rehabilitation Network  
MedStar St. Mary's Hospital  
MedStar Southern Maryland Hospital Center  
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MedStar Institute for Innovation  
MedStar Health Research Institute

**MedStarUnionMemorial.org**



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Memorial Hospital

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