

# Vision, Mission and Values

## Our Vision

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

## Our Mission

We are Good Samaritans, guided by Catholic tradition and trusted to deliver ideal healthcare experiences.

## Our SPIRIT Values

- **Service:** We strive to anticipate and meet the needs of our patients, physicians, and fellow Good Samaritans.
- **Patient First:** We strive to deliver the best to every patient every day. The patient is the 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.

## Ethical and Religious Directives Shaping our Mission

MedStar Good Samaritan Hospital, founded as a Catholic hospital in 1968, follows the Ethical and Religious Directives for Catholic Health Care Services as outlined by the United States Conference of Catholic Bishops. These directives guide the ethical and moral issues facing Catholic health care in accordance with the Church's teaching on the dignity of all persons. The Ethical and Religious Directives address six main areas:

- The Social Responsibility of Catholic Health Care Services
- The Pastoral and Spiritual Responsibility of Catholic Health Care
- The Professional-Patient Relationship
- Issues in Care for the Beginning of Life
- Issues in Care for the Seriously Ill and Dying
- Forming New Partnerships with Health Care Organizations and Providers

The Ethical and Religious Directives for Catholic Health Care Services may be found on the United States Conference of Catholic Bishops' website: **USCCB.org**.

# Table of Contents

## Welcome from the President..... 3

## Your Stay in the Hospital ..... 4

- **About Your Room**.....4
  - Bed Controls .....4
  - Call Lights.....4
  - Clinical Equipment Alarms .....4
  - Housekeeping .....4
- **During Your Stay** .....5
  - Fall Prevention .....6
  - Fall Risk Assessment.....7
  - Gown.....8
  - Identification Bracelet .....8
  - Medications .....8
  - Pain Management .....8
  - Patient Meals.....10
  - Personal Items .....10
  - Rapid Response Team .....10
  - Safe Lifting .....11
  - Speak Up .....11
  - Tests .....12
- **Your Room Amenities**..... 12
  - Internet .....12
  - Mail Delivery .....12
  - Newspapers .....13
  - Radio .....13
  - Telephone .....13
  - Important Phone Numbers.....13
  - Television.....14
  - C.A.R.E Channel .....14
  - TV Channel Programming Guide .....14

## Patient Information and Services..... 15

- **Admitting and Registration** ..... 15
- **Blood Donation** ..... 15
- **Case Management and Social Work** ..... 15
- **Concerns and Questions** ..... 15
- **Financial Responsibilities** ..... 16
- **Good Health Center** ..... 16
- **Interpreter Services** ..... 17
  - Deaf and Hard of Hearing.....17
  - Language Interpreter .....17
- **Medical Records**.....17
- **Notary Public**.....17
- **Patient Care Advisory Committee**.....17
- **Patient Experience Survey** .....17
- **Patient Information**..... 18

- **Patient Portal (Online Access to Your Health Information)**..... 18
- **Pharmacy**..... 18
  - Bedside Delivery Prior to Discharge ..... 18
- **Private Duty Nurses**..... 18
- **Rehabilitation Services** ..... 19
- **Taxi Services** ..... 19

## Healthcare Decisions and Advance Directives ..... 20

- **You Have the Right to Decide About Your Healthcare**..... 20
- **Naming a Healthcare Agent** ..... 20
- **Using Advance Directives** ..... 20
- **What Happens If You Do Not Make an Advance Directive?** ..... 20
- **Preparing an Advance Directive** ..... 21
- **How Do You Get More Information?** ..... 21

## Visitor Information ..... 22

- **Accommodations for Guests**..... 22
- **Healthcare Support Person**..... 22
- **Visiting Hours** ..... 22
- **Visitor Guidelines**..... 23

## Hospital Information ..... 24

- **ATM (Automated Teller Machine)** ..... 24
- **Auxiliary**..... 24
  - Gift Shop .....24
  - Thrift Shop.....24
- **Book Cart** ..... 24
- **Food Service for Guests and Visitors** ..... 24
- **Healthcare Team Recognitions**..... 25
- **Parking**..... 25
- **Pastoral Care and Spiritual Support**..... 26
- **Philanthropy**..... 26
- **Security Services** ..... 26
- **Volunteer Services**..... 26

## Hospital Policies and Guidelines..... 27

- **Alcoholic Beverages**..... 27
- **Cell Phone/Smart Phone and Audio/Video Guidelines**..... 27
- **Fire Safety** ..... 28
- **Infection Prevention** ..... 28
- **Patient Rights and Responsibilities** ..... 28
- **Privacy Issues**..... 30
- **Smoking Policy**..... 30

## Notice of Nondiscrimination ..... 31



# Welcome from the President



**Welcome to MedStar Good Samaritan Hospital.** We are committed to providing you with quality, safe, compassionate care throughout your stay with us. Our doctors, nurses, clinical staff, and our associates are all focused on you. This dedication to our patients is what drives us to provide extraordinary patient experiences and is rooted in our Catholic heritage—from offering an environment of healing with respect and dignity for all to providing innovative treatments and services.

Our community has trusted their health needs to MedStar Good Samaritan Hospital for 50 years and we are paving the way to continue our legacy well into the future. The Ethical and Religious Directives for Catholic Health Care are guiding principles for the care provided at MedStar Good Samaritan Hospital. In addition, as part of MedStar Health, we are developing and implementing ways our community can have the best access to excellent health care.

We look forward to caring for you. If you have any questions, please do not hesitate to ask. We want you to be comfortable and to understand the medical care you are receiving. Thank you for entrusting us with your care.

In good health,

## **Bradley S. Chambers**

President, MedStar Good Samaritan Hospital  
President, MedStar Union Memorial Hospital  
Senior Vice President, MedStar Health



# Your Stay in the Hospital

At MedStar Good Samaritan Hospital, we want our patients to be as comfortable as possible while they are staying with us. The following section provides information about your room, what to expect during your stay, and the various amenities available to help make your stay more pleasant.

## ABOUT YOUR ROOM

All patient rooms are either semi-private (two patients per room) or private (one patient per room). Requests for private rooms will be honored as available. The following information explains important features about your room.

### Bed Controls

The buttons to control your bed are located on both bed rails. To raise the head of your bed, press the "up" arrow with the picture of a head on it and to lower the head of your bed, press the "down" arrow with the picture of the head on it. To raise the foot of your bed, press the "up" arrow with the picture of the foot on it and to lower the foot of the bed, press the "down" arrow with the picture of the foot on it.

### Call Lights

You may call one of your caregivers for assistance at any time by using your call light.

- **Bed Call Light:** Your call light is located on the side rail of the bed (it has a picture of a nurse on the button). If you have a handheld call light, simply press the big red button to alert your nurse. If you are experiencing pain and need your nurse, please use the green button with the frown face on it. This message will be sent directly to your nurse. If you need to use the bathroom, please use the yellow button with the toilet picture on it. This message will be sent directly to your care associate. For all other requests, please use the red button and your message will be sent to the nurse's station.
- **Bathroom Call Light:** The bathroom call light can be found on the wall next to the toilet. Simply pull the string and the call light will alert your care team.

### Clinical Equipment Alarms

While in the hospital, you may be required to have continuous monitoring (heart rate, blood pressure, vital signs, oxygen saturation, IV pumps, etc.). The equipment is set to certain parameters to alert the nursing staff of possible changes in your status; however, most of these alarms are not an emergency. **Please do not touch the equipment.**

**Tampering may interfere with the nurse's ability to provide necessary care.** Please use your call light to notify your nurse.

### Housekeeping

Our Housekeeping staff will provide you with excellent care by keeping your room and the patient care unit clean and tidy. Your housekeeper completely cleans and disinfects your room before you arrive. Housekeepers clean patient rooms daily between 7 a.m. and 3:30 p.m. They will remove trash from your room twice, early and late in the day. Table surfaces, chairs, and heating units will be wiped off, walls spot washed, television dusted, and the floor dusted and wet mopped. Restroom cleaning includes disinfecting the toilet, sink, mirror, spot-wiping walls, filling dispensers, and dry/wet mopping floors. Any spills or other housekeeping issues should be reported to your nurse as they happen so Housekeeping can be notified immediately.

## DURING YOUR STAY

As patients are the most important members of the healthcare team, we encourage them and their loved ones to actively participate in their recovery. Our care team is committed to providing safe, high-quality care, wrapped in exceptional service. Here are just some of the very important members of your healthcare team:

- **Medical Staff:** Our doctors, residents, and physician assistants are dedicated to working together to ensure you receive the most advanced medical treatment in the most caring environment.
- **Your Doctor:** Often called your attending physician, your personal doctor diagnoses and treats your medical condition in addition to communicating daily with the rest of the staff to devise your optimal plan of treatment.
- **Residents:** These doctors are receiving education under the supervision of our attending doctors.
- **Physician Assistant (PA):** A PA answers questions for surgical patients during pre-admission testing and, upon admission, provides pre-operative and post-operative care for medical and surgical patients, and assists the attending physicians with patient care. They provide coverage with the physicians and help manage your care during your hospital stay.
- **Registered Nurse (RN):** We use a Nursing Care Delivery Model, called Contemporary Primary Nursing, to optimize your experience and to help your nurse get to know you better. You will be assigned a Primary Nurse who will care for you until your discharge. Your Primary Nurse and your physician will work closely together to plan your day, plan your stay, and jointly communicate with you and your family. In coordinating your care plan, your Primary Nurse will work with you to consider what is important to you as well as coordinate your discharge plan and services for when you go home. In addition, Associate Nurses may be assigned to support and provide continuity for your care when your Primary Nurse is off duty. Your Associate Nurse will coordinate all care with your Primary Nurse.
- **Multifunction Technician:** This specialized technician provides direct care when you are in specific areas of the hospital including the emergency room, intensive care, short stay, or post-anesthesia care units.
- **Certified Nursing Assistant (CNA) or Geriatric Nursing Assistant (GNA):** Under the direct supervision of nurses, CNAs and/or GNAs provide basic nursing care to patients.
- **Patient Care Associate (PCA):** The PCA provides direct bedside care under the supervision of the RN. To help you in your recovery, he or she will make every effort to ensure that you are comfortable.
- **Integrated Specialists for Respiratory Therapy and Pharmacy:** Integrated specialists are available to provide care for you, as needed, in their fields of medical expertise. With your doctor's consent, they offer treatments that will support your recovery.

- **Unit Secretary:** The unit secretary will serve as your communications liaison. He or she will answer your call light and handle much of the routine paperwork. He or she will try to make your stay with us as comfortable as possible.

Every day we look for ways to be attentive and responsive to our patients, their families, and visitors. We want you to know that we put you first and strive to deliver the MedStar Health Way—excellence in patient care. To help us achieve this, your physician and nurse participate in the following patient care practices:

- **Bedside Shift Change and Report:** When the nurse team changes shift they give an update to the nurse coming on duty about your care. They will give this report in your room with you and you are encouraged to participate in this discussion and be a partner in your care. This is a good time to ask questions and meet the nurse coming on shift. You also can invite a family member or friend to take part in this discussion. Bedside shift report occurs every day between 7 and 7:30 a.m. and again between 7 and 7:30 p.m.
- **Multi-Disciplinary/Plan of Day Rounding:** Multi-disciplinary rounding brings all the key caregivers together to offer their clinical expertise in coordinating patient care, determining care priorities and daily goals, and planning for discharge. The multi-disciplinary team includes residents, attending physicians, nurses, and case managers/social workers, and can include pharmacists, nutritionists, physical therapists, respiratory therapists, and facility staff. The team is an innovative approach in patient care, communications, and quality.
- **White Boards:** The dry erase boards in each patient room help physicians and nurses make important notes on your care. These boards also are available to you to list family member names or add information that you want your caregivers to see.



## Fall Prevention

We try to do everything we can to create a safe environment while you are in the hospital. Safety is our number one concern. MedStar Good Samaritan Hospital has identified some things that can help keep you safe and help prevent falls:

- Call for help or use your call light when getting out of bed or going to the bathroom.
- Make sure you can reach the things you need—glasses, cane, walker, phone, tissue, water, call light, etc.
- Wear slippers with nonslip soles.
- Sit or stand up slowly.
- Let someone know if you are dizzy or light-headed.
- Report spills or hazardous conditions to your care team.
- Do NOT hesitate to call for assistance. We are here to help.

While you are in the hospital, there are many things that may put you at risk for falling. These include:

- New medications with possible side effects
- Unfamiliar surroundings
- More time in bed
- Less sleep
- Depression
- Fear and the stress of being separated from family and friends

If you fall:

- Try to remain calm.
- Call out for help.
- If possible, use the call light to alert the nursing staff.
- Do not try to get up; you may be hurt. Stay where you are and wait for help to arrive.



## Fall Risk Assessment

We use the Morse Fall Risk Assessment to identify your risk for falling:

### MORSE FALL RISK ASSESSMENT

Risk Factor	Scale	Score	
History of Falls	Yes	25	
	No	0	
Secondary Diagnosis	Yes	15	
	No	0	
Ambulatory Aid	Furniture	30	
	Crutches/Cane/Walker	15	
	None/Bed Rest/Wheelchair/Nurse	0	
IV/Heparin Lock	Yes	20	
	No	0	
Gait/Transferring	Impaired	20	
	Weak	10	
	Normal/Bed Rest/Immobile	0	
Mental Status	Forgets Limitations	15	
	Oriented to Own Ability	0	
<b>Total of All Risk Factors</b>			

To obtain the Morse Fall Risk Score, add the score from each individual category.

### Morse Fall Risk: High Fall Risk = 45 or higher

If you are identified as being at high risk for a fall, we will use several interventions to attempt to prevent you from falling during your hospital admission, including:

- Yellow wrist bands
- Yellow, nonskid slippers
- Signage
- Bed set to the lowest position
- Bed and chair alarms
- Upper bed rails

We strongly recommend your cooperation with all of these fall interventions, as we care about your health and safety. In addition, family and friends can help keep you safe by keeping the area around your bed clutter free, especially the path to the bathroom or bedside toilet.

**Please remember:** You must call for assistance when you need to get out of bed.

## **Gown**

A hospital gown is required for all patients so our caregivers can easily examine and provide care to you. In most cases, if preferable, you may wear a robe that opens in the front.

## **Identification Bracelet**

To ensure your safety, be sure to wear your hospital identification bracelet during your entire visit. If you receive a colored bracelet, wear it as well.

## **Medications**

The Inpatient Pharmacy provides all the medications required during your stay in the hospital. The choice of drug dosage is based on your physician's evaluation of your condition. The inpatient pharmacists work with your physician to make sure you are on the best medication regimen possible. Some drugs are best administered by nurses to ensure that your physician's directions for dosage and timing are followed.

Be sure to notify your caregivers about any medications you currently are taking or recently have taken. This will help our hospital staff understand the status of your health.

Our hospital offers a self-medication training program, which is designed to help you learn to take your medications correctly. If you and your physician decide that this program is appropriate, you will take your medications under nursing supervision.

Do not take any medication without the knowledge and approval of your physician or nurse. If you have any questions or concerns about your medications, you may ask your nurse for a pharmacy consultation.

## **Pain Management**

Your doctors and nurses will help prevent and relieve pain. When your pain is controlled, you can prevent needless discomfort as well as:

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

## **Pain Management Options**

Medication and nonmedication treatments can be helpful in preventing and controlling pain. You and your doctors and nurses should decide which methods are best for you.

## **Medication Methods**

Pain medications can be given in many ways, including:

- **Oral:** Pain medications are taken by mouth in pill or liquid form.
- **Injection:** Shot of medication is given with a needle into a muscle.
- **Transdermal:** Skin patches containing pain medication are applied to the skin and used for long-term pain management.
- **PCA (Patient Controlled Analgesia) Pump:** The patient can control pain by pushing a button. The pump then safely delivers small doses of pain medication through an intravenous (IV) tube in a vein.
- **Catheter:** Small tube placed in the back by the anesthesiologist and connected to a PCA pump that delivers pain medication and allows the patient to give extra doses, when needed.



## Nonmedication Methods

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

## Communicating Your Pain

We ask that you help the nurses and doctors measure your pain. You will be asked routinely to rate your pain on a scale of 0 to 10 (0 = no pain; 10 = worst pain imaginable). Or you may choose a face from the scale below that best describes your pain. You also will be asked if you are experiencing any side effects. Reporting your pain helps your care team determine if your treatment is working and whether to make changes.



## It's Important that You Report Uncontrolled Pain

- Don't worry about being a bother.
- Pain can be a sign of problems.
- The nurses and doctors want and need to know about it.
- Don't automatically assume you need less pain medication because your pain is under control.

### Be Sure to:

- Talk with your nurses and doctors about:
  - Pain control methods that have worked well or not so well for you in the past
  - Any concerns you may have about pain medication and ask questions
  - Any allergies or reactions to medications you have had in the past
- Take your pain medication or ask the nurse for pain medication:
  - When the pain starts. This is a key step in proper pain control.
  - Prior to getting out of bed, walking or doing breathing exercises. It is harder to ease pain once it has taken hold.
- Let your doctors and nurses know if you are experiencing any problems such as itching, nausea, dizziness or if you just don't feel right.



## Patient Meals

Food Services offers menu options based on the diet your physician has ordered. Restricted diets may be ordered for certain medical conditions and can limit the types of food available, how foods are prepared and food portions.

Each day, a Catering to You associate will bring you a menu so you can select your meal choices. Remember to include beverage choice and condiments, such as butter, margarine, salad dressing, cream, and sugar, when you order your meals. If needed, a dietitian is available to speak with you; just ask your nurse to request a consultation.

### Approximate meal times:

- Breakfast: 8 a.m.
- Lunch: 12:45 p.m.
- Dinner: 5:45 p.m.

## Personal Items

- We provide you with a toothbrush, toothpaste, mouthwash, skin care lotion, soap, and tissues.
- We ask that you leave large sums of money, keys, jewelry, personal papers, medicines, and other valuables at home. If you brought them with you, please send them home with a friend or family member. Keep only small amounts of money for personal purchases.
- If you do have personal valuables that need to be secured, please notify your caregiver, who then will notify Security.
- Please be aware that you are responsible for personal items, such as dentures, eyeglasses, hearing aids, and prosthetics, so be sure to store them in a safe place. Remember, leaving dentures on your tray table or food tray may increase the chance they are mistaken for trash and accidentally discarded. To be safe, leave them in the drawer of your nightstand.
- The hospital is not responsible for lost or stolen personal items.

## Rapid Response Team

We want you to be involved in your own care and take an active role in your treatment. One of the most important times to do this is when you feel your condition is rapidly getting worse and/or you feel like you're having a medical emergency. Symptoms of a medical emergency include:

- Racing heartbeat
- Feeling of impending doom
- Sudden numbness and weakness on one side of the body
- New chest pain
- Excessive nausea/vomiting
- Sudden and excessive sweating
- New shortness of breath





During these situations, MedStar Good Samaritan Hospital's Rapid Response Team is available to help 24 hours a day, seven days a week. Our Rapid Response Team is comprised of critical care specialists who will be at your bedside within minutes to provide immediate care. The team's goal is to prevent a medical emergency, such as a heart attack or stroke, before it happens.

If you feel a medical emergency is about to occur or if your symptoms are rapidly getting worse, do not hesitate to request the Rapid Response Team. To do so, immediately call your nurse or charge nurse on the unit. He or she will quickly assess your condition and, if necessary, call the Rapid Response Team.

### **Safe Lifting**

At MedStar Good Samaritan Hospital, we want to keep you safe and comfortable. In order to help ensure maximum safety and quality of care during your stay, we have established a safe lifting and repositioning program. Patient self-mobility and independence are encouraged whenever practical. Manual lifting of patients is discouraged in all situations except medical emergencies or life-threatening situations. While at our hospital, you may be assisted with mobility by the use of safe lifting equipment.

### **SPEAK UP: Help Prevent Errors in Your Care—A Message from The Joint Commission (TJC)**

Everyone has a role in making healthcare safe—physicians, healthcare administrators, nurses, and technicians. You, as the patient, also can play a vital role in making your care safe by becoming an active, involved, and informed member of your healthcare team.

The SPEAK UP program, sponsored by The Joint Commission (TJC), urges patients to get involved in their care. This initiative provides advice on how you can make your care a positive experience. Research shows that patients who take part in decisions about their care are more likely to have better outcomes.

**Speak up** if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse, or other healthcare professional tells you.
- Don't be afraid to tell the nurse or doctor if you think you are about to receive the wrong medication.

**Pay attention** to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals.

- Expect healthcare workers to introduce themselves when they enter your room, and look for their identification badges.
- Notice whether your caregivers have washed their hands. Don't be afraid to gently remind a doctor or nurse to do this; it prevents the spread of infection.

**Educate yourself** about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you so you can look for additional information later.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care.



**Ask** a trusted family member or friend to be your advocate.

- Your advocate can ask questions you may not think to ask under stress.
- Your advocate also can help remember answers to questions you have asked and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly the things to which you are agreeing.
- Make sure your advocate understands the type of care you will need. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

**Know** what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- Ask about the purpose of the medication, and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together.

**Use** a hospital or healthcare provider accredited by The Joint Commission (TJC).

- MedStar Good Samaritan Hospital's focus on quality and safety has earned it the recognition of The Joint Commission. Every three years, the hospital undergoes a rigorous survey process that reviews our procedures, safety, documentation, and other key indicators.

**Participate** in decisions about your care.

- You are the center of the healthcare team.
- You and your doctor should agree on exactly what will be done during each step of your care.

For more information, visit **[JointCommission.org/PatientSafety/SpeakUp](https://www.jointcommission.org/PatientSafety/SpeakUp)**.

## Tests

Due to the nature of certain medical tests, we may ask you not to eat or drink at certain times. This will help to ensure safety and the accuracy of test results. We will inform you of any restrictions before and during all of your tests.

## YOUR ROOM AMENITIES

The following services are available throughout your stay in the hospital:

### Internet

Wireless Internet access is provided for patients and visitors. To access the wireless service using a personal mobile device, select "MedStarGuest" as the Wi-Fi resource under Settings and connect by accepting the Acceptable Use Policy. Please refer to the Cell Phone/Smart Phone and Audio/Video Guidelines in the Hospital Policies and Procedures section for usage policy.

### Mail Delivery

Mail is delivered once daily, Monday through Friday. Mail received after discharge will be sent to your forwarding address. Volunteers deliver packages and mail soon after they arrive. Outgoing mail with the proper postage may be left with the nursing unit secretary for mailing.

## Newspapers

Volunteers deliver local newspapers to patients each day. Newspapers also may be purchased from stands at the main entrance or inside the Emergency department.

## Radio

One radio station, featuring commentary and music, is available through television channel 13.

## Telephone

The telephone, which has a hearing amplifier, is located on the side of the bed. A flat rate of \$20 is charged for unlimited local calls, regardless of how long you are a patient at MedStar Good Samaritan Hospital.

- **Incoming Phone Calls:** May be received from 7 a.m. to 10 p.m. No incoming phone calls can be received after 10 p.m. If you'd like to talk with someone after 10 p.m., you will need to place the call.
- **Outgoing Phone Calls:** May be placed at any time. Dial 9 to get an outside line.
- **Long-distance Calls:** Can be made by dialing 9, waiting for the tone, then dialing 0, the area code, and the number you are calling. The outside operator will ask how you wish to pay for the call; you may not bill the call to your hospital room.

Personal cell phones may be used. Please ask a staff member if you have any concerns about interference with medical equipment.

## Important Phone Numbers

Unless otherwise noted, the following numbers are four-digit extensions that may be dialed when inside the hospital. Calls made outside the hospital require the **443-444-XXXX prefix**, unless otherwise noted.

<b>3900</b> ..... Administration	<b>3858</b> ..... Pastoral Care
<b>3800</b> ..... Admitting	<b>4587</b> ..... Patient Advocate (Financial Concerns)
<b>410-933-2424</b> ..... Billing/Accounting	<b>4000</b> ..... Patient Information
<b>410-433-7255</b> ..... Belvedere Green/ Woodbourne Woods	<b>3950</b> ..... Pharmacy (Inpatient)
<b>3860</b> ..... Case Management	<b>4760</b> ..... Pharmacy (Outpatient)
<b>3769</b> ..... Food and Nutrition	<b>4256</b> ..... Philanthropy Office
<b>3726</b> ..... Gift Shop	<b>3930</b> ..... Rehab Therapy: Inpatient
<b>4663</b> ..... Good Health Center	<b>4600</b> ..... Rehab Therapy: Outpatient
<b>3870</b> ..... Guest Accommodations	<b>4100</b> ..... Physician Referral
<b>3727</b> ..... Home Health	<b>4243</b> ..... Quality Office
<b>1383</b> ..... Housekeeping	<b>4300</b> ..... Security
<b>3755</b> ..... Human Resources	<b>410-323-1794</b> ..... TTY (for hearing impaired)
<b>4300</b> ..... Lost and Found	<b>3870</b> ..... Volunteer Office
<b>3885</b> ..... Medical Records	

## Television

The television (TV) control is located on your handheld call light. There is a button labeled TV Power and channel arrows and volume arrows. Press the CC button for closed captioning, which places the program words on the screen when available. If you need help with your TV, please ask your nurse for assistance.

### C.A.R.E. Channel

The C.A.R.E. (Continuous Ambient Relaxation Environment®) Channel, found on channel 2 on all patient televisions, is a 24-hour channel carrying relaxation programming that helps reduce anxiety, alleviate pain, and assist with sleep. The daytime programming features stunning nature imagery and instrumental music while evening programming (10 p.m. to 6 a.m.) features a star-filled night sky for restful sleep. The C.A.R.E. Channel creates a welcoming, calming environment for patients, helping to relieve the emotional and personal challenges of any hospital stay.

### TV Channel Programming Guide

2	C.A.R.E Channel	20	MASN 2
3	MedStar Health Television Network	21	Global Catholic Network, EWTN Mass 8 a.m., noon, 7 p.m., midnight
4	Patient Education	23	Animal Planet
5	Local - ABC 2	24	Cartoon Network
6	Local - NBC 11	25	TNT
7	Local - CBS 13	26	USA
8	Local - MPT / PBS 22	27	TBS
9	Local - FOX 45	28	CNN
10	Local - WB 54	29	CSPAN-2
11	CNBC Financial	30	Fox Headline News
12	Inspiration (Religious) Mass Daily 12 p.m. and Saturday 4 p.m.	31	CNN Headline News
13	Radio/Guide	32	The Weather Channel
14	The Discovery Channel	33	ESPN
15	The Learning Channel - TLC	34	ESPN 2
16	Freeform Family Channel	35	ESPN News
17	American Movie Channel - AMC	36	ESPN Classic
18	Local - UPN 24	37	Galavision (Spanish)
19	MASN 1	38	Univision (Spanish)





# Patient Information and Services

## ADMITTING AND REGISTRATION

Getting your correct information each time you visit MedStar Good Samaritan Hospital is important. Insurers require the most up-to-date information and we also need to ensure that your records are handled in an organized manner. The registration process should prevent mix-ups that can lead to greater inconvenience in months to come. By verifying your name, address, birth date and other relevant data each time you register, we are making sure that your medical records and bills remain safe, secure and accurate.

## BLOOD DONATION

Patients may need a blood transfusion in preparation for surgery or due to an accident, internal bleeding, or ailments such as severe anemia, leukemia, cancer, and kidney failure. The hospital's blood supply is obtained from volunteer donors who are extensively screened and tested for infectious diseases to minimize transfusion risks. Friends and family are encouraged to donate whenever possible for their loved ones or to help save the life of another patient. Donating blood once saves up to three lives. To schedule an appointment to donate blood, please contact the American Red Cross at [RedCross.org](https://www.redcross.org) or **800-RED-CROSS** (733-2767).

## CASE MANAGEMENT AND SOCIAL WORK

If you need help with individual or family problems as a result of your hospitalization, our Case Management department can assist you. Our social workers are available every day to help you with:

- Discharge planning
- Living arrangements
- Financial needs
- Social needs
- Emotional concerns

If you would like to talk to a social worker, please call **ext. 3860**. A team consisting of a nurse case manager, a social worker, and a utilization review nurse will be assigned to assist you in coordinating your care from admission through discharge. This team will help you with questions related to discharge planning and financial or insurance coverage. Our social workers can provide counseling to help you deal with any personal, social, emotional, and/or financial stresses that may result from your illness or injury. In addition, the Case Management department will monitor your hospital stay to ensure that you are not hospitalized longer than necessary.

## CONCERNS AND QUESTIONS

At MedStar Good Samaritan Hospital, we aim to deliver the best possible care for our patients. If you have concerns about your care, we encourage you to speak directly with your nurse, your doctor, and/or the department manager. To contact a specific unit or department, please call our main number at **443-444-8000**. You also can share your concerns with one of our staff members in the Quality Management department by calling **ext. 4004** (outside the hospital **443-444-4004**). The Quality Management staff member will work with the clinical team or department manager to resolve your concerns. We appreciate the opportunity to quickly resolve concerns and learn about ways we can improve our services.

Further concerns for review also can be directed to:

- Director of quality/risk management
- Patient care advisory (ethics) committee

According to federal and state laws, you have the right to contact the Department of Health and Mental Hygiene in the state of Maryland and/or The Joint Commission if we do not effectively address your concerns to your satisfaction. The contact information for these agencies is:

#### **Maryland Department of Health and Mental Hygiene**

Office of Health Care Quality • Spring Grove Center • Bland Bryant Bldg. • 55 Wade Ave. • Catonsville, MD 21228  
410-402-8000 or 877-402-8218 **TELEPHONE**

#### **Office of Quality and Patient Safety, The Joint Commission**

One Renaissance Blvd. • Oakbrook Terrace, IL 60181  
800-994-6610 **TELEPHONE** • [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org) **EMAIL**

### **FINANCIAL RESPONSIBILITIES**

Patient advocates are available to assist you with any financial questions you may have. To talk with a patient advocate, call **ext. 4587** or **ext. 3855**.

- **Medical Insurance:** Insurance programs, including Blue Cross, Medicare, and Medicaid, have coverage limitations on room and board charges, and on certain tests and services. MedStar Good Samaritan Hospital directly bills insurance companies for patients who are covered by insurance. If you do not have insurance, our patient advocates are available to help with payment arrangements or applications for medical assistance.
- **Professional Fees:** Your hospital bill will not include physician fees. Each physician providing a service to you will bill you separately. In addition to your attending physician, this may include anesthesiologists, cardiologists, radiologists, surgeons, and other consultants who will participate in your care.
- **Charity Care:** This program assists patients who do not have insurance or are not able to afford their deductible and/or co-pay after insurance. A patient advocate is assigned to each patient. If necessary, he/she will meet with you to complete a financial statement. The financial statement will enable the patient advocate to determine if you may be eligible for medical assistance.

### **GOOD HEALTH CENTER**

MedStar Good Samaritan's Good Health Center, located on the second floor of the O'Neill Building, is our on-site fitness and wellness center. Our goal is to improve your life and help you take charge of your health through:

- Prevention and education
- Early detection and screening
- Disease management and support groups
- Health management

The Good Health Center includes:

- A fitness center for patients who have physician referrals
- Monitored fitness programs for cardiac and pulmonary rehabilitation
- Hepatitis C clinic
- Migraine clinic
- Heart failure clinic
- Outpatient infusion services

To learn more about ongoing Good Health Center programs or to subscribe to our community magazine, call **ext. 4100 (443-444-4100** outside the hospital) or visit **[MedStarGoodSam.org](http://MedStarGoodSam.org)**.

## INTERPRETER SERVICES

- **Deaf and Hard of Hearing Patient Services:** American Sign Language interpreters are provided, at no cost, for deaf patients who prefer this means of communication whenever critical medical conversations are planned. All patient telephones have hearing amplifiers. Closed caption television is available on all patient room televisions. Other services available include TTY equipment, which is accessed by calling **410-323-1794**. All of these arrangements can be made by your nurse.
- **Language Interpreter Services:** In order to ensure that appropriate medical treatment is provided to everyone who requires medical care at MedStar Good Samaritan Hospital, it is the policy of the hospital to provide interpreter services to those individuals whose primary language is not English, i.e., limited English proficiency (LEP). Interpreter services are available to all patients with LEP, 24 hours a day, seven days a week. This service is available over the phone through Language Line with qualified medical interpreters, at no cost to the patient.

## MEDICAL RECORDS

Because your medical records are confidential, the hospital has safeguards in place to protect the privacy of your records. Your written permission is required for the release of information from your records, except in those situations specified by law. While the information in your medical record is about you and is your information, the actual physical record is the property of the hospital. Your physician will usually arrange to send information from your record to those who will be seeing you for follow-up care. However, there also may be other circumstances that require you to obtain copies for your records. If this is the case, please call our Medical Records department at **ext. 3894** to make arrangements for any record-related information pertaining to your stay. There is a charge for patients who wish to obtain copies of their medical records for personal use.

## NOTARY PUBLIC

Notary Public services are available by calling **ext. 4240** from your hospital telephone.

## PATIENT CARE ADVISORY COMMITTEE

This multidisciplinary group of physicians, nurses, social workers, clergy, and health executives assists patients and relatives as they:

- Deal with difficult treatment conditions
- Address medical and ethical decisions and concerns

To contact the committee, ask for a nurse manager or the nursing supervisor.

## PATIENT EXPERIENCE SURVEY

After you leave the hospital, you may be contacted about your experience. Please take a few minutes to rate your experience. This feedback helps us maintain and improve your quality of care and services we provide. In addition, we invite you to share any specific comments about staff members who were especially helpful during your stay.



## PATIENT INFORMATION

As long as you have given consent, general and limited information about your condition is available to family and friends who call Patient Information at **443-444-4000**. Calls are accepted daily from 7 a.m. to 9 p.m. Detailed medical information is confidential and only may be obtained from your doctor with your permission.

## PATIENT PORTAL (ONLINE ACCESS TO YOUR HEALTH INFORMATION)

The MedStar Patient Portal helps you manage your health information and appointments, send secure messages to your MedStar healthcare team, request prescription refills, and more. It is a free, secure, online hub and signing up to use this patient portal is easy.

Go to **myMedStar.org**. Click on Enroll Now, agree to the Terms of Use, and select Request PIN (personal identification number). Then, enter your name and birth date, and we will send you your PIN in the mail. If you also send us an email address and the last four digits of your Social Security number, we'll email your PIN. Then, when you log in, you'll be able to:

- View most laboratory test results
- Send and receive secure, confidential messages to and from your MedStar physician's office
- View summaries of your visit(s)
- Send your medical information securely to other MedStar providers so your care can be coordinated seamlessly
- Keep track of all your medications in one safe place
- Pay your MedStar hospital or physician bills
- Request prescription renewals, appointments and physician referrals from your MedStar physician

If you have any questions, you can call the myMedStar service center at **877-745-5656**—a service available to you 24 hours a day, seven days a week.

## PHARMACY

Located on the first floor of the hospital next to the Gift Shop, our pharmacy prepares prescriptions for discharged patients, outpatients, and the community. In addition to prescription medications, the pharmacy carries vitamins, antacids, and various over-the-counter medicines. The pharmacy is open Monday through Friday from 8 a.m. to 6 p.m., and Saturday from 8 a.m. to 12 noon.

- **Bedside Delivery Prior to Discharge:** For your convenience, the outpatient MedStar Pharmacy offers free bedside delivery of medications prior to discharge for inpatients and for outpatients who are receiving dialysis treatment. Once requested, a bedside delivery technician will assist in preparing your prescription and deliver it to your room before you leave the hospital. Patients are responsible for prescription copays and payment can be made by cash, credit card, or check. Bedside delivery is available Monday through Friday from 9 a.m. to 5 p.m. Talk to your case manager or nurse for more information and to request bedside delivery.

## PRIVATE DUTY NURSES

With your doctor's advice, you may want the services of a private duty nurse. The hospital does not pay for private duty nurses, but arrangements can be made through the Department of Nursing. Financial arrangements are handled directly with the private duty nurse and the providing agency.

## REHABILITATION SERVICES

Our renowned Department of Physical Medicine and Rehabilitation is devoted to patients with a variety of disabling conditions, such as those caused by strokes, neurological illnesses, amputations, orthopaedic issues, and spinal cord injuries. Our mission is to bring quality to the lives of people with functional limitations. MedStar Good Samaritan Hospital is accredited by CARF, The Accreditation Commission, for its Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP) and Stroke Specialty Program. In addition, our center also is accredited by The Joint Commission (TJC). For more information, call **ext. 4701 (443-444-4701** outside the hospital).

For information about outpatient rehabilitation services, including physical therapy, speech-language pathology, and occupational therapy services, call **ext. 4600 (443-444-4600** outside the hospital).

## TAXI SERVICES

For your convenience, a direct line to a local taxicab service is located at our Information Desk in the main lobby, as well as at the Emergency department Security Desk, the Morgan Building entrance, and the Smyth Building entrance.



# Healthcare Decisions and Advance Directives

## **YOU HAVE THE RIGHT TO DECIDE ABOUT YOUR HEALTHCARE**

Adults generally have the right to decide if they want medical treatment, unless they are not competent. This right also includes decisions about treatments that extend life, such as life-support machines or feeding tubes. Sometimes an accident or illness takes away a person's ability to make healthcare choices. But the decisions still must be made. If you are unable to make them, others will. They will decide based on your wishes or your best interest if your wishes are unknown. Maryland law gives you the right to make many healthcare decisions in advance. One way to do this is by using a written advance directive. For example, you can use a written advance directive to name an agent who will make your healthcare decisions if you cannot. A written advance directive also can state your treatment preferences, especially about life-sustaining procedures. Maryland law allows you to make an oral advance directive to your doctor, with a witness. Oral advance directives can be used to name a healthcare agent, make decisions about life-sustaining procedures or both.

## **NAMING A HEALTHCARE AGENT**

You can name any responsible person who is at least 18 years old to be your healthcare agent. The only exception is that someone who works where you are receiving care cannot be your agent. Your agent can be a family member or friend. You can choose when your agent can decide for you. This may be right away or only after two doctors agree that you are not able to make decisions for yourself. You also may choose the type of decisions your agent can make for you. For example, if you want, you can give your agent very broad power to decide about life-sustaining treatment. Pick your healthcare agent carefully. Make sure your agent knows and understands what you want. Your agent then will follow your wishes, even if your friends or family disagree.

## **USING ADVANCE DIRECTIVES**

There are many ways to use an advance directive. A living will is a type of written advance directive that states your wishes concerning life-sustaining treatments. It usually comes into effect when a person is about to die from an incurable condition. It also can be used when a person is permanently unconscious (in a persistent vegetative state). You can make a broader written advance directive for other healthcare issues, as well. For example, you can decide whether you want life-sustaining treatment if you are in an end-stage condition. An end-stage condition is an advanced, progressive and incurable condition that will result in complete physical dependency.

## **WHAT HAPPENS IF YOU DO NOT MAKE AN ADVANCE DIRECTIVE?**

No one can deny you health care because you do not have an advance directive. But you should know what happens legally if you do not obtain one. Maryland law allows a surrogate to make medical decisions for you if you have not named a healthcare agent and are no longer able to make decisions about treatment yourself. Therefore, your closest relative would be asked to make healthcare decisions for you. Your spouse, adult children, parents, or adult brothers or sisters—in that order—are considered your closest relatives. If these relatives are not available, another relative or close friend can make decisions for you. However, a surrogate may have less authority to decide against life-sustaining procedures than a healthcare agent. If there is no one to be a surrogate, a court may have to appoint a guardian to make your medical decisions. The guardian could be someone who does not know you personally.



## PREPARING AN ADVANCE DIRECTIVE

MedStar Good Samaritan Hospital offers an advance directive called “Five Wishes” that can take the guesswork out of end-of-life decisions by indicating:

1. The person you want to make care decisions for you when you can not
2. The kind of medical treatment you want or do not want
3. How comfortable you want to be
4. How you want people to treat you
5. What you want your loved ones to know

The “Five Wishes” advance directive is available from the Admitting Office at **ext. 3800** or patient representatives at **ext. 4004**. Talk to the people you have designated to make decisions for you about your choices. After completion of any advance directive, give copies to your physician and family, and remember to bring a copy of the advance directive with you to the hospital. If you have not completed an advance directive, like a living will, durable power of attorney for health care, or “Five Wishes”, and you are able to make decisions for yourself, you can tell your physician what your end-of-life wishes are and the physician and a witness can document your decisions in the medical record.

## HOW DO YOU GET MORE INFORMATION?

Advance directive information and forms can be obtained by calling your patient representative at **ext. 4004**, the Admitting Office at **ext. 3800**, or Pastoral Care at **ext. 3858**. Case managers and social workers also can give you the forms.

This summary of Healthcare Decisions and Advanced Directives does not cover every issue. If you have legal questions about your rights, please talk to a lawyer. Also, talk to your healthcare provider about the medical issues involved in your care. Tell those caring for you about your decisions, and give them a copy of any advance directive.

For a free copy of optional Advance Directive forms, contact:

Attorney General’s Office, Opinions Division • 200 St. Paul Pl. • Baltimore, MD 21202

**410-576-7000 TELEPHONE**

Forms also are available from the General Assembly’s Department of Legislative Reference at **410-946-5400** (if you are calling from the D.C. area, **301-970-5400**), from the Maryland Department of Aging at **800-243-3425**, or at any area Agency on Aging.





# Visitor Information

## ACCOMMODATIONS FOR GUESTS

MedStar Good Samaritan Hospital has secured special rates at several area hotels for our patients' out-of-town visitors. For information about rates and accommodations, call Volunteer Services at **ext. 3870 (443-444-3870)** outside the hospital).

## HEALTHCARE SUPPORT PERSON

In the spirit of patient- and family-centered care, patients at MedStar Good Samaritan Hospital are allowed to have a family member, friend, or a person of their choosing be with them for emotional support, comfort, and to alleviate fear. This is not meant to eliminate visiting hours, but to include whomever you, as our patient, want to be a part of your care process. Arrangements for your support person to be with you beyond normal visiting hours simply need to be approved by the nursing unit charge nurse. As a patient, it's best that you have a trusted friend or family member with you during healthcare discussions to help promote understanding. Patients who are unable to communicate or speak for themselves are especially vulnerable and in need of a support person. The only exceptions would be if your chosen support person somehow infringes on the rights or safety of other patients or if visitors would be prohibited for medical reasons.

At MedStar Good Samaritan, we will always do our best to provide you access to your healthcare support person, to abide by your wishes, and provide for your safety. MedStar Good Samaritan Hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation and gender identity or expression.

## VISITING HOURS

**General Visiting Hours:** Our general visiting hours are from 11 a.m. to 8:30 p.m. Visitors arriving before 11 a.m. will need approval from either the charge nurse, patient's nurse on the unit, or the assistant director of nursing. Exceptions to standard visiting hours can be made to accommodate what is best for each patient.

A patient room-specific visitor pass is required to visit any inpatient unit. For the health and safety of our patients, it is our policy to allow no more than two visitors per patient at a time.

Children under the age of 12 may not visit patients unless special permission is provided from nursing leadership of the patient's unit.

**Critical Care Visiting Hours (ICU/CCU):** Critical patients may have one or two visitors in the room; others must wait in the lounge outside the Critical Care area. The phone located in the lounge is available to call the unit that you are entering to visit. We ask that patients' families delegate one member to call the unit at **443-444-4085** or **443-444-4090** for patient information. Visiting Hours for the ICU/CCU are:

- 10 a.m. to 12 noon
- 1:30 to 3:30 p.m.
- 4:30 to 6:30 p.m.
- 7:30 to 8:30 p.m.

**Emergency Department:** For safety and privacy, one visitor will be permitted at a time. Visitation will be permitted after initial assessment. Special circumstances will be approved by the ED charge nurse.

**Inpatient Rehab:** The Inpatient Rehab Unit may designate a person(s) to be identified as patient coach for the duration of the admission. The coach will be issued one pass by Security to be used for the duration of the admission. Visiting hours may be adjusted based on rehabilitation needs.

**Palliative Care:** Family members and visitors of patients receiving palliative care will be given visitor passes:

- By the nurse leader on the unit where the patient is located once the patient is identified as a palliative care patient. Family members and visitors with a palliative care pass do not need to obtain an additional visitor pass from Security.
- That are valid for the duration of the patient's hospital stay and are returned to the nurse leader at the time the patient leaves the unit.

## VISITOR GUIDELINES

At MedStar Good Samaritan Hospital, we realize how important it is to have family and friends play a part in the healing process. Each patient has the right to receive the visitors who he/she designates, either orally or in writing, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member or a friend. The patient has the right to withdraw or deny such consent at any time.

Visitors are encouraged to respect the privacy and comfort of all patients and to observe the following guidelines:

- Obtain a room-specific visitor pass from the main Information Desk. Only two visitors are allowed per inpatient at one time.
- Leave outside food or beverages at home, unless requested by a patient through a doctor's order.
- Wear proper attire at all times. Visitors with no shoes and/or shirt are not permitted in the hospital.
- Refrain from sitting on the patient's bed.
- Stand clear of any patient care equipment in use at the bedside.
- Refrain from using restrooms in patient rooms. Please ask for directions to visitor restrooms.



# Hospital Information

## ATM (AUTOMATED TELLER MACHINE)

A Bank of America ATM is conveniently located in the main lobby next to the Gift Shop.

## AUXILIARY

From its beginning in 1973, MedStar Good Samaritan Hospital Auxiliary has been a consistent and passionate champion for philanthropic investment in the mission of the hospital. Over the years, the Auxiliary has provided nearly \$10 million to benefit the patients and families we serve.

This transformative support has had an enormous positive impact on the care we are able to provide to our community. For nearly 45 years, the Auxiliary has stood ready to invest in the projects and priorities that make a difference to our patients and their loved ones. Thanks to the immense generosity and hard work of generations of dedicated auxiliary members, our patients benefit from a completely renovated, modernized emergency department, several new patient care units, improvements to the Child Care Development Center, a beautiful, new prayer garden, the CARE Channel, and many pieces of new equipment across the hospital.

The Auxiliary remains an active and valued partner as the hospital prepares to celebrate its 50th anniversary. There are many ways to become involved and help extend this legacy of caring for our community's health.

You can support the MedStar Good Samaritan Auxiliary by visiting:

- **Gift Shop:** Located on the first floor in the main lobby, the Gift Shop has your everyday items, such as toiletries, reading materials, snacks, gifts, and cards. It is open Monday through Friday from 9 a.m. to 7 p.m., and Saturday and Sunday, from noon to 4 p.m.
- **Thrift Shop:** Located on the ground floor, you can turn your spending into philanthropy with purchases of new and gently used clothing, children's toys, and household items. The Thrift Shop is open Tuesday through Friday from 9:30 a.m. to 3:30 p.m.

You also may choose to honor a loved one by participating in the Lights of Love program. For more information on this annual program, please visit [www.MedStarGoodSam.org/LightsofLove](http://www.MedStarGoodSam.org/LightsofLove).

Interested in furthering your own impact through philanthropy with the Auxiliary? Become a member and surround yourself with like-minded, philanthropic individuals who make a life-changing, positive impact each day for our community. Auxiliary membership includes the right to vote, hold office, receive invitations to special events, and attend monthly luncheons. Auxiliary dues are \$10 a year. Please call **443-444-3870** for more information and an application.

## BOOK CART

Our book cart, available Monday through Friday from 8 a.m. to 5 p.m., is stocked with books and magazines for patients to borrow. For information, call **ext. 3870**.

## FOOD SERVICES FOR GUESTS AND VISITORS

MedStar Good Samaritan Hospital offers various options for guests and visitors to purchase meals, snacks and beverages:

### Belvedere Bistro

- Located on the ground floor of the main hospital.
- Offers breakfast, lunch, and dinner with a variety of hot and cold menu items.
- Open Monday through Friday from 6:30 to 10 a.m. and 11 a.m. to 7 p.m. and Saturday and Sunday from 6:30 a.m. to 6:30 p.m.



### **Courtyard Coffeehouse**

- Located on the first floor of the hospital, off the main lobby.
- Offers hot and cold beverages, fresh fruit smoothies, pastries, sandwiches, salads, snacks, and juices.
- Open Monday through Friday from 6 a.m. to 3 p.m.

### **Vending Machine Areas**

- Located next to the Courtyard Coffeehouse and in the Emergency department lobby.
- Offers snacks and drinks.
- Available 24 hours a day, seven days a week.

### **HEALTHCARE TEAM RECOGNITIONS**

MedStar Good Samaritan Hospital has two programs to recognize our doctors and nurses for care they provide to our patients.

- **Over the Top Doc Award:** A physician is recognized quarterly for exemplifying our SPIRIT Values and going above and beyond the call of duty. If you would like to nominate a doctor for this award, please complete and return the nomination forms that can be found by the elevators on the patient floors.
- **Daisy Award:** A nurse is recognized three times per year for this award, sponsored by the Daisy Foundation, to recognize outstanding nursing care. If you would like to nominate a nurse for this award, please use the *Daisy Award* nomination cards that are found on each floor.

If there is someone else on your healthcare team who you would like to recognize, please let your nurse manager or nurse know.

### **PARKING**

Free parking is available for visitors across from the main entrance of the hospital or at the rear of the building. Visitor parking also is available beside the hospital's two professional office buildings.



## PASTORAL CARE AND SPIRITUAL SUPPORT

Pastoral Care chaplains are available to patients and family members of all faith traditions for prayer, counseling, and support.

### Chaplains:

- Are available from 8:30 a.m. to 4:30 p.m. weekdays and from 8:30 a.m. to 2:30 p.m. Saturdays and holidays.
- Are on call after hours for patient emergencies.
- Will help arrange a visit from your local clergy upon request.

At MedStar Good Samaritan Hospital, many opportunities are available for worship, prayer, and meditation. The Chapel and the Etta Barrash Jewish Prayer and Meditation Room are open 24 hours daily for prayer and private meditation. They are located on the first floor of the hospital beside the pharmacy and are wheelchair accessible. Patients do not need to dress in street clothes to attend services or visit the Chapel or prayer room.

### Catholic Mass and Sacraments

- Roman Catholic Mass is celebrated in the Chapel on Monday, Wednesday, and Friday at 10 a.m., and on Saturday at 4 p.m.
- Holy Communion and the Sacraments of Reconciliation and Anointing of the Sick are available upon request.

### Religious Services and Support

- A Protestant service is celebrated in the Chapel on Sunday at 8 a.m.
- Sabbath candles, kosher meals, and other services are available upon request.

### Religious Programming

- **Channel 12:** Programming includes a live broadcast of Catholic Mass and other services originating from the Chapel and more than a thousand hours of quiet music and images for prayer and meditation. Available 24 hours a day.
- **Channel 21:** EWTN Catholic Network broadcasts religious programming and services.

To contact the Pastoral Care Office, call **ext. 3858**.

## PHILANTHROPY AT MEDSTAR GOOD SAMARITAN HOSPITAL

We are grateful for the generous philanthropic investments and meaningful expressions of gratitude that help to sustain and enhance patient experience, patient care, and vital programs and services. Through philanthropic partnerships with grateful patients and families, foundations, corporations, physicians, associates, volunteers, and the community, we enhance our ability to serve all who turn to us for care. We invite you to join us in supporting the great work taking place at MedStar Good Samaritan Hospital. Please call **443-444-4256** to speak to a member of the Philanthropy Team or visit [www.medstargoodsam.org/philanthropy](http://www.medstargoodsam.org/philanthropy) to learn more.

## SECURITY SERVICES

The hospital has 24-hour security services to aid patients, visitors, and associates and can be contacted by calling **ext. 4300**. Our security team offers:

- **Escort Services:** After hours, the Security department offers escorts to your vehicle upon request. Please make your request at the Main Information Desk when you are ready to leave and a security officer will assist you.
- **Lost and Found:** The Security Office maintains lost and found items. If you find or have misplaced an item, please call **ext. 4300**.
- **Vehicle Assistance:** Our Security officers can help with minor vehicle problems such as jump-starts and lockouts. For assistance, call **ext. 4300**.

## VOLUNTEER SERVICES

Volunteers are vital members of the MedStar Good Samaritan Hospital family, doing worthwhile work in many areas of the hospital and as patient representatives. We are always looking for new volunteers. If you or anyone you know is interested in volunteering, please call us at **ext. 3870 (443-444-3870** outside the hospital), Monday through Friday, 8 a.m. to 5 p.m.



# Hospital Policies and Guidelines

## ALCOHOLIC BEVERAGES

Please do not bring alcoholic beverages into the hospital. Patients require a doctor's order for any alcoholic beverage.

## CELL PHONE/SMART PHONE AND AUDIO/VIDEO GUIDELINES

MedStar Good Samaritan 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/smart phone and audio/video 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, video or audio recordings of patients or hospital employees without written approval of hospital senior management.
- Hospital employees will take reasonable steps to ensure that patients and/or associates are not photographed or subjects of video or audio recordings within the facility by a patient, their family members, or visitors.
- Cell phones/smart phones may be used in patient rooms, public waiting areas, the cafeteria, and common areas such as hallways and lobbies only for voice communication and/or Internet access.
- Cell phones/smart phones may NOT be used in critical care areas.
- Non-compliance will be reported to security.
  - Patients who violate this policy may have their phones held until discharge.
  - 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.





## **FIRE SAFETY**

If you hear the fire alarm sound, please remain calm and do not leave your room. Your caregivers have been trained in fire safety procedures and will advise you, as needed.

## **INFECTION PREVENTION**

To protect our patients and visitors from infection, we follow the recommended policies of the Centers for Disease Control and Prevention. All staff members use standard precautions to prevent the spread of infections.

One of the best ways to prevent the spread of infection is to practice proper hand hygiene. Everyone caring for you should clean their hands before and after they provide care. If you do not see someone clean their hands, you have the right to speak up and ask them to do so. Patients should also practice routine hand hygiene. You should request antiseptic hand wipes if you are unable to use the patient bathroom for hand washing.

Isolation precautions are used when patients have infectious diseases. If you are in isolation, you may be required to stay in your room. In addition, your visitors will need to check in at the nursing station before entering your room to receive instructions on proper attire, which may include wearing isolation gowns, gloves, and masks.

If you have any questions about infection prevention, isolation, or other precautions, you may ask your physician or nurse or you may request to speak to an infection preventionist.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

**As a patient at this MedStar Health facility, you have the right:**

- To receive considerate and respectful care in a safe setting, free from all forms of abuse, harassment, neglect, retaliation, humiliation, or exploitation from staff, students, volunteers, other patients, visitors, and family members.
- To receive appropriate and necessary medical treatment without discrimination or regard to race, color, national origin, age, religion, physical or mental disability, pregnancy, sexual orientation, sexual stereotyping, marital status, gender, gender identity, or socioeconomic status. To be treated consistent with your gender identity in all activities associated with the treatment you receive.
- To access programs and activities provided through electronic and information technology while you receive treatment.
- To physical access, regardless of disability, to new or altered areas of the facility.
- To expect and receive appropriate assessment, management, and treatment of pain.
- To have a family member/representative and your primary care physician notified promptly of your admission to the hospital, if contact information is available.
- To participate in your plan of care. To discuss information about your medical diagnosis, condition or illness, treatment choices, and likely outcomes with a qualified provider, in a language and manner that you understand.
- To consent to or refuse any treatment, as permitted by law, including to consent or refuse to take part in research affecting your care. If you refuse any treatment, or choose not to participate in a research study, you will continue to receive the most appropriate care the hospital may otherwise provide.
- To be informed of any unanticipated outcomes of care, treatment, or services.
- To be provided an appropriate means of communication through auxiliary aids and services to ensure your understanding of your care when you do not speak the predominant language of the community or are visually or hearing impaired.

- To expect to be informed of reasonable and realistic care alternatives when hospital care is no longer appropriate.
- To be informed of available physicians for such care as is needed.
- To have an advance directive, such as a living will or the appointment of a healthcare agent to speak on your behalf, to communicate your wishes regarding treatment, and to expect that your advance directive will be followed. To not be discriminated against if you choose not to have an advance directive.
- To have visitors that you designate, including, but not limited to, a spouse, domestic partner (including a same-sex spouse), other family member(s) or friends, without regard to race, color, national origin, age, religion, physical or mental disability, sexual orientation, gender identity, or economic status during the course of your hospital stay unless the visitor's presence infringes on others' rights or safety or is medically or therapeutically contraindicated.
- To remain free from restraints unless medically or behaviorally necessary to ensure a safe environment of care for you and others and to have care givers who are appropriately trained regarding the use of restraints or seclusion. To know the identity and profession of the healthcare practitioners primarily responsible for your care, as well as other individuals providing care and services directly for you while in this MedStar Health facility.
- To be provided privacy with respect to your personal identity and dignity.
- To have your health information treated confidentially, so that only individuals involved in your care, monitoring your quality of care or otherwise allowed by law will be allowed to access your medical record.
- To access, request to amend or receive an accounting of disclosures of your medical record, as allowed by law. To receive a Notice of Privacy Practices explaining these rights.
- To receive a written statement of those services that may be provided only when medically necessary, and of charges for services not covered by Medicare or Medicaid.
- To be made aware that, if you are a low-income patient who lacks health insurance or whose insurance does not cover the full cost of your care, you may be eligible for this MedStar Health facility's financial assistance program that provides certain types of care free of charge or at a reduced fee.
- To be made aware of your right to appeal if you disagree with a determination that you are not eligible for the financial assistance program.
- To request and receive a written explanation of your bill, regardless of source of payment.
- To know about and access hospital resources such as social work, pastoral care, or the Ethics Committee that can help resolve questions and concerns about your hospital stay and care.
- To have access at any time to a telephone where you may speak without being monitored by the hospital.
- To file a grievance or a complaint while a patient at this hospital without fear of reprisal. In addition, you may contact the Maryland DHMH Office of Health Care Quality directly at 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046, or call **410-402-8016** or **877-402-8218** or refer to the DHMH website at **DHMH.Maryland.gov**. You may also submit complaints directly to The Joint Commission's Office of Quality Monitoring at **complaint@jointcommission.org** or by fax to **630-792-5636**.
- To file a grievance or a complaint with your healthcare insurance or payer.

### **As a patient at this MedStar Health facility, you have the responsibility:**

- To follow the treatment plan developed with your physician. To ask if you do not understand the consequences of alternative treatment and/or if you refuse treatment. To let your caregivers know if you do not understand any written or verbal information given to you.
- To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to your health.
- To inform your caregivers about any pain or discomfort you may be experiencing.
- To inform your caregivers about any changes to your advance directive.
- To actively participate in your discharge planning with your physician and other members of your healthcare team as early as practical during your hospital stay.
- To promptly meet all financial commitments for the care you receive at this MedStar Health facility.
- To not keep valuables with you while you are in the hospital.
- To not use personal electronic devices (mobile or smart phones, cameras, other video or audio recording devices) to take photographs, videos or audio recordings within the hospital.
- To be respectful of the property of other persons and of the hospital.
- To be considerate of the rights of other patients, to assist with noise control and to ask family and friends to visit only during visiting hours. To not discuss any information regarding another patient that you may have overheard.
- To be considerate of the facility staff and to refrain from abusive behavior, actions or comments.
- To make arrangements for transportation home upon your discharge.
- To comply with all the rules and regulations of the hospital, including infection control, medication administration, dietary plans, life safety and security policies and procedures affecting patient care and conduct.
- To remember that this MedStar Health facility is a tobacco-free campus and that you may not smoke or use electronic smoking devices anywhere in or on the campus.

### **PRIVACY ISSUES**

Part of MedStar Good Samaritan Hospital's expectation of staff includes respecting patient privacy, confidentiality, and modesty. You should expect staff members to knock before entering your room and introduce themselves.

### **SMOKING POLICY**

Because we care about your health, MedStar Good Samaritan Hospital is a tobacco-free campus. You may not smoke or use electronic smoking devices ("Vape") anywhere in or on the campus. If you would like to quit smoking, our Good Health Center can help. For more information, call **443-444-GOOD (4663)**.



# Notice of Nondiscrimination

MedStar Good Samaritan Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MedStar Good Samaritan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MedStar Good Samaritan:

- 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 **410-984-9033**.

If you believe that MedStar Good Samaritan 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:

Patient Relations

443-444-4004 **PHONE**

You can file a grievance in person or by phone or mail. If you need help filing a grievance, Patient Relations staff is available to help you.

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

U.S. Department of Health and Human Services

200 Independence Ave., SW • Room 509F, HHH Building • Washington, DC 20201

800-368-1019 **PHONE** • 800-537-7697 **TDD**

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

## English

ATTENTION: Language assistance services, free of charge, are available to you. Call **410-984-9033**.

## Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 410-984-9033.

## Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 410-984-9033.

## Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 410-984-9033।

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 410-984-9033。

## French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-984-9033.

## French Creole (Haitian Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-984-9033.

## German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 410-984-9033.

## Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 410-984-9033.

*(continued on the next page)*

## Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
410-984-9033 पर कॉल करें।

## Ibo

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call  
410-984-9033.

## Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 410-984-9033.

## Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。  
410-984-9033 まで、お電話にてご連絡ください。

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  
410-984-9033 번으로 전화해 주십시오.

## Kru (Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̄ [Bàsó ò-wùdù-po-nyò] jũ ní, nií, à wuɖu kà kò dò po-poò bɛ̀ìn  
m̄ gbo kpáa. Đá 410-984-9033

## Persian (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با  
410-984-9033 تماس بگیرید.

## Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-984-9033.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.  
Звоните 410-984-9033.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-984-9033.

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-984-9033.

## Thai

เขียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 410-984-9033.

## Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں - کال کریں 410-984-9033.

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-984-9033.

## Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 410-984-9033.