

The Johns Hopkins Hospital

Patient Handbook



JOHNS HOPKINS
MEDICINE

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Welcome to The Johns Hopkins Hospital

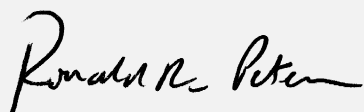
Since our doors opened more than a century ago, we have sought to lead the world in the diagnosis and treatment of disease. From the moment you arrive at The Johns Hopkins Hospital, you become part of that long tradition.

Because we are committed to excellence, we know that outstanding care involves more than good medicine. That is why our concern for you extends to every part of your stay. It is our primary goal to provide you with quality care and make your hospital experience as safe and comfortable as possible.

The information in this handbook will familiarize you with hospital services and policies and will answer many questions you may have during your hospital stay. If you have questions that are not addressed in the handbook, please do not hesitate to request assistance from any member of your health care team.

On behalf of the hospital employees, medical staff, and the board of trustees, I extend to you a personal welcome and thank you for choosing Johns Hopkins for your current medical needs.

Sincerely,

A handwritten signature in black ink that reads "Ronald R. Peterson". The signature is written in a cursive style with a large initial 'R'.

Ronald R. Peterson
President
The Johns Hopkins Hospital and Health System
EVP, Johns Hopkins Medicine



WELCOME

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Our Mission

- To be the world's preeminent health care institution.
- To provide the highest quality care and service for all people in the prevention, diagnosis and treatment of human illness.
- To operate cooperatively and interdependently with the faculty of The Johns Hopkins University to support education in the health professions and research development into the causes and treatment of human illness.
- To be the leading health care institution in the application of discovery.
- To attract and support physicians and other health care professionals of the highest character and greatest skill.
- To provide facilities and amenities that promote the highest quality care, afford solace, and enhance the surrounding community.

Our Privacy Practices

The Johns Hopkins Hospital is committed to protecting your health information. Our privacy practices are described in The Johns Hopkins Notice of Privacy Practices, a booklet that explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of the Johns Hopkins organizations. To obtain a copy of the booklet, call the Main Admitting Office at 410-955-5600.

If you have a patient privacy concern, please call the Johns Hopkins Privacy Officer at 410-735-6509, Monday through Friday between 8:30 a.m. and 5:00 p.m.

Health Information Exchange

As permitted by law, we may share information that we obtain or create about you with other health care providers through the Chesapeake Regional Information System for our Patients, Inc. (CRISP), Maryland's internet-based health information exchange (HIE). HIE is a way of instantly sharing health information among doctors' offices, hospitals, labs and radiology centers and will assist your doctors in making decisions about your care.

You may choose to "opt-out" of CRISP. "Opting out" means that doctors will be unable to access your health information through the CRISP HIE. However, opting out of the HIE will not prevent your doctor from being able to use the HIE to view the results of tests ordered by your doctor. You may "opt-out" by contacting CRISP at <http://www.crisphealth.org> or calling 1-877-952-7477. You may change your decision at any time by contacting CRISP.

Patient Bill of Rights and Responsibilities

We want to encourage you, as a patient at The Johns Hopkins Hospital, to speak openly with your health care team, take part in your treatment choices, and promote your own safety by being well informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital. We invite you and your family to join us as active members of your care team.

Your Rights

- **YOU HAVE THE RIGHT** to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- **YOU HAVE THE RIGHT** to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- **YOU HAVE THE RIGHT** to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- **YOU HAVE THE RIGHT** to be told the names of your doctors, nurses, and all health care team members directing and/or providing your care.
- **YOU HAVE THE RIGHT** to have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital.
- **YOU HAVE THE RIGHT** to have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety or health. You have the right to deny visitation at any time.
- **YOU HAVE THE RIGHT** to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- **YOU HAVE THE RIGHT** to have your pain assessed and to be involved in decisions about treating your pain.
- **YOU HAVE THE RIGHT** to be free from restraints and seclusion in any form that is not medically required.
- **YOU CAN EXPECT** full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort during any type of exam.

- **YOU HAVE THE RIGHT** to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of these resources.
- **YOU, YOUR FAMILY, AND FRIENDS WITH YOUR PERMISSION, HAVE THE RIGHT** to participate in decisions about your care, your treatment, and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- **YOU HAVE THE RIGHT** to agree or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
- **YOU HAVE THE RIGHT** to communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
- **YOU HAVE THE RIGHT** to make an advance directive and appoint someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help you complete one.
- **YOU HAVE THE RIGHT** to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility, or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- **YOU HAVE THE RIGHT** to receive detailed information about your hospital and physician charges.
- **YOU CAN EXPECT** that all communication and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records. You may add information to your medical record by contacting the Medical Records Department. You have the right to request a list of people to whom your personal health information was disclosed.

WELCOME

- YOU HAVE THE RIGHT to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.
- IF YOU OR A FAMILY MEMBER NEEDS TO DISCUSS an ethical issue related to your care, a member of the Ethics Service is available by pager at all times. To reach a member, dial 410-283-6104. After three beeps, enter your phone number and then the pound sign (#). An Ethics Service member will return your call.
- YOU HAVE THE RIGHT to spiritual services. Chaplains are available to help you directly or to contact your own clergy. You can reach a chaplain at 410-955-5842 between 8am and 5pm weekdays. At other times, please ask your nurse to contact the chaplain on call.
- YOU HAVE THE RIGHT to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager, or a department manager. You may also contact the Patient Relations Department at 410-955-2273 or email patientrelations@jhmi.edu.

If your concern is not resolved to your liking, you may also contact:

**Maryland Department of Health
& Hygiene**

Office of Health Care Quality
Hospital Complaint Unit
Spring Grove Hospital Center
Bland Bryant Building
Catonsville, Maryland 21228
410-402-8000

The Joint Commission

Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
complaint@jointcommission.org

Your Responsibilities

- **YOU ARE EXPECTED** to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer when it is required.
- **YOU SHOULD PROVIDE** the hospital or your doctor with a copy of your advance directive if you have one.
- **YOU ARE EXPECTED** to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- **YOU ARE EXPECTED** to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- **YOU ARE EXPECTED** to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- **YOU ARE ASKED** to please leave valuables at home and bring only necessary items for your hospital stay.
- **YOU ARE EXPECTED** to treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors.
- **YOU ARE EXPECTED** to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- **YOU HAVE THE RESPONSIBILITY** to keep appointments, be on time, and call your health care provider if you cannot keep your appointments.

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Your Health and Safety

Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital tend to do better. By working together with your health care team, you can lower your risk of injury and make your stay safer.

Speak Up!

Speak Up is a collaborative effort between Johns Hopkins Medicine and The Joint Commission to encourage patients to help us prevent medical errors in the delivery of your care.

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

Pay attention to the care you are receiving. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate, advisor, or supporter.

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use an accredited healthcare facility, like The Johns Hopkins Hospital, which has completed a rigorous survey to assure safety and quality.

Participate in all decisions about your treatment plan. You are the center of the health care team.

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Our Partnership Pledge

At Hopkins, we take a team approach to your safety. We invite you and your family to join us as active members of your care team.

We pledge to:

- Coordinate your care.
- Explain your care and treatment.
- Listen to your questions or concerns.
- Ask if you have safety concerns and take steps to address them.
- Ask about your pain often and keep you as comfortable as possible.
- Check your identification before any medication, treatment, or procedure.
- Label all lab samples in your presence.
- Clean our hands often.

We ask you or a loved one to:

- Ask questions.
- Speak up if you are concerned about a test, procedure, or medicine.
- Check the information on your ID bracelet for accuracy.
- Be clear and complete about your medical history, including current medications.
- Please wear your safety ID bracelet throughout your stay.
- Clean your hands often and remind visitors to do the same.
- Remind us if we do not carry out our pledge to you.

Your Health Care Team

While you receive treatment at Johns Hopkins, you are likely to have a team of health care professionals involved in your care. This well-rounded team enhances your care. These members include:

- **The Attending Physician or Physician of Record** – doctor that supervises your treatment.
- **Residents/Interns/Fellows** - doctors specializing in a selected field of medicine who create your treatment plan.
- **Nurse Practitioners/Physicians Assistants** – licensed professionals who work closely with the attending physician in planning your care.
- **Registered Nurses** – nurses will plan and evaluate your daily care, administer medications and treatments, and provide education for discharge.
- **Pharmacists** – A pharmacist will review your medication orders and work with your doctor and nurse to ensure safe and accurate medication therapy.

Others who may be involved in your care:

- **Clinical Dietitians**
- **Nursing Support Staff**
- **Social Workers**
- **Chaplain/Pastoral Care Providers**
- **Nursing/Medical Students**

Preventing Falls

In the hospital, people can be at a higher risk for falls. Illness, surgery and medicines can weaken or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult. We are committed to keeping you safe from injury during your stay.

During your stay we will:

- Assess you for your risk of falling upon admission and as your condition changes.
- Determine what preventive measures should be taken to try to prevent a fall while you are in the hospital, and share this information with other staff involved in your care.
- Show you how to use your call bell and remind you when to call for help.
- Respond to your calls for assistance in a timely manner.
- Assist you with getting in and out of bed and using the restroom as needed.
- Provide you with safe footwear and any recommended equipment (such as a walker or bedside commode) that will make it safer for you to move about.
- Make sure the call bell and other needed items are within reach before staff leaves you alone.

We ask you or a loved one to:

- Tell your nurse if you have a history of falls.
- Ask your nurse about your assessed risk for falling and what prevention measures are being taken to reduce that risk.
- Use the call bell before attempting to get out of bed and wait for staff to come and help you.
- Wear non-skid footwear and use equipment that has been provided for your safety.
- Make sure the call bell and other needed items are within reach before family or staff leaves your room.
- Notify a member of the health care team if your safety ID band comes off for any reason.

Keeping You Safe During Surgery and Procedures

What are adverse events?

An adverse event is an unexpected occurrence such as the wrong procedure being done. We take many steps to prevent adverse events, as described below.

How are adverse events prevented?

As a patient, you can make your care safer by being an active, involved, and informed member of your health care team. You will be asked to sign an Informed Consent form before any surgery or procedure. Read it carefully and make sure it has your correct identification information, as well as the kind of surgery/procedure you will have.

You will be asked to bring in a list of medications you are currently taking. This helps assure you are taking the proper medications while in the hospital, prevents duplication of medications, and may prevent any drug-drug or drug-disease interactions.

There are also steps the hospital takes to prevent adverse events. When you are admitted for your surgery/procedure, the staff will ask your name and birth date, and confirm your specific surgery/procedure and the side of the body on which to be operated. The doctor may mark the site on your body on which you will be operated. Before the surgery/procedure, the team will perform a “time out” to assure, among other things, they are doing the right surgery on the right body part on the right person.

How are surgical site infections prevented?

To prevent surgical site infections, health care providers:

- Clean their hands and arms with antiseptic agent just before the surgery.
- Clean their hands with soap and water or a hand sanitizer before and after caring for each patient.
- May remove some of your body hair in the area of the procedure using electric clippers.
- Clean the skin at the site of your surgery with a special soap that kills germs.
- May give you antibiotics before and during the procedure (depending on the type of procedure).
- Wear hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.

What do I need to do when I go home from the hospital?

Before you go home, your doctor or nurse will explain everything you need to know about taking care of your wound and any new medication you may need to take. Make sure you understand the instructions – ask questions.

Always clean your hands before and after caring for your wound

Make sure you know whom to contact if you have questions or problems after you get home.

If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.

Prevention of Infections -You Are Part of the Health Care Team

Clean your hands and remind others to clean their hands

Either use hand gel or wash your hands after using the bathroom, before eating, or after touching something that is soiled. If hands are obviously dirty, wash your hands well with soap and water for 15 seconds.

Health care providers are required to wash or sanitize their hands before and after seeing a patient. Your visitors should wash or sanitize their hands as well. Health care providers should wear gloves when they perform tasks such as drawing blood or touching wounds or body fluids. Staff will welcome your reminder to clean their hands or wear gloves.

Preventing spread of respiratory infections

Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Both tissues and masks are available upon request. Please use these if you have a runny nose, sneeze, or cough. Please remember to wash your hands, especially after you sneeze, cough, or use a tissue.

Visitors/Companions

If your visitors or companions are sick you should ask them to stay home.

Vaccinations

When you are admitted to the hospital, you may be asked about your desire to have a flu or pneumococcal vaccination. They are very effective at reducing the spread of disease.

Additional preventive measures

There are some bacteria that require special measures to prevent the spread of infections – like Methicillin Resistant Staphylococcus Aureus (MRSA), Vancomycin Resistant Enterococci (VRE) or Clostridium difficile (C-diff). These infections can be spread by contact with clothing, hands, personal items, or health care equipment. If you have one of these conditions you will be placed on “isolation” to prevent the spread of infections to others. A sign will be posted on the room door and both staff and visitors will be required to wear protective gowns and gloves, and in some cases a mask. Hand hygiene is very important in preventing the spread of these conditions. If you are on isolation speak to your care provider before leaving your room.

Other resources

If you have any questions, ask your health care provider.

For additional information:

www.jointcommission.org/PatientSafety/SpeakUp/speak_up_ic.htm

www.cdc.gov

Understanding and Treating Your Pain

Managing your pain:

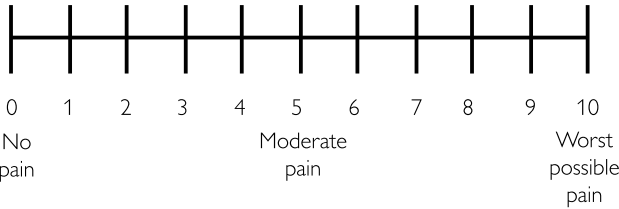
- Most pain can be controlled.
- Communication with your health care team about your pain is important.
- You and your health care team can work together to manage your pain.

Questions your health care team will ask you about your pain:

- “Where do you feel pain?”
- “How long have you had the pain?”
- “How does the pain feel; is it dull, tender, aching, cramping, shooting, burning, radiating, throbbing, stabbing, tingly, gnawing, squeezing?”
- “What makes the pain worse? What makes the pain better?”

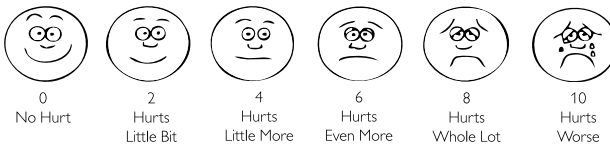
Only you know how much pain you feel.

Your pain can be measured. You will be asked to rate your pain using a scale like one of these. Choose a number from 0 to 10 that best describes your pain.



Choose the face that best describes how you are feeling.

Wong-Baker FACES Pain Rating Scale



From Wong DL, Hockenberry-Eaton M, Wilson D, Winkelstein ML, Ahmann E, DiVito-Thomas PA: Whaley and Wong's Nursing Care of Infants and Children, ed 6. St. Louis, 1999, Mosby, p. 1153.

One of the most common ways to manage pain is with medicine. Most pain medicines can be taken by mouth. However, your health care team may set up a patient controlled analgesia (PCA) pump for you, which allows you to give yourself pain medicine by pushing a button.

Some side effects of pain medicines are very common but can be treated. These include constipation, sleepiness, nausea, and itching. Please tell your nurse or provider whenever you have any side effects that you think could be related to the medications you are taking.

Some patients worry about using strong medicines too soon. In fact, your pain is easier to control when you start taking medicine when your pain begins. For severe pain, strong medicines may be needed. To help manage your pain, over time, your doctor may need to change your medicine.

Some patients fear taking opioids (such as morphine) because they think they might become “hooked” or addicted. This problem is rare when these medicines are used to treat pain. Talk openly with your health care team if you have concerns about addiction.

YOUR HEALTH AND SAFETY

There are other simple treatments for pain that do not involve medicine. These include listening to music, receiving a back rub, watching television, dimming the lights, using a hot or cold compress, and relaxation techniques, such as deep breathing exercises.

Remember: Your health care team will not know how much pain you have unless you tell them.

The key to successful pain management is communication.

Other resources: American Pain Foundation <http://www.painfoundation.org>

Medicine Safety

While you are in the hospital, it is important to talk to your doctor about your medicines. Bring a list of medications you take at home, including:

- Prescription medicines
- Over-the-counter medicines (like aspirin and cough medicine)
- Vitamins
- Herbal products
- Diet supplements
- Natural remedies
- Amount of alcohol you drink each week
- Recreational drugs

Make sure your ID bracelet is visible and accurate.

Let your doctor and nurse know if you have any allergies to foods or drugs or have ever had a bad reaction to any drug, food, or latex product.

Ask your nurse about your medicines – what they are, what they look like, what they do, at what time they are given, and what side effects you should expect or report. A pharmacist is available at any time to answer questions about your medicines.

Look at all medicines before you take them. If you do not recognize a medicine, let your nurse know.

Do not take medicines that you brought to the hospital from home unless your doctor or someone on your health care team tells you it is okay. You should give your personal supply of medications to your nurse until you leave the hospital or give them to someone to take home for you.

Ask your nurse for a free copy of The Johns Hopkins Hospital's Guide to Using Medicines the Right Way, or watch the five-minute educational video "Getting the Most from Your Medications" (Video #907).

American Cancer Society Guidelines for the Early Detection of Cancer

The American Cancer Society recommends these screening guidelines for most adults.

Breast cancer

- Yearly mammograms are recommended starting at age 40 and continuing for as long as a woman is in good health
- Clinical breast exam (CBE) about every 3 years for women in their 20s and 30s and every year for women 40 and over
- Women should know how their breasts normally look and feel and report any breast change promptly to their health care provider. Breast self-exam (BSE) is an option for women starting in their 20s.

Colorectal cancer and polyps

Beginning at age 50, both men and women should follow one of these testing schedules:

Tests that find polyps and cancer

- Flexible sigmoidoscopy every 5 years, or
- Colonoscopy every 10 years, or
- Double-contrast barium enema every 5 years, or
- CT colonography (virtual colonoscopy) every 5 years
- If the test is positive, a colonoscopy should be done.
- The multiple stool take-home test should be used. One test done by the doctor in the office is not adequate for testing. A colonoscopy should be done if the test is positive.

Cervical cancer

- All women should begin cervical cancer screening about 3 years after they begin having vaginal intercourse, but no later than 21 years old. Screening should be done every year with the regular Pap test or every 2 years using the newer liquid-based Pap test.
- Beginning at age 30, women who have had 3 normal Pap test results in a row may get screened every 2 to 3 years.

Prostate cancer

Starting at age 50, talk to your doctor about the pros and cons of testing so you can decide if testing is the right choice for you. If you are African American or have a father or brother who had prostate cancer before age 65, you should have this talk with your doctor starting at age 45. If you decide to be tested, you should have the PSA blood test with or without a rectal exam. How often you are tested will depend on your PSA level.

For information about cancer and free programs and services, 24 hours a day, seven days a week: 1-800-ACS-2345 / www.cancer.org Reprinted by the permission of the American Cancer Society, Inc. from www.cancer.org. All rights reserved.

Nutrition Safety

The Department of Nutrition is here to serve you and ensure that your nutritional needs are met as prescribed by your physician.

There may be times during your stay that a family member or a friend will want to bring you food from home. While we do not encourage this practice, should it happen, we ask that you:

- Notify a member of the Department of Nutrition or Nursing to ensure the food is permitted on your diet.
- Ask your family member or friend to bring in only one serving of the food.
- If extra food is brought in, please notify a representative of the Department of Nutrition or Nursing so that they can ensure proper storage of the food. Any perishable food will be discarded after twenty-four hours.

It is also important that you eat the food served to you as soon after the tray arrives as possible. Trays that sit over long periods of time lose temperature which decreases the quality of the food. In addition, there is an increased potential for food borne illness. If you are not ready to eat, the tray will be removed, and another meal will be sent. The staff of the hospital are not allowed to re-heat food on the tray for you.

We look forward to serving you.

No Smoking

To protect the health of our patients, visitors, and staff, smoking is prohibited in all areas of the hospital. If you are interested in smoking cessation, ask your health care provider about resources or call 1-800-QUIT NOW to be connected to the quitline in your state.

Studies suggest that everyone can quit smoking. Your situation or condition can give you a special reason to quit.

- **Pregnant women/new mothers:** By quitting, you protect your baby's health and your own.
- **Hospitalized patients:** By quitting, you reduce health problems and help healing.
- **Heart attack patients:** By quitting, you reduce your risk of a second heart attack.
- **Lung, head, and neck cancer patients:** By quitting, you reduce your chance of a second cancer.
- **Parents of children and adolescents:** By quitting, you protect your children and adolescents from illnesses caused by second-hand smoke.

U.S. Department of Health and Human Services. (June 2000). Special situations or conditions. In U.S. Department of Health and Human Services (Ed.), *You can quit smoking* (Rev. January 2006 ed., p. 7) [Pamphlet]. Author.

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Advance Directives

Advance directives are documents you create to describe the extent of medical treatment you do or do not want to receive if you are unable to communicate your wishes. You have the right to make an advance directive, such as a living will or durable power of attorney for health care, and to appoint someone to make health care decision for you if you are unable. We recommend that you discuss advance directives with your family members, doctors, nurses and cleric while you are alert and feeling well. Bring any advance directives you may already have to the hospital with you.

For information about advance directives or to obtain the necessary forms, call the Main Admitting Office at 410-955-6190, or call the Office of Pastoral Care at 410-955-5842.

Personal Items and Valuables

You are encouraged to bring only essential items to the hospital, such as sleepwear and toiletries. Large sums of money, keys, jewelry, personal papers, and other valuables should be left at home. For safety reasons, do not bring TVs, radios, hairdryers, or other electric devices. The hospital is not responsible for lost or stolen items, such as laptops, iPods, or cell phones.

To keep personal items secure you should:

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table when you are not using them. Upon request, your nurse can provide and label a clear, plastic storage bin for smaller essential items. You may take the box home with you upon discharge.
- Keep dentures in a denture cup in the top drawer of your bedside table. Do not place dentures on your food tray or on the bed linen.
- Keep clothing in your room closet, bedside table, or suitcase.
- If you do have personal valuables (jewelry, watches, money, credit cards, etc.) that need to be secured, please notify your nurse, who will notify Security.

For additional information on security matters, please dial 410-955-5585 to speak to a security representative.

Organ and Tissue Donation

Organ and tissue donations provide new hope to seriously ill or injured persons. The Johns Hopkins Hospital participates with The Living Legacy Foundation to manage organ and tissue donations. If you already have a donor card, it is important that your family is fully informed of your wishes. For information on donations call 410-242-7000.

Guide Dogs and Other Service Animals

Service animals are those animals trained to help patients and visitors with activities of daily living. They are welcome in any area of the hospital that is unrestricted to patients and visitors, provided that the presence of the service animal does not alter the policies, practices, or procedures of The Johns Hopkins Hospital. For information, call the Patient Relations Department at 410-955-2273 or email patientrelations@jhmi.edu.

Cell Phones

The use of cell phones is prohibited where critical medical equipment is in operation. Please read and follow all posted signs about the use of cell phones, and use only in approved areas. If you must use your cell phone, please speak in a low voice so as not to disturb the privacy and comfort of other patients and visitors.

Flowers and Balloons

Flowers and mylar balloons are welcome for patients, except on intensive care and oncology units, where they may promote infection. Latex balloons, which can cause allergic reactions, are not permitted anywhere in the hospital.

Visiting Guidelines

The Johns Hopkins Hospital believes that family and friends have important roles in a patient's plan of care. Our visiting guidelines are designed to help with safety, enable consistent care of patients, and promote a sense of security among patients, family, and staff. These guidelines recognize that, because family situations differ, other variables may need to be considered in individual situations.

For the comfort of all patients, we ask that you limit your visitors (2 per patient in semi-private rooms; up to 4 in private rooms). Each unit reserves the right to further limit the number of visitors based on the needs of their patients.

For your child's health and the comfort of our patients, we request that young children be cared for at home. Please have your younger children accompanied by an adult in the hospital lobby. Visits by children under the age of 12 should be pre-approved by your nurse.

It is expected that visitors will:

- Not visit if they are sick.
- Comply with designated visiting guidelines.
- Clean hands before and after visiting.
- Comply with any infection control practices that may be important to the patient's condition (e.g., wear isolation gown, mask and/or gloves).

YOUR VISIT TO JOHNS HOPKINS

- Comply with safety and security procedures.
- Act in a respectful manner.
- Not allow children under 12 years of age to visit without staff authorization.
- Wear and display visitor wristbands at all times while on hospital property.
- Limit the number of visitors to no more than four at one time. Visitors may be restricted according to patient's medical condition and/or special needs.
- Smoke only in designated areas outside of the hospital.
- Not take photographs or video without prior patient and hospital authorization.

In response to a visitor who has displayed unacceptable behaviors of any kind, security measures including visitor restriction and/or legal action will be taken. Unacceptable behaviors include but are not limited to:

- Unreasonable interference with a patient's plan of care.
- Harassment of any kind, including inappropriate telephone calls to a staff member.
- Use of loud, threatening, abusive or obscene language.
- Offensive remarks of racial, sexual or personally derogatory nature.
- Use of physical violence or act in a threatening manner towards staff.
- Arrive on hospital property under the influence of drugs or alcohol.
- Damage to hospital property.
- Theft.
- Possession of weapons or firearms.
- Retaliation against any person who addresses or reports unacceptable behavior.
- Excessive noise that is obstructive to others in the vicinity.

Parking

There are several garages and valet parking available to patients and visitors:

- **Garages:** Washington Street, Orleans Street, Caroline Street Outpatient Center, McElderry Street

- **Valet Parking:** Outpatient Center Entrance, Weinberg Entrance, Wolfe Street Entrance

- **Parking Discounted Rates**

Patients and families, who need to use the parking garages over an extended period, may purchase parking stamps. Stamps are sold in books of five stamps for \$20.00 or books of 10 stamps for \$40.00. Each stamp is good for one exit (maximum 24 hours period). There is no refund or expiration date on unused stamps.

Patient/Visitor Stamps cannot be used for valet parking. Valet Stamps can be purchased at \$100.00 for a book of 10 coupons in the Parking Office.

Patient/Visitor stamps may be purchased at the following locations:

- Main Hospital / Cashier's Office (Nelson 161)

Monday – Friday, 7:30am – 5:00pm

- Outpatient Center / Cashier's Office (1st Floor Outpatient Center)

Monday – Friday, 5:30am – 5:00pm

- Weinberg Building / Admitting and Registration (1st Floor Weinberg Bldg)

Monday – Friday, 7:00am – 5:00pm

- McElderry Garage / Manager's Office

Monday – Friday, 4:00pm – 9:00pm and all day Saturday, Sunday, and JHH holidays

- **Shuttle Services:**

A patient courtesy shuttle runs every 10 minutes, Monday through Friday, 5 a.m. to 10 p.m., between the Outpatient Center and the Hospital main entrance (Wolfe Street Circle). On-call service is available 24 hours a day, seven days a week within the East Baltimore medical campus.

If you do park on the street, please be aware that the city tows cars during certain hours. Read parking signs and meters very carefully.

4 YOUR MEDICAL BILL AND RECORDS

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Understanding Your Insurance

The necessary paperwork will begin as soon as we are informed of your scheduled visit or admission. You should contact your insurance company before your visit to find out what services are (or are not) covered under your plan. Your insurance company's member service office is a good source of this information. Your member card should have the contact telephone number.

Please be sure that your Primary Care Physician (PCP) knows about your impending visit. Your insurance company may require your PCP to submit a referral to us as part of the authorization process.

A preadmission coordinator may call you in advance of your visit to verify basic information. On the day of your arrival, you will be required to pay for your hospital and physician services that are not covered by your insurance. These payments may include a co-payment, deductible, or co-insurance amount. In certain cases, an admission deposit, based on your estimated length of stay, may be required.

Billing

Our billing offices will file your claims directly with your primary and, when appropriate, your secondary insurance payer. You will be billed for any co-payments and/or outstanding balances not paid by your insurance payer. If you have not received notice of payment to us from your insurer within 60 days of receiving a copy of your bill, we ask that you contact the insurer and encourage speedy payment.

Inpatient Hospital Bill

Patients admitted to the hospital (inpatients) will receive separate bills for some services. Your hospital bill will include charges for your room, food, medical supplies and services, and any tests or procedures that you undergo, including x-rays. You will also receive bills from the Johns Hopkins University Clinical Practice Association for physician services. These bills will include the cost of medical or surgical care as well as cost involving review and interpretation of diagnostic tests.

Outpatient Hospital Bill

Patients seen in a clinic or outpatient setting may receive separate invoices for some services. Your clinic or outpatient bill will include charges for the use of the facility and any tests or procedures done at the time of your appointment. For scheduling reasons, some tests or procedures may be performed at a later date and will be billed separately from your outpatient or clinic invoice.

For Questions about Your Bill

For questions about your bill:

Inpatient/Outpatient - 443-997-0100 or 800-757-1700

Physician bill - 410-933-1200 or 800-657-0066

For more information on understanding your medical bills, please visit: http://www.hopkinsmedicine.org/patient_care/pay_bill/

Cashiers and Billing Coordinators

Cashiers are located within the Main Admitting Office, at the Wolfe Street entrance of the hospital and on the first floor of the Outpatient Center. The cashiers accept payment for hospital and physician services in the form of cash, personal check, traveler's checks, money orders, and most types of credit cards. Services are available Monday through Friday, 7:30 am to 5:00 pm.

Billing coordinators are located in Harvey 114 to assist with financial concerns and to help identify the payment option that is best for you. They are available Monday through Friday, 8:30 am through 5:00 pm.

Billing Rights and Obligations

Not all medical costs are covered by insurance. The hospital makes every effort to see that you are billed correctly. It is up to you to provide complete and accurate information about your health insurance coverage when you are brought in to the hospital or visit an outpatient clinic. This will help make sure that your insurance company is billed on time. Some insurance companies require that bills be sent in soon after you receive treatment or they may not pay the bill. Your final bill will reflect the actual cost of care minus any insurance payment received and/or payment made at the time of your visit. All charges not covered by your insurance are your responsibility.

Financial Assistance

If you are unable to pay for medical care, you may qualify for Free or Reduced-Cost Medically Necessary Care if you:

- Are a U.S. citizen or permanent resident living in the U.S. for a minimum of one year
- Have no other insurance options
- Have been denied medical assistance or fail to meet all eligibility requirements
- Meet specific financial criteria

If you do not qualify for Maryland Medical Assistance or financial assistance, you may be eligible for an extended payment plan for your medical bill.

Call: 410-955-5464 with questions concerning:

- Your hospital bill
- Your rights and obligations with regard to your hospital bill
- Your rights and obligations with regard to reduced-cost, medically necessary care due to financial hardship
- How to apply for free and reduced-cost care
- How to apply for Maryland Medical Assistance or other programs that may help pay your medical bills

For information about Maryland Medical Assistance

Contact your local department of Social Services

1-800-332-6347

TTY 1-800-925-4434

Or visit: www.dhr.state.md.us

Obtaining Your Medical Records

You have the right to obtain a copy of your medical records and to request that your records be provided to someone else (subject to certain limitations). In order to protect your privacy, we must have your written permission before releasing the records. To begin your request, you can obtain a copy of the Authorization for Release of Health Information form by visiting:

http://www.hopkinsmedicine.org/the_johns_hopkins_hospital/patients/medical_records/ or contacting the Medical Records Department Monday through Friday 8:00am to 5:00pm at 410-955-6044.

When completing the form:

- Be sure to fill it out completely, including signing and dating it.
- No information can be released unless the form is properly signed and dated. Incomplete forms may be returned to you for completion.
- If you are the health care agent, court appointed guardian, holder of a medical power of attorney or similar legally appointed representative, please attach proof of your authority to act on behalf of the patient.

Return the completed form (and any attachments) via fax, in person or by mail to the address below:

Fax #: 410-502-5186.

Mailing Address: Johns Hopkins Hospital, 600 North Wolfe Street

Medical Record Services, Phipps Building, Room B150, Baltimore, MD 21287

There is a fee for copying medical records. The fees will be in compliance with applicable Maryland State guidelines. There is no charge for records sent directly to a physician or health care facility for continuing care.

The Johns Hopkins Hospital

600 North Wolfe Street
Baltimore, Maryland 21287
www.hopkinshospital.org

The Johns Hopkins Hospital does not discriminate against any person on the basis of race, color, national origin, age, sex, religion, disability, or any other basis protected by law. This policy applies to admission, treatment, and discharge; participation in any programs, activities, or services; and employment. For more information about this policy, call the Patient Relations Department at 410 955-2273 or e-mail patientrelations@jhmi.edu

