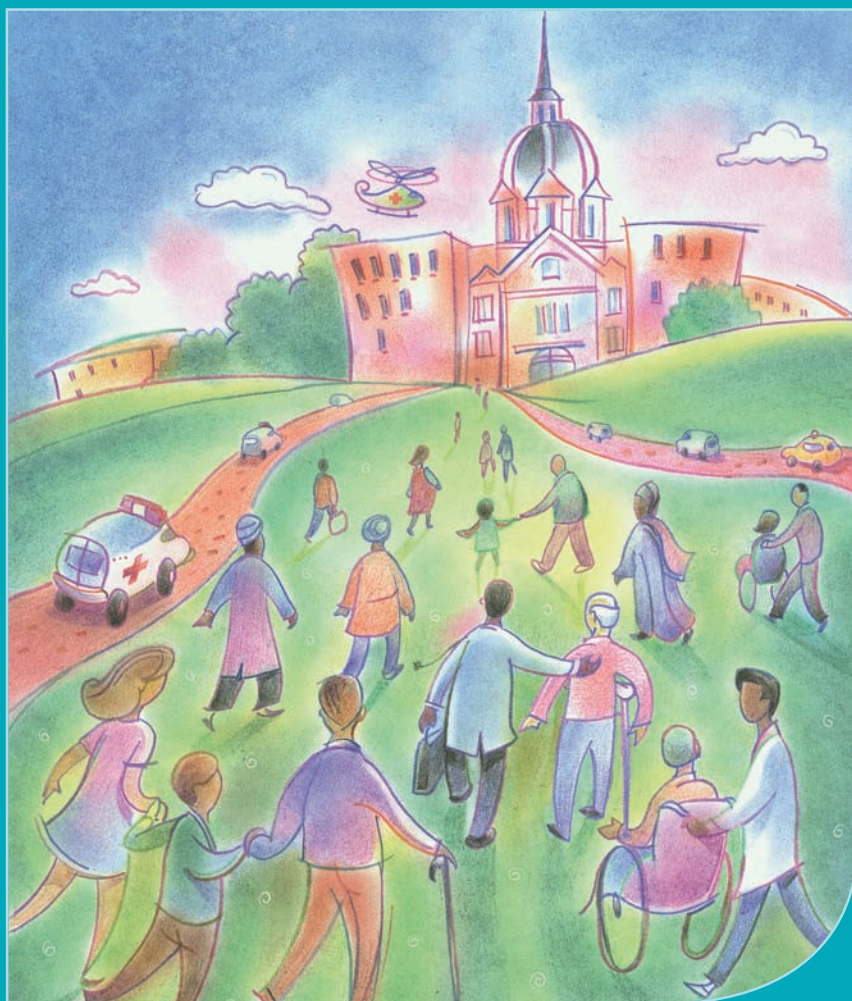


# Johns Hopkins Hospital Patient Handbook



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# Welcome to The Johns Hopkins Hospital

Since our doors opened over a century ago, we have sought to lead the world in the diagnosis and treatment of disease. From the moment you arrive here, 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. We want your experience at Johns Hopkins to be as safe, pleasant and comfortable as possible. This booklet contains essential information about our commitment to making the hospital safe and welcoming for all of our patients.

On behalf of the entire staff of our hospital, it is both an honor and a privilege to be of service to you. Thank you for choosing The Johns Hopkins Hospital for your health care. You are the reason we are all here.

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

# 1

# WELCOME

- 5 | Our Mission, Vision, Values
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## The Johns Hopkins Hospital Mission

The mission of The Johns Hopkins Hospital is to improve the health of the community and the world by setting the standard of excellence in patient care. Diverse and inclusive, The Johns Hopkins Hospital in collaboration with the faculty of The Johns Hopkins University supports medical education and research, and provides innovative patient-centered care to prevent, diagnose and treat human illness.

## The Johns Hopkins Hospital Vision

The vision of The Johns Hopkins Hospital is to be the world's preeminent health care institution.

## Core Values

- Excellence & Discovery
- Leadership & Integrity
- Diversity & Inclusion
- Respect & Collegiality

## Our Privacy Practices

The Johns Hopkins Hospital is committed to protecting your medical 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 organization.

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 p.m.

**We want to encourage you, as a patient at The Johns Hopkins Hospital, to communicate openly with your health care team,** participate in your treatment choices, and promote your own safety by being well informed and actively 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 regardless of your age, gender, race, national origin, religion, sexual orientation, or disabilities.

You have the right to receive care in a safe environment free from all forms of abuse, neglect or harassment.

You have the right to be called by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.

You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.

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 unanticipated 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 managing 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, examinations and treatments. You may ask for a chaperone during any type of examination.

You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.

You, your family members 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 at any time withdraw from a study.

You have the right to sign language or foreign language interpreter services. We will provide an interpreter as needed.

You have the right to make an advance directive, appointing 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 communications and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Medical Records Department. Upon request, you have the right to receive a list of people to whom your personal health information was disclosed.

If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph 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 pastoral and other 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 8 a.m. and 5 p.m. 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 e-mail [patientrelations@jhmi.edu](mailto:patientrelations@jhmi.edu).

If your complaint is not resolved to your satisfaction, you have the right to request a review by the Maryland Department of Health and Hygiene, Office of Health Care Quality, Hospital Complaint Unit, Spring Grove Hospital Center, 55 Wade Avenue, Bland Bryant Building, Catonsville, MD 21228, 410-402-8016 or 1-877-402-8218. You may also contact the Joint Commission Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 1-800-994-6610, or [complaint@jointcommission.org](mailto: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 can't 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 services 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.

Please leave valuables at home and only bring 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 pay your bills in a timely manner.

You are expected to keep appointments, be on time for appointments or call your health care provider if you must cancel an appointment.

*January 2007*

## Patient Satisfaction Survey

Shortly after your discharge from the hospital, you may receive a patient satisfaction survey asking for feedback about your experience. We encourage you to tell us how we are doing by taking a few minutes to complete the survey and returning it to the vendor.

Your rating and comments will help us to not only meet your needs, but to continually strive to exceed your expectations.

We hope that, based on your experience, you will continue to choose Johns Hopkins for your health care.

# 2

## YOUR STAY

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**Our goal** is to help you get settled and feel comfortable as quickly as possible. On the day of your admission to the hospital, you will meet with a patient service coordinator.

### Please have the following items with you:

- your orange hospital plate (if you were issued one at a prior visit)
- your health insurance card
- personal identification (such as a driver's license or picture I.D.)
- HMO/PPO referral forms (if required)
- medical records, X-ray films or prior test results (if your physician has requested them)
- written letter of authorization from your insurance carrier (if you are covered by workers' compensation)
- a copy of your advance directives

You will be given an identification bracelet with your name and Hopkins history number. Please confirm that the information is correct. Do not take the bracelet off until you have been discharged from the hospital. If the bracelet comes off for any reason, notify your nurse and ask for a new one.

Please send home any valuables that you have with you. If you must keep your valuables at the hospital, we urge you to place them in a hospital safe.

## 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. We recommend that you discuss advance directives with your spouse, other family members, doctors, nurses and clerics while you are alert and feeling well. 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 decisions for you if you are unable. Bring any advance directives with you to the hospital.

For more 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.

## Understanding Your Insurance

As soon as your doctor informs us of your admission date, we will begin the necessary paperwork. Before your admission, you should contact your insurance company to find out what services are and are not covered under your plan. Your insurance company's member service office is a good source of this information. Check your member card for the telephone number.

If you have a primary care provider (PCP), please be sure that your PCP knows about your impending hospitalization. Your preoperative history and physical along with associated lab and X-rays should be coordinated through your PCP. Check with your insurance company to find out where they want you to go for these tests. You may be able to come to the Johns Hopkins Outpatient Center preop area. In addition, 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 admission to verify basic information. Or, you may call us at 410-955-6055 to complete the process.

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 amounts. In certain cases, an admission deposit, based on your estimated length of stay, may be required.

## Room Assignment

We will make every effort to provide you with the type of room you desire, but we cannot guarantee the availability of a particular room on the day of your admission.

## Personal Items and Valuables

We encourage you to bring only essential items to the hospital, such as sleepwear and toiletries. Leave large sums of money, keys, jewelry, personal papers and other valuables at home. If you have brought them with you, please send them home with a family member or a friend. 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.*

### **These tips will help keep your personal items secure:**

- Keep eyeglasses and hearing aids in a case when you are not wearing them. These items should be placed in the top drawer of your bedside table, with your name on or in the case.

- 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.

## Your Health Care Team

### Physicians

While you receive treatment at Johns Hopkins, you are likely to have a team of doctors involved in your care. A senior doctor, called the attending physician or physician of record, will supervise your treatment and determine when you are ready to be discharged. The team of physicians caring for you may include members of the house staff, such as residents and fellows. These are doctors-in-training who have received their medical degrees and are now specializing in a selected field of medicine. Other members of the health care team include nurse practitioners and physician assistants, who work closely with the attending physician in planning your care. This team will determine the tests necessary to diagnose your condition and prescribe the medications you receive. In addition, medical students from the Johns Hopkins School of Medicine care for patients as part of their preparation to become doctors. The attention of this well-rounded team enhances your care, and you as a patient contribute to the education of future physicians.

### Nurses

Registered nurses are a critical link between you and other members of your health care team. They help communicate your needs to your other care providers, and they explain important information so that you understand your treatment and participate in your recovery. Nurses assess your condition, plan and evaluate your daily care, administer medications and intravenous fluids and perform treatments. They provide education about your medical condition and how to continue treatment after your hospital discharge. They also oversee a team of support staff who are responsible for taking vital signs, maintaining your personal hygiene, assisting with meals and helping in other ways to make sure that you are comfortable during your stay.

**Pharmacists**

Pharmacists are experts who work with doctors and nurses to ensure that patients get the full benefit of available medications. Although you might not meet your hospital pharmacists, they are important and active members of your care team. In addition to preparing medications using the latest technology, they also monitor your therapy for effectiveness and help avoid side effects, allergies and possible interactions with drugs and foods.

**Clinical Dietitians**

The hospital's team of registered dietitians works closely with your doctors, nurses and other members of the health care team to provide nutritional care and education. Through a vast selective menu, the registered dietitians and clinical nutrition assistants will work with you to accommodate your specific needs. Your guests may dine with you for an additional charge. Please let a member of the Nutrition Department or your nurse know if you would like guest trays delivered to your room. The hospital also has numerous eating facilities to accommodate your guests.

**Social Workers**

A social worker can help you plan for discharge, identify sources of financial assistance, refer you to community resources, provide counseling related to your illness and arrange for appropriate care after you are discharged from the hospital. If you require assistance, ask your nurse to request a social worker to visit you.

**Chaplains/Pastoral Care Providers**

The Pastoral Care staff provides sensitive spiritual support, sacramental ministries, advance directive consultation and other services for patients and their family members. Your observance of the rituals and sacraments of your faith will be respected, and your religious needs will be accommodated as fully as possible.

Religious services are available in the hospital, including Catholic mass, Jewish minyan, Protestant worship, and Muslim prayer. For specific times and locations, please call 410-955-5842.

Two interfaith chapels are open 24 hours a day for private prayer and meditation. One is located on the first floor of the hospital in the corner of the Children's Center lobby. The other is off the main lobby in the Harry and Jeanette Weinberg Building.

A chaplain is in the hospital at all times. To request a visit from a chaplain or a clergy person of a particular faith on a weekday, please call 410-955-5842. Your nurse will assist you at night and on the weekend.

## Telephone and Television Services

Our telephone and television services are available to you 24 hours a day. To request service, dial 2-7250 from your bedside phone and follow the instructions. The daily charge for these services can be billed to your home telephone bill or to a personal credit card. If you prefer, you may purchase a prepaid TV rental card from the kiosk in the Main Admitting Office.

### To make calls from your bedside phone:

- When calling a Hopkins number from your room or any on-campus phone, use only the last five numbers. For example, if you want to reach 410-955-5000, dial 5-5000.
- When calling a local number in the Baltimore area, dial 9 and the area code (410 or 443).
- For long-distance calls, you must use a calling card or personal credit cards. Prepaid calling cards are available in the Gift Shop in the Nelson Lobby. The hospital does not accept collect calls.

**Wireless Internet access is available in many areas of the hospital.**

## Patient Education On-Demand TV System

Patient education is an important part of your hospital stay and recovery after discharge. It is important for you and your family to understand your condition, treatment and any follow-up care you may need.

We offer a wide range of patient education videos and informational presentations on our free Patient Education On-Demand TV System. A list of available videos, including our Patient Safety Video, appears on channel 63. To view a video, simply dial 2-7250 on your bedside phone and follow the directions.

## 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 more information on donations, call 410-242-7000.

## Guide Dogs and Other Service Animals

With few exceptions, service animals—those trained to help patients and visitors with activities of daily living—are welcome in any area of the hospital that isn't restricted to hospital personnel only. For more information, call the Patient Relations Department at 410-955-2273 or e-mail [patientrelations@jhmi.edu](mailto:patientrelations@jhmi.edu).

# 3 YOUR HEALTH AND SAFETY

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- 18 | Medicine Safety
- 19 | Participating in Your Care
- 20 | Preventing Falls
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- 21 | Safe Practices at Home

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

**We pledge to:**

- coordinate your care
- explain your care and treatment
- listen to your questions and 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
- label all lab samples in your presence
- clean our hands often
- welcome your involvement and feedback

The 10-minute Johns Hopkins Patient Safety Video is available for you to watch on your TV or online. You can view it by watching Johns Hopkins TV channel 63, selecting it on your phone (option #950) or visiting [www.hopkinshospital.com/patients/index.html](http://www.hopkinshospital.com/patients/index.html).

**These tips can help make your stay a safe and positive experience:**

- Wear your hospital I.D. bracelet at all times. If your bracelet comes off, ask your nurse to get you a new one. Check the information on your hospital I.D. bracelet to assure that your name, birth date and medical record number are correct. Make sure that all staff members check your I.D. bracelet before any procedure, surgery or test is performed or medicine is given.
- Ask questions if you do not understand something about a test, procedure or medicine. It is your body and your right to know. Be clear and complete about your medical history, including current medications.
- Feel free to talk to your doctors and nurses about any concerns you may have. If you think of questions when your doctor or nurse is not present, write them down so that you can ask them at a later time.
- Ask your care provider to arrange for an interpreter if you are deaf or hearing impaired or if English is not your primary language. See page 29.

## Help Prevent the Spread of Germs

Hand washing is the best way to prevent the spread of germs. Wash hands for at least 15 seconds. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands or wear gloves before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and waterless hand sanitizer dispensers for use by staff, patients and visitors.

Practice good personal hygiene.

Let your nurse know if your gown or linens are soiled.

Ask friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital.

Get vaccinated if it is recommended. Flu and pneumonia vaccines can help prevent illnesses, particularly in young, elderly and high-risk patients.

## Medicine Safety

While you are in the hospital, it is important for you and your doctor to talk about your medicines. Tell your doctor and nurse everything you are taking, including:

- prescription medicines
- over-the-counter medicines (like aspirin and cough medicine)
- medicines that a family member or friend gave you
- vitamins
- herbal products
- health food store products

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 times they are given and what side effects you should expect or report.

Make sure your I.D. bracelet is visible and accurate.

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 that it is OK. 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" (TV channel 62).

## Participating in Your Care

Discuss your treatment plan with your doctor and nurse. Make sure that you understand and agree with that plan.

Be informed about your treatments. Ask what your treatments are for and when they will be given. Question anything that seems different or that you do not understand.

If you are having surgery, discuss the details of the procedure with your doctor and be sure that you understand what to expect.

If you are experiencing pain, inform your nurse or doctor. Most pain can be controlled. You and your health care team can work together to manage your pain.

You will receive a lot of information all at once, and that can be confusing. You may want to take notes or ask a family member or friend to listen with you when a diagnosis, treatment plan, test results or discharge plans are explained.

If equipment is used for your care, know what it does and how it should sound.

If possible, designate one family member to interact with your health care team. This person can then pass along information to other family and friends.

Smoking is prohibited in the hospital. If you are a smoker and wish to quit, speak with your doctor or nurse about available options.

## Preventing Falls

In the hospital, people can be at a higher risk for falling down. Illness, surgery and medicines can make you weaker than usual or can affect your balance or judgment. Also, medical equipment and the unfamiliar environment can make it hard to move about easily. We want to honor our pledge to keep you safe from injury of any kind, including an accidental fall. You can help!

### We pledge to:

- 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
- 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 what your assessed risk for a fall is and what prevention measures are being taken
- use the call bell to ask for help before attempting to get out of bed after calling for help, stay where you are and wait for staff to come and help you
- when finished in the bathroom, use the call bell and wait for staff to assist you back to your bed
- 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

## Preparing for Discharge

Be sure you are clear about discharge information, including:

- instructions about continued care
- any follow-up visits you may need
- directions about medicines you need that are new, those that you should resume taking, and those that you should stop taking

Make sure you are given a phone number to call if you have questions.

Discharge time is usually noon, but it may vary by unit. Please be prepared to leave your room and arrange to be picked up as soon as the discharge process is completed.

## Safe Practices at Home

Talk with your doctors and pharmacist. Ask questions and write down the answers.

Carefully check all prescriptions before taking them.

Get bedside rails for your home if you need them.

Keep a phone or a bell near your bed if you might need help.

Never smoke in bed.

Be very cautious if you have oxygen equipment at home. There should be no smoking around oxygen equipment, as it is highly flammable.

If you have medical equipment that needs to be plugged in, use a grounded or three-prong connector. Do not use extension cords.

# 4 FOR YOUR CONVENIENCE

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## ATMs

ATMs are available in the main lobby of the hospital across from the gift shop. Most national networks are honored. Additional ATMs are located in the Weinberg Building main lobby and in the main lobby of the Outpatient Center.

## Food Services

### MAIN HOSPITAL

**Cafeteria** Offering breakfast and lunch, hot entrees, soups, sweets and self-serve salad bar. *Open Monday through Friday 6:15 a.m. to 3 p.m. Closed weekends.* Vending machines available 24 hours a day.

**Einstein Bros. Bagels** Opening in 2008. Located inside the hospital cafeteria. Bagels, soups and sandwiches, as well as a variety of breakfast items and Einstein Bros. premium blend coffee.

**Flamers** Located inside the hospital cafeteria. Offering a variety of flavors of charbroiled chicken and burgers plus a selection of salads. *Open Monday through Friday 10 a.m. to 5 p.m.*

**Freshens** Offering low-fat frozen yogurt, tropical fruit juice, orange and low-calorie smoothies. *Open Monday through Friday 10 a.m. to 8 p.m.; Saturday and Sunday 10 a.m. to 6 p.m.*

**Harborside Chicken & Seafood** Located in the Monument Street Corridor. A Baltimore Inner Harbor favorite featuring a variety of fried chicken and seafood entrees, home-made soups and specials. *Open Monday through Friday 11 a.m. to 9 p.m.*

**Noble Roman's** Opening in 2008. Located inside the hospital cafeteria. Offering a variety of pizza choices and baked pasta.

**Subway** Located inside the hospital cafeteria. A popular franchise featuring submarine sandwiches on freshly baked breads, sandwich and/or bread specialty products, children's packs and freshly baked cookies. *Open daily 7:30 a.m. to midnight.*

**Tower Terrace** Located off the main hospital lobby. Offering casual dining and full service in an elegant atmosphere. Menu items include deluxe salads and Maryland crab soup, daily entrée specials and gourmet desserts. The restaurant's Southern Tsunami offers a variety of fresh sushi. Carry-out available. *Open Monday through Friday 11 a.m. to 3 p.m.*

**Women's Board Coffee Bar** Located near the Wolfe Street entrance. Offering fresh-brewed coffees and bottled drinks. *Open Monday through Friday 7 a.m. to 3 p.m.*

**OUTPATIENT CENTER**

**Blimpie's Subs & Salads** Located inside Grille 601. National franchise offering standard menu as well as specials. *Open Monday through Friday, 10 a.m. to 5 p.m.*

**Flamer's Charbroiled Grill** Located inside Grille 601. Offering a variety of flavors of charbroiled chicken and burgers plus a selection of salads. *Open Monday through Friday 10 a.m. to 5 p.m.*

**Grille 601** Located on level 2 of the Outpatient Center. Offering a daily selection of hot food, soups and salads. During the hospital cafeteria renovations, *open Monday through Friday 6 a.m. to 5 p.m.*

**Noble Roman's Pizza** Located inside Grille 601. Offering a variety of pizza choices and baked pasta. *Open Monday through Friday 7 a.m. to 5 p.m.*

**Women's Board Coffee Bar** Located on the first floor of the Outpatient Center. Offering fresh-brewed coffees, espresso, smoothies, bottled beverages, light lunches and ice cream. *Open Monday through Friday 7 a.m. to 3 p.m.*

**WEINBERG BUILDING**

**Juice and Java Bar** Located in the main lobby of the Weinberg Building. Offering coffee, espresso, blended drinks, sandwiches, soups, salads, bagels and pastries. *Open Monday through Friday 6:30 a.m. to 3:30 p.m.*

**Gifts and Flowers**

**The Women's Board gift shops** Located in the hospital's main lobby and the Outpatient Center. You may purchase cards, gifts, magazines, snacks, toys and Hopkins apparel. Proceeds from sales are used by the Women's Board to benefit patient care. The Hospital Gift Shop is open Monday through Friday 8:30 a.m. to 4:25 p.m., and Saturday and Sunday, 10:30 a.m. to 3 p.m. The Outpatient Center gift shop, located on the first level, is *open Monday through Friday 7 a.m. to 3 p.m.*

**The Flower Cart** Located in the hospital's Wolfe Street lobby. Offering a variety of plants and fresh, dried and silk flowers. Flowers may be delivered to patient rooms or wired around the world. *Open Monday through Friday 9 a.m. to 5 p.m.; Saturday 10 a.m. to 4 p.m.; closed Sunday. For orders, call 410-955-6822.*

## Library and Resource Center

Patients and visitors may borrow books, magazines, games, puzzles and playing cards for free from the hospital library. A limited selection of general medical reference books, large print books, and books on tape may be checked out during business hours. Internet access is provided, and photocopy and fax machines are also available.

The library is located in the Carnegie Building, Room 173. *Open Monday through Friday 8:30 a.m. to 4 p.m.* For more information, call 410-955-6742.

## Lost and Found

The security department operates lost and found in the Security Administration Office, located near the main lobby of the hospital in the Harvey Building, Room 109. For information and assistance, call 410-955-5588.

## Optical Services

**Wilmer Optical Services** offer two locations within the hospital to take care of all your vision-wear needs. The Optical Shoppe, located on the Wilmer corridor, features the latest designer frames and high-tech lens options.

**The Wilmer Vision Center**, located on the concourse level of the Outpatient Center, is a full-service optical store with an optometrist on site and features a wide selection of eyeglass frames and contact lenses.

Both locations are open Monday through Friday, 8:30 a.m. to 5 p.m. Call 410-955-9373 for more information.

## Parking for Patients and Visitors

### The Johns Hopkins Hospital and Outpatient Center

Use the McElderry Street Garage, which is open 24 hours a day, seven days a week, and is conveniently located adjacent to the Outpatient Center. Be sure to carry your parking ticket with you because you must pay for parking before you return to your vehicle.

### Shuttle Service

Patients and visitors who park in the McElderry Street garage and need to go to the main hospital may use the patient courtesy shuttle. The shuttle runs from the Outpatient Center to the main hospital entrance on Wolfe Street. The shuttle operates every 20 minutes (depending on traffic and weather conditions) *Monday through Friday 5 a.m. to 10 p.m.; weekends and holidays 11 a.m. to 9 p.m.*

### Weinberg Building

Patients and visitors who are going to the Weinberg Building should use the Weinberg Garage, which is open 24 hours a day, seven days a week and is located below the Weinberg Building. Be sure to carry your parking ticket with you because you must pay for parking before you return to your vehicle.

### Parking Coupons

Patients and visitors who need parking over an extended period of time should consider buying parking coupons, which are sold in books of five or 10 at a discounted rate. Parking coupons do not expire, but we do not offer a refund for unused coupons. Parking coupons are for use in the garages only. You may buy coupon books at:

- Cashier's Office, Nelson 161  
Monday through Friday 7:30 a.m. to 5 p.m.
- Weinberg Admitting Office  
Monday through Friday 7:30 a.m. to 5 p.m.
- McElderry Garage  
Monday through Friday 4 p.m. to 9 p.m.;  
weekends and holidays 8 a.m. to 9 p.m.

### Valet Parking

Patients and visitors may also take advantage of valet parking. You may buy valet coupons in the hospital Parking/I.D. office located in Nelson/Harvey 108. The coupons may be used only at the valet locations:

- Hospital main entrance on Wolfe Street  
Monday through Friday 6 a.m. to 9 p.m. (stops taking cars at 7 p.m.)

- **Weinberg Building main entrance**  
Monday through Friday 7 a.m. to 4 p.m. (stops taking cars at 3 p.m.)
- **Outpatient Center main entrance**  
Monday through Friday 8 a.m. to 4 p.m. (stops taking cars at 3 p.m.)

After valet closing time, you must retrieve your vehicle from the garage or lot yourself. Security will assist you with locating your vehicle.

## Pharmacy

Pharmacies are available at three convenient locations:

**Johns Hopkins Outpatient Center**, first floor  
Monday through Friday 8 a.m. to 6 p.m.  
Call 410-955-3733 or fax 410-614-3733.

**Weinberg Building**, first floor  
Monday through Friday 9 a.m. to 7 p.m.  
Saturday and Sunday 10 a.m. to 6 p.m.  
Call 410-955-5747 or fax 410-502-1511

**Monument Street Outpatient Pharmacy**, 1810 E. Monument St.  
Monday through Friday 8 a.m. to 7 p.m.  
Saturday 9 a.m. to 4 p.m.  
Call 410-502-5735 or fax 410-502-5734

## Postal Vending Service

Stamp vending machines, a scale and a mailbox are located in the main lobby of the hospital across from the gift shop. An additional mailbox is located on the first floor of the main hospital in the Broadway corridor. Daily pickup is provided by the U.S. Postal Service.

## Volunteers

Hopkins has hundreds of volunteers who donate their time and talent to enhance your stay. Volunteers are available in departments throughout the hospital. Many of them enjoy visiting, reading aloud, writing, playing games and talking. Volunteers also extend their services by sitting with family members and running errands. To learn more, call the Department of Volunteer Services, 410-955-5924.

# 5

## SPECIAL SERVICES

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**Communication is essential** to good health care. Please let us know if you have specific needs concerning language, hearing or vision.

Ask your care provider to arrange for an interpreter if you are deaf or hearing impaired, or if English is not your primary language.

Pídale al proveedor de su cuidado que solicite un intérprete si usted es sordo, tiene discapacidad auditiva o si el Inglés no es su primer idioma.

청력에 이상이 있어 의사소통에 문제가 있으시거나, 영어 사용에 불편이 있으신 분은 병원 직원에게 통역관을 부탁드립니다

如果你失聪，听力受损，或者英语不是你的母语，向医务人员要求给你安排翻译。

It is the intent of The Johns Hopkins Hospital to ensure meaningful communication with patients who have limited English proficiency and their families about their medical conditions and treatment. All interpreters, translators and other aids needed to comply with this policy are provided without cost to the person being served, and patients and their families will be informed of the availability of such assistance. For more information about this policy, call the Patient Relations Department at 410-955-2273 or e-mail [patientrelations@jhmi.edu](mailto:patientrelations@jhmi.edu).

## Foreign Language Interpreters

To arrange for a foreign language interpreter, contact or speak to a staff member. Interpreter service is available 24 hours a day seven days a week.

## For the Hearing Impaired

To schedule a sign language interpreter, call the Patient Relations Department, Monday through Friday between 8:30 a.m. and 5 p.m., at 410-955-2273. During other times, your nurse can schedule an interpreter for you.

### TTY service is available in the following locations:

- Patient Relations Office, 410-955-6446
- Main Admitting Office, 410-955-2102
- Outpatient Center, 410-955-3735

Assistive devices are available upon request by calling 410-955-2273. Televisions have closed captioning. All fire/smoke alarms include a strobe light.



## Patient Accommodations Services

The Patient Accommodations Office is located on the first floor of the hospital in Nelson 136. A list of local hotels that offer special rates to Johns Hopkins patients and family members is available. The office can help you make hotel reservations or arrange for ground transportation. Information on long-term housing, such as apartments, is also available. The office is open Monday through Friday 9 a.m. to 5:30 p.m. Call 410-614-1911 or toll free 800-225-2201.

## Patient Representatives

The Patient Relations Department can help you with any questions, concerns or needs that you may have regarding your stay in the hospital.

### **Patient representatives can:**

- investigate concerns and complaints and facilitate their resolution
- address questions and special needs
- arrange for sign language interpreters and assistive devices for the hearing impaired
- serve as liaisons between your family and the health care staff in the operating room and intensive care waiting rooms

To speak with a patient representative, call 410-955-2273, Monday through Friday between 8:30 a.m. and 5 p.m.

## Security

For your safety, security services are available 24 hours a day. If you have a security-related concern, call the Communications Center at 410-955-5585 at any hour.

It is the policy of The Johns Hopkins Hospital that all visitors and employees prominently display a guest pass or staff identification badge while in the buildings. Passes are available at the main entrance and at several stations throughout the hospital.

The security department provides walking escorts to any on-campus location. Call the security office or notify your nurse if you would like an officer to accompany you to your destination.

Should you need immediate assistance, emergency telephones (with blue lights on top) are prominently located in the parking garage elevator lobbies and in parking lots. An officer will assist you.

### Wheelchairs

Wheelchairs are available at the entrances to the hospital. If a wheelchair is not available, inform a staff member at any reception desk.

# 6

## INFORMATION FOR FAMILY AND FRIENDS

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34 | No Smoking

34 | Visitors

## 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 for patients are welcome, except on intensive care and oncology units, where they may promote infection. Gift balloons made of Mylar are also welcome. Latex balloons, which can cause allergic reactions, are not permitted anywhere in the hospital.

## No Smoking

To protect the health of our patients, visitors and staff, smoking is prohibited in all areas of the hospital.

## Visitors

Visitors are an important part of the healing process, and we encourage family and friends to visit. Visiting hours may differ from unit to unit. Please check with the nurse about specific hours for your nursing unit.

Friends and family members may call 410-502-4000 to obtain your room location and phone number; they will need to provide your full name. Your privacy is important to us; let your nurse know if you do not want this information given out.

When possible, choose a spokesperson to relay information to family members and friends. Visitors should respect patients' privacy by stepping out of the room when care is being given.

Visitors should not visit any patient if they have a cold, respiratory symptoms or other contagious illness.

Visitors must display a color-coded visitor pass at all times. Visitor passes are available at reception desks and security stations throughout the hospital.

Children under the age of 12 may not be permitted to visit.

Two visitors per patient may visit at one time, depending on individual unit accommodations. You may restrict your visitors if you choose. Visitor restriction lists are maintained by security.

Exceptions to the visitor policy will be made at the discretion of the health care team and based on the specific needs and condition of the patient.

# 7

# BILLING

37 | Cashiers and Billing Coordinators

**Our billing offices** will file your claims directly with your primary and, when appropriate, your secondary insurance payers. We will bill you 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 bills, we ask that you contact the insurer and encourage speedy payment.

After you return home from the hospital, you will receive different bills for specific services provided during your inpatient stay. Your Johns Hopkins Hospital bill will include charges for your room, food, medical supplies and any tests or procedures performed. You will also receive bills from the Johns Hopkins University Clinical Practice Association for physician services. Your physician bill will include the cost of medical or surgical care as well as costs involving review and interpretation of diagnostic tests.

#### **For questions about your**

inpatient bills, call 410 550-7370 or 800-425-7100

outpatient bills, call 410-550-7330 or 800-757-1700

physician bill, call 410-933-1200 or 800-657-0066

Ask for the brochure “Understanding Your Bills” for more billing details.

## **Cashiers and Billing Coordinators**

Cashiers are located within the main admitting office, at the Wolfe Street entrance of the hospital. The cashiers accept payment for hospital and physician services in the form of cash, personal checks, traveler’s checks, money orders and most types of credit cards. Discounted parking coupon books are also available at this location. Services are available Monday through Friday 7:30 a.m. to 5 p.m. Services are also available on the first floor of the Outpatient Center.

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 a.m. to 5 p.m.



# FREQUENTLY USED TELEPHONE NUMBERS

When dialing from within the hospital campus, dial the last five numbers only.

## The Johns Hopkins Hospital

General Information.....	410-955-5000
Patient Information .....	410-502-4000
Admitting.....	410-955-6190

## Appointments

Adult.....	410-955-5464
Pediatric.....	410-955-2000
Oncology.....	410-955-8964

## Billing

Inpatient.....	410-550-7370
Outpatient.....	410-550-7330
Physician .....	410-933-1200

Cashier's Office .....	410-955-5923
Ethics Service .....	410-283-6104
Fire and Medical Emergency.....	410-955-4444
Fund for Johns Hopkins Medicine .....	410-516-6800
Gift Shop.....	410-955-5299
Guest Services .....	410-614-5100
International Patient Services .....	410-955-8032 or 800-603-4898
Johns Hopkins Privacy Officer .....	410-735-6509
Lost and Found (Security Office).....	410-955-5588
Medical Records.....	410-955-6043
Pastoral Care .....	410-955-5842
Patient Accommodations Services .....	410-614-1911 or 800-225-2201
Patient and Staff Library .....	410-955-6742
Patient Relations .....	410-955-2273
Security .....	410-955-5585
Social Work	
Medical Surgical.....	410-955-5885
Oncology .....	410-955-8934
Pediatric and Women's Health .....	410-955-6518
Psychiatry .....	410-955-6694
TTY (for deaf and hearing impaired) .....	410-955-6446
Volunteer Services.....	410-955-5924
Johns Hopkins Bayview Medical Center .....	410-550-0100
Johns Hopkins at Green Spring Station .....	410-583-2888

**On the Web: [www.hopkinshospital.org](http://www.hopkinshospital.org)**

**The Johns Hopkins Hospital**

600 North Wolfe Street  
Baltimore, Maryland 21287  
[www.hopkinshospital.org](http://www.hopkinshospital.org)

The Johns Hopkins Hospital does not discriminate against any person on the basis of race, color, national origin, disability or age in admission, treatment or participation in its programs, services and activities, or in employment. For more information about this policy, call the Patient Relations Department at 410-955-2273 or e-mail [patientrelations@jhmi.edu](mailto:patientrelations@jhmi.edu).

