

Johns Hopkins Bayview Medical Center

patient handbook



JOHNS HOPKINS
MEDICINE

JOHNS HOPKINS
BAYVIEW MEDICAL CENTER

Table of Contents

WELCOME (pages 1-4)

- Our Mission
- Our Vision
- Our Core Values
- You're Special To Us
- Our Privacy Practices
- Patient Bill of Rights and Responsibilities
- Your Responsibilities

YOUR HEALTH AND SAFETY (pages 4-8)

- Working Together Around the Clock
- Speak Up
- Hand Hygiene
- Our Partnership Pledge
- Your Health Care Team
- Preventing Falls
- Preventing Infections
- Keeping You Safe
- Understanding and Treating Your Pain
- Medication Safety
- Nutrition
- Room Service
- Smoking

YOUR EXPERIENCE (pages 8-11)

- Advance Directives
- Medical Orders for Life-Sustaining Treatment (MOLST)
- Admitting and Registration
- Room Assignment
- Cashier's Office
- Mail Delivery
- Telephone
- Television

- Cell Phone
- Personal Items and Valuables
- Guide Dogs and Other Service Animals
- Visitation
- Parking
- Food and Snacks
- Safety and Security
- Fire Drill
- Flowers and Mail
- Gift Shop
- JHGuestnet

PATIENT- AND FAMILY-CENTERED CARE (pages 12-13)

- Office of Patient Experience
- Spiritual Care and Chaplaincy Services
- Community Health Library
- Ethics Committee
- Interpreters
- Labyrinth
- Organ and Tissue Donation
- Palliative Care
- Patient and Family Advisory Council
- Volunteers
- Your Experience

MEDICAL RECORDS/BILLS AND INSURANCE (pages 13-15)

- MyChart
- Medical Records
- About Your Bill
- Patient Billing and Financial Assistance Information
- Health Information Exchange

GOING HOME (page 15)

- Discharge
- Discharge Instructions
- Pharmacy
- Safe Practices
- Called to Care
- Bridge to Home and Health Buddy Program



From the President

Our Commitment to Patient- and Family-Centered Care

We promise to care for you, and about you, in a manner that places you and your family at the center of everything we do.

We recognize you as an individual with individual needs and expectations. We recognize the importance of your family in your healing process.

Our commitment to patient- and family-centered care includes the exchange of relevant, timely and accurate communication; multidisciplinary collaboration and teamwork; continuity throughout your transitions of care; and coordination of care that meets your needs and preferences for health care, all in a culture that values caring and service.

Warm regards,

Richard Bennett, M.D., President

WELCOME

Our Mission

Johns Hopkins Bayview Medical Center, a member of Johns Hopkins Medicine, provides compassionate health care that is focused on the uniqueness and dignity of each person we serve. We offer this care in an environment that promotes, embraces and honors the diversity of our global community. With a rich and long tradition of medical care, education and research, we are dedicated to providing and advancing medicine that is respectful and nurturing of the lives of those we touch.

Our Vision

Johns Hopkins Bayview Medical Center is widely recognized for innovation and excellence in clinical education and research in medicine. As a leading academic medical center, we will provide an enriching environment for our employees and an exceptional health care experience for our patients and their families.

Our Core Values

- Excellence & Discovery (*Be the best*)
- Leadership & Integrity (*Be a role model*)
- Diversity & Inclusion (*Be open*)
- Respect & Collegiality (*Be kind*)

NOTE: If you are in the hospital and calling the phone numbers listed in this guide, please dial "0" and the four-digit extension.

You're Special To Us

Our patient care teams value the individuality of each patient. Everyone is committed to meeting your needs and helping you heal. We recognize that you and your family play important roles in your care and healing process, and it helps us to know how we can meet your needs. Please talk to your health care provider if you want to learn more about or request services, such as:

- Interpreters
- Spiritual care
- Dietary preferences
- Cultural needs
- Pain management

When your patient care team is aware of your needs and preferences, we can work with you and your family to ensure your safety and comfort. This patient information handbook is filled with information about the special services we offer, patient rights and responsibilities, and patient safety and security measures.

We value the diversity of our patients and strive to provide culturally competent care to everyone.

Our Privacy Practices

Privacy and Confidentiality

We are committed to protecting your medical information. We create a record of the care and services you receive for use in your care and treatment. We are required by law to make sure that your medical information is protected. We also are required to give you notice describing your legal duties and privacy practices with respect to 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 organizations. To obtain a copy of this booklet, call the Admitting Office at 410-550-0830.

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.

Patient Rights and Responsibilities

To promote patient safety, we encourage you to speak openly with your health care team, be well informed, and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

YOU OR YOUR DESIGNEE HAVE THE RIGHT TO:

Respectful and Safe Care

- 1 Be given considerate, respectful and compassionate care.
- 2 Have a family member/friend and your doctor notified when you are admitted to the hospital.
- 3 Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual).
- 4 Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- 5 Be free from restraints and seclusion unless needed for safety.
- 6 Know the names and jobs of the people who care for you.
- 7 Know when students, residents or other trainees are involved in your care.
- 8 Have your culture and personal values, beliefs and wishes respected.
- 9 Have access to spiritual services.
- 10 Have conversations with the Ethics Service about issues related to your care.
- 11 Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language or ability to pay.
- 12 Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
- 13 Ask for an estimate of hospital charges before care is provided.

Effective Communication and Participation in Your Care

- 14 Get information in a way you can understand. This includes sign language and foreign language interpreters and vision, speech and hearing aids provided free of charge.

- 15 Get information from your doctor/provider about:
 - your diagnosis
 - your test results
 - outcomes of care
 - unanticipated outcomes of care
- 16 Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
- 17 Involve your family in decisions about care.
- 18 Ask questions and get a timely response to your questions or requests.
- 19 Have your pain managed.
- 20 Refuse care.
- 21 Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
- 22 Ask for a chaperone to be with you during exams, tests or procedures.
- 23 Choose your support person and visitors and change your mind about who may visit.
- 24 Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

End of Life Decisions

- 25 Create or change an advance directive (also known as a living will or durable power of attorney for health care).
- 26 Have your organ donation wishes known and honored, if possible.

Informed Consent

- 27 Give permission (informed consent) before any non-emergency care is provided, including:
 - risks and benefits of your treatment
 - alternatives to that treatment
 - risks and benefits of those alternatives
- 28 Agree or refuse to be part of a research study without affecting your care.
- 29 Agree or refuse to allow pictures for purposes other than your care.

Privacy and Confidentiality

- 30 Have privacy and confidential treatment and communication about your care.
- 31 Be given a copy of the HIPAA Notice of Privacy Practices.

Complaints and Grievances

- 32 Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager.
- 33 You may also contact the Office of Patient Experience at 410-550-0626.
- 34 If your issue is not resolved to your satisfaction, other external groups you may contact include:

- **Hospital's Quality Improvement Organization (QIO) for coverage decisions or to appeal a premature discharge:**

KEPRO
Organization for Beneficiary Family Centered Care (BFCC-QIO)
5201 West Kennedy Blvd.,
Suite 900
Tampa, FL 33069
1-844-455-8708

- **State Agency:**

Maryland Department of Health & Mental Hygiene
Office of Health Care Quality Hospital Complaint Unit
Spring Grove Hospital Center
Bland Bryant Building
55 Wade Avenue
Catonsville, Maryland 21228
Toll free: 1-877-402-8218

- **Accreditation Agency:**

The Joint Commission Office of Quality and Patient Safety
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1-800-994-6610
patientsafetyreport@jointcommission.org

- **To address discrimination concerns, you may also file a civil rights complaint with the U.S. Department of Health and Human Services:**

Office for Civil Rights
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
OCRMail@hhs.gov
Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>



You Have the Responsibility to:

- 1 Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- 2 Call if you cannot keep your appointment.
- 3 Be respectful of your hospital team, from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
- 4 Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
- 5 Be in control of your behavior if feeling angry.
- 6 Give us a copy of your advance directive.
- 7 Ask questions if there is anything you do not understand.
- 8 Report unexpected changes in your health.
- 9 Follow hospital rules.
- 10 Take responsibility for the consequences of refusing care or not following instructions.
- 11 Leave valuables at home.
- 12 Keep all information about hospital staff or other patients private.
- 13 Do not take pictures, videos or recordings without permission from hospital staff.
- 14 Pay your bills or work with us to find funding to meet your financial obligations

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.

Working Together Around the Clock

• Hourly Rounding

At Johns Hopkins Bayview, our goal is to visit you (round) every hour to check on you and address any needs you may have such as pain and personal comfort.

• Bedside Shift Report

To promote good communications between your nurses, and you and your family, we want you to join with your nurses in Bedside Shift Report. At this time your nurse who is going off duty shares important information about you with the nurse coming on duty—at your bedside. Bedside Shift Report helps make sure you get high-quality care. If you have questions or concerns about your care, Bedside Shift Report provides a good time to raise them. Ask your nurse if you have questions about the report.

• Communication Board

You have a communication board in your room. On it, your health care team will write the names of staff who will be working with you each day. You can review your communication board with your health care team during the bedside shift report.

Speak Up!

Speak up if you have any questions or concerns.

Pay attention to the care you are receiving.

Educate yourself so you fully understand your diagnosis and treatment.

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

Know about your medicine. Medicine errors are the most common health care mistakes.

Use an accredited health care facility, like Johns Hopkins Bayview, that has completed rigorous inspections to ensure safety and quality.

Participate in all decisions about your treatment plan.

Hand Hygiene

Hand hygiene is our top priority and the number one intervention to prevent health care-associated infections. We perform surveillance for hand hygiene compliance using a “secret shopper” methodology. Unknown observers monitor hand hygiene practices on all of our units using standardized definitions and data collection procedures. There also is a direct feedback program with known monitors who address, educate and take the name of staff at the moment they are observed not appropriately performing hand hygiene. We monitor hand hygiene compliance upon each entry to and exit from a patient care room or area.

Our Partnership Pledge

We take a team approach to your safety.

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 is given.
- 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 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, you are likely to have a team of health care professionals involved in your care. This well-rounded team enhances your care.

The members include:

- Attending Physician – doctor that supervises your treatment
- Residents/Interns/Fellows – doctors specializing in a selected field of medicine who create your treatment plan
- Nurse Practitioners/Physician 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/Case Managers
- Rehabilitation Specialists (Physical Therapists, Occupational Therapists and Speech Language Pathologists)
- Chaplain/Spiritual Care
- Nursing/Medical Students
- Your caregiver

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.
- Visit you (round) every hour to check on you.

- 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 items you need are within reach before staff leaves your room.

We ask you or a loved one to:

- Tell the 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.
- Call your nurse if you feel dizzy or lightheaded.
- Use your glasses, walker or cane.
- Sit on the side of the bed for a few minutes before getting up.
- Use caution when walking around with wires, oxygen or other tubing.

You can prevent falls at home by:

- Getting your vision checked regularly.
- Wearing your glasses or contacts.
- Using walking aids, such as a cane or walker.
- Checking your home for hazards, including clutter, loose carpets, poor lighting and extension cords.
- Using non-slip carpets.
- Installing a grab bar in your shower or tub, and if necessary, using a shower seat.
- Telling your doctor if you feel dizzy, “off balance,” or have trouble walking.
- Wearing sturdy shoes or slippers that fit well and have a non-skid sole and keeping your shoes laced and tied.
- Keeping an up-to-date record of your medications, both prescription and over-the-counter.
- Staying as active as you can and participating in an exercise program.

Preventing 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.

The health care team is required to wash or sanitize their hands before entering and after leaving your room. They 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

If your visitors are sick, you should ask them not to visit.

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 infection—Methicillin Resistant Staphylococcus Aureus (MRSA), Vancomycin Resistant Enterococci (VRE) or Clostridium Difficile 9 (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 in “isolation” to prevent the spread of infection 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 in isolation, speak to your care provider before leaving your room.

Keeping You Safe

There are steps the hospital takes to keep you safe. 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 the 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.
- 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 to be operated on. The doctor may mark that site on your body.
- 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.
- Patients and families are encouraged to notify hospital staff when the patient’s condition worsens (both inpatient and outpatient). Anyone who has a concern about patient care and safety in the hospital is encouraged to contact the hospital’s safety line at 410-550-HARM, from an outside line) or 0-4276 (from inside the hospital).

Understanding and Treating Your Pain

There are many different causes and kinds of pain. Treating pain is the responsibility of your doctor, nurse and other members of your health care team. You can help them by asking questions and finding out more about how to relieve 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, tingling, gnawing, squeezing?”
- “What makes the pain worse? What makes the pain better?”

Questions to ask your health care team:

- What pain medicine is being ordered or given to me?
- Can you explain the doses and times that I should take this medicine?
- How often will I need to take the pain medicine?
- How long will I need to take the pain medicine?
- Can I take the pain medicine with food?
- Can I take the pain medicine with other medicines?
- Should I avoid drinking alcohol while taking the pain medicine?
- Are there any side effects of the pain medicine?
- What should I do if the medicine makes me sick to my stomach?
- What can I do if the pain medicine doesn’t work?
- What else can I do to treat my pain?

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 0-10 that best describes your pain, with 10 being the worst.



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.

Medication Safety

While you are in the hospital, it is important to talk to your health care team 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 health care team know if you have allergies to foods or drugs or have ever had a bad reaction to any drug, food or latex product.
- Ask your health care team 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.
- 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 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.

Nutrition

Your nutrition care and recovery are very important to us. Your physician and a registered dietitian evaluate your medical status and prescribe a diet appropriate for your medical condition. This is why we ask that family members not bring you food from home.

If, for religious or cultural reasons, you are unable to select from your menu, please advise your nutrition representative so we may accommodate your needs. If you have questions about your meal service, please call 410-550-0635 between 5 a.m. and 7:30 p.m., or if you have questions about special dietary concerns, you can reach a nutrition services representative by calling 410-550-1549. Meal delivery times vary by patient unit. The staff on your unit will know what the delivery times are for that particular unit. We request that you eat in your room, unless you have the written consent of your physician. If possible, please assist us by clearing your over-bed table at meal times. Please notify the nursing staff and/or patient advocate in advance if you wish to purchase a meal tray for a guest.

Room Service

Admitted patients may have access to a menu with more selection and customization, including build-your-own sandwiches and made-to-order omelets and pizzas. Room service is available from 6:30 a.m. to 6:30 p.m. each day.

No Smoking

To protect the health of our patients, visitors and staff, smoking is prohibited (including the use of electronic cigarettes) in all areas of the hospital and is limited to the assigned smoking areas on the campus. 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 quit line 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 chance 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.

YOUR EXPERIENCE

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 decisions for you if you are unable. Upon your admission, your health care team will ask you if you have an advance directive. We recommend that you discuss advance directives with your family members, doctors, nurses and clergy 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 Patient Support at 410-550-0627.

Medical Orders for Life-Sustaining Treatment (MOLST)

A physician, physician assistant or nurse practitioner may ask you about a Medical Orders for Life-Sustaining Treatment form, or MOLST. This form gives you options for cardiopulmonary resuscitation and other life-sustaining treatments that 911 emergency services will follow, as well as any Maryland hospital or health care facility. The medical orders may instruct 911 responders to provide comfort care instead of resuscitation if that is your wish. Be sure to keep extra copies available. You can find more information at <http://marylandmolst.org/pages/consumers.htm>.

If you have any questions about MOLST, please ask your health care team.

Admitting and Registration

The registration process is in place to update current information and correct changes. By checking your address, birth date and other information, we are making sure that your medical record and bills are handled smoothly and accurately.

Room Assignment

Upon admission, the nursing staff will show you the features of your room, including your bed controls and the nurse-call system.

Cashier's Office

The cashier's office, located on the main level of the Francis Scott Key Pavilion, provides a safe to secure your personal valuables, if needed, and accepts payments for your hospital bills. The office is open Monday through Friday from 8 a.m. to 4 p.m.

Mail Delivery

Mail is picked up from the mailroom once daily. The nursing staff will bring your mail to your room. Stamped outgoing mail may be left with the nursing unit secretary for mailing. Mail collection boxes are located at the entrances to the Pavilion (red awning) and the John R. Burton Pavilion.

Telephone

There will be a daily charge for use of the telephone with a one-time activation fee. The daily charge for this service can be billed to your home phone number. Your service will end upon discharge. To stop service at any time during your stay or for more information about charges or billing, please call 1-800-775-8352.

Television

We are pleased to offer free TV service during your stay.

This includes access to:

- Your favorite TV channels.
- On-demand patient education videos. Choose from a wide range of topics to learn about your illness, treatment or ways to stay healthy.
- The Care Channel and In Room Symphony. Tune in to these stations for pretty scenery and soothing music.

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.

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 radios, hair dryers, fans, heaters or other electric devices. Personal equipment with two-pronged plugs is not permitted. The hospital is not responsible for lost or stolen items, such as laptops, portable music players, cell phones, money or jewelry.

To keep your 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.
- Keep dentures in a denture cup in the top drawer of your bedside table. Do not place dentures on your food tray, in a disposable cup, on the bed linen or in a tissue.
- Place clothing in your room closet, bedside table or suitcase.

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 Johns Hopkins Bayview Medical Center. For information, call the Office of Patient Experience at 410-550-0626.



Visitation

We acknowledge the positive impact that visitation has on the healing process. The Medical Center supports open visitation according to the preferences of the patients we serve.

Visitation is a right that is given fully and equally to those visitors chosen by the patient (or his/her representative) regardless of race, color, national origin, religion, sex, sexual orientation, gender identity or disability.

Visitors may be restricted at the discretion of the Medical Center if the comfort or safety of any patient, staff or other visitor is determined to be a risk or if the operation of the facility will be impeded significantly as a result of the visitation (i.e. interferes with a patient care team's ability to practice safely, disrupts the delivery of patient care or creates a hostile or intimidating environment). The Medical Center also reserves the right to request visitor identification.

For your child's health and the comfort of our patients, we request children under 12 not visit. Children without authorization to visit will remain at the entrance waiting area and must be supervised by an adult at all times.

It is expected that visitors will:

- Not visit if they are sick.
- Maintain a quiet environment and avoid unnecessary noise.
- Wash with hand gel before entering the room and exiting the room.
- Comply with any infection control practices that may be important to the patient's condition (e.g. wear isolation gown, mask and/or gloves).
- Comply with safety and security procedures.
- Act in a respectful manner.
- Wear and display visitor wristbands at all times while on hospital property.
- Not take photographs or videos without prior patient and hospital authorization.
- Dress appropriately—shirt and shoes must be worn while in the Medical Center.

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 a racial or sexual nature.
- Use of physical violence or acting in a threatening manner toward staff.
- Coming on hospital property under the influence of drugs or alcohol.
- Damage of hospital property.
- Theft.
- Possession of weapons or firearms.
- Retaliation against any person who addresses or reports unacceptable behavior.
- Excessive noise that is distracting to others in the vicinity.

Parking

Parking is available in the Medical Center parking garage and visitor parking lots at a reasonable hourly and daily rate. A number of spaces are available for people with disability. If you visit the Medical Center often, ask at the parking garage office (located in the garage) about purchasing a coupon book at a discounted rate. For more information about parking, call 410-550-0168.

Food and Snacks

Bayview Cafe

Visitors are welcome to dine in the Bayview Cafe, located on the main level of the Pavilion near the Red Awning.

The daily hours are:

Breakfast	6:30 to 9:30 a.m.
Lunch	11:30 a.m. to 2 p.m.
Snack	2:30 to 4:30 p.m.
Dinner	4:30 to 7 p.m.

Vending Machines

For your convenience, vending machines are adjacent to the Bayview Cafe.

Other Food and Snack Retail Outlets

- 301 Building Lobby, 7 a.m. to 4 p.m.
- Alpha Commons Building Lobby, 7 a.m. to 4 p.m.
- Bayview Medical Office Building, located by the Blue Awning, 7 a.m. to 2 p.m.

Safety and Security

Security staff are available at all times to provide escort to any location on the campus, assist with car trouble and provide information on lost and found items. Call 410-550-0333 for assistance.

Fire Drill

For your protection, the hospital regularly conducts fire and disaster drills. These drills are announced over the speaker system. If a drill occurs while you are here, please remain in your room and do not be alarmed. The staff is trained to ensure safety.

Flowers and Mail

Flowers and cards may be sent to you in your room.* Your mailing address while you are in the hospital is:

Your Name
Room Number
Johns Hopkins Bayview Medical Center
4940 Eastern Avenue
Baltimore, MD 21224-2780

**Live plants, flowers and fruit baskets are not permitted in the intensive care areas or the Johns Hopkins Burn Center.*

Gift Shop

The gift shop is located in the Francis Scott Key Pavilion. A variety of snacks, drinks, gifts, toys, cards and toiletries are available. We offer convenient day and evening hours. Call 410-550-0266 for more information.

JHGuestnet

JHGuestnet allows you to access the wireless network during your visit as a valued guest. We are pleased to provide this service to you.

Requirements - A notebook computer running a Windows or Macintosh operating system with a wireless interface card is required to access JHGuestnet. Your computer should be running a commercial anti-virus product.

Connecting - Open your wireless network configuration page, and select the JHGuestnet network.

You may receive notification that information sent over the network is not encrypted. Select "connect anyway" in order to proceed. Once connected, please read and accept the terms and conditions of use. Your default home page will not be displayed.

NOTE:

JHGuestnet is not available in all areas of the Medical Center. Some websites may be blocked, however, access to corporate and personal email accounts should function properly. If you feel a website was blocked in error, contact the Johns Hopkins Support Center at 410-955-HELP.



PATIENT- AND FAMILY-CENTERED CARE

Office of Patient Experience

Quality health care is our goal for every patient. Your care team is specially trained to take care of your needs. In some cases, you may want to talk with a patient representative about a special concern or to recognize our faculty or staff. Patient representatives can help and, if necessary, act as your direct contact with administration.

For assistance, call 410-550-0626 or the operator at 410-550-0100.

Spiritual Care and Chaplaincy

Spiritual Care and Chaplaincy is available to patients and families of all faith traditions. Our chaplains provide spiritual and emotional support and comfort to patients and their loved ones during their hospital experience. Chaplains may provide religious and sacramental services, listening and support, as well as assistance with faith-specific needs, such as prayer or advice about a spiritual practice. Chaplains are available 24/7 and can be reached by asking your nurse or calling the operator at 410-550-0100. You also may want to call your own clergy or spiritual support person to let them know you are in the hospital. The meditation chapel, located on the main floor of the Medical Center, is available to patients and families of all beliefs. A prayer book is available in the chapel for writing down specific prayers. These prayers are collected and each one is prayed aloud at the beginning of the day by the chaplains. Spiritual Care and Chaplaincy can be reached by calling 410-550-7569.

Community Health Library

We invite outpatients, families, friends and neighbors to visit our Community Health Library. Located on the main floor of the Francis Scott Key Pavilion, it offers a variety of information on health and wellness issues. The library provides access to reliable medical resources through print and online resources. There is a library staff member available to assist you with all of your research needs. The library is open from 9 a.m. to noon and 1 to 4 p.m. on weekdays. Please call 410-550-0681 for more information.

Ethics Committee

The Ethics Committee is committed to serving the needs of the Medical Center with respect to ethical concerns that may arise in the course of patient care. The Ethics Committee provides an ethics consultation service for patients, family members and staff faced with difficult treatment decisions. The committee includes physicians, nurses, administrators, social workers, clergy and community representatives. To request a consult, call Patient Support at 410-550-7097, Monday through Friday, 8:30 a.m. to 5 p.m. After hours and on weekends, call the paging operator at 410-550-0100.

Interpreters

Foreign language interpreters are available. For Spanish and Greek interpreters, your health care team can assist you, or you can call Patient Support at 410-550-0627.

For telephonic interpretation, the Cyacom foreign language phones are available on every patient unit. Your nurse can assist you.

For sign language interpreters or to arrange for a TTY (text telephone), your nurse can assist you, or you can call Patient Support at 410-550-0627.

Labyrinth

The labyrinth provides community members, patients, visitors and employees with a peaceful, meditative and healing space. This spiral walking course, which leads into the center and back out, helps people find physical and mental relaxation. The labyrinth is located on Mason Lord Drive.

Organ and Tissue Donation

Organ and tissue donations provide new hope to seriously ill or injured persons. We participate 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. We comply with state and federal laws and offer the option of organ and tissue donation to all families when it is appropriate. Please ask the Medical Center staff for information about your option to donate or call the Living Legacy Foundation of Maryland at 1-800-641-HERO (4376).

Palliative Care

The Palliative Care team helps patients and families dealing with serious illnesses. The team addresses physical, psychological, social and spiritual needs and can help patients cope with the pain and anxiety that comes with serious health problems.

The team consists of a physician, nurse practitioner, social worker and chaplain who can visit you in your hospital room. Any person with a serious or chronic illness, or who is suffering from uncomfortable symptoms, or who has family members who are experiencing stress related to their loved one being in the hospital, could benefit from a visit from the Palliative Care team. If you would like someone from the Palliative Care team to meet with you, ask your doctor to make the referral.

Patient and Family Advisory Council

Your health care experience can help improve the health of our communities. We are looking for patients and families who are willing to share their experience and become a vital part of our Patient and Family Advisory Council (PFAC).

Your participation can:

- Promote improved relationships between families and hospital staff.
- Shape change throughout the Medical Center and improve patient safety.
- Provide a venue for patients and families to assist in providing input on the delivery of services to patients.
- Give others the chance to hear the voice of the patient.

To learn more, or to apply as a PFAC volunteer, please call 410-550-0627.

Volunteers

We have many volunteers who donate their time and talent to enhance your stay. Volunteers are available in departments throughout the Medical Center. Many of them enjoy visiting at the bedside, talking with patients, and performing clerical and other services. If you would like more information, please call Volunteer Services at 410-550-0627.

Your Experience

After you return home, you may receive a survey in the mail asking you to tell us about your experiences at. Your feedback is very important to us, so please take the time to complete the survey.

MEDICAL RECORDS/ BILLS AND INSURANCE

MyChart

Your medical records are available in your online MyChart account at no charge. MyChart is a secure website that lets you access important information from your hospital record. It includes most test results, diagnosis and medications. When you leave the hospital, the last page of your After Visit Summary (AVS) has an activation code and other information to help you set up your account. If your personal physician is affiliated with Johns Hopkins Medicine, you may have already set up your account. For more information, view our Frequently Asked Questions at mychart.hopkinsmedicine.org.

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. You can contact Health Information Management Monday through Friday, 8:30 a.m. to 5 p.m., at 410-550-0688, or email the department at jhbmchim@jhmi.edu.

When completing the health record release 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 or court appointed representative, please bring 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:

Fax # 410-550-3409

Mailing address:

Johns Hopkins Bayview Medical Center,
4940 Eastern Avenue, Baltimore, MD, 21224
Attention: Health Information Management

About Your Bill

Maryland's Health Services Cost Review Commission sets and approves rates and charges for Johns Hopkins Bayview Medical Center. The commission's purpose is to protect patients from unjust and unfair costs and control hospitals' charges.

Before admission, all non-emergency patients will be asked for evidence of adequate hospital and medical insurance. Many insurance carriers require us to contact them for approval before admission.

A representative from the pre-billing office will contact you for financial information and explain our policies. Please have all of your insurance information available (insurance company's name, contract number, group number). As a convenience to you, we will bill your insurance company.

If you do not have health insurance, have difficulty paying your bill, believe you are entitled to Medical Assistance or if you have questions about your account before or during your stay, contact your Certified Application Counselor/Financial Counselor at 410-550-0830 or 410-550-3505. Unless arrangements have been made, payment in full for service is due on receipt of your final bill. We accept MasterCard, VISA, Discover and American Express. Insurance carriers, Medicare and Medicaid require separate billing for professional fees from physicians and hospital charges. The bills are outlined in the section that follow.

Your Johns Hopkins Bayview Medical Center Bill

Your Medical Center bill includes room and associated charges, X-rays, laboratory work, medicines and other medical supplies. If you have both inpatient (overnight stays) and outpatient (same-day or office visit) services, these may be billed separately.

Your Doctor's Bill

Your doctor's bill includes fees for examinations, care and interpretation of diagnostic tests. You may receive several bills if more than one physician is involved in your care. Bills should be paid according to arrangements made during the admission process.

Physician charges are not included in hospital bills and are billed separately.

Patient Billing and Financial Assistance Information

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 into 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:

- 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. You can call 443-997-0200 or 1-877-361-8702 with questions concerning:

- Your hospital bill.
- Your rights and obligations with regard to your hospital bill.
- 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 more information about Maryland Medical Assistance, contact your local department of social services at 1-800-332-6347, TTY 1-800-925-4434 or visit www.dhr.state.md.us.

If you need health insurance, you can contact the Maryland Health Connection at 1-855-642-8572, TTY 1-855-642-8573 or marylandhealthconnection.gov.

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 www.crisphealth.org or calling 1-877-952-7477. You may change your decision at any time by contacting CRISP.

GOING HOME

Discharge

Once your doctor has completed your discharge forms, you may leave the Medical Center. You may want to make arrangements with a family member or friend to help you when it is time to go home. If you arrange for someone to take you home, there are several 30-minute parking spaces available for your driver at the main entrance. Please take an extra minute to ensure you have all of your belongings.

Discharge Instructions

Before you leave, your nurse provides instructions, prescriptions and return appointment slips. Please make certain you ask questions if you do not understand your discharge plan or prescribed medication.

Pharmacy

Discharged patients, as well as those who visit the clinics on a follow-up basis, may have their prescriptions filled at our outpatient pharmacy.

As part of our effort to ensure comprehensive and consistent care, we offer patients a full-service pharmacy located in the Bayview Medical Offices. The pharmacy can fill your prescription(s) and over-the-counter medication needs.

Hours are Monday through Friday, 8 a.m. to 7 p.m., Saturday 10 a.m. to 4 p.m. and Sunday 10 a.m. to 2 p.m. Most prescriptions can be filled while you wait.

The pharmacy can provide a consultation to patients and their physicians regarding patient education, drug information and medication administration aids. The pharmacy can also help you obtain home-based infusion therapy, medical equipment and respiratory equipment. For the pharmacy at the Medical Center, call 410-550-0961 or FAX 410-550-5566. The main referral line for home care pharmaceutical needs is 410-288-8100.

Safe Practices

As a partner in your health care, continue safe practices at home:

- Assign a Health Buddy.
- Talk with your doctors and pharmacist. Ask questions and write down what they say.
- Obtain bedside rails at home if you need them.
- Keep a phone or bell near your bed so you can alert someone when you need help.
- Never smoke in bed.
- Maintain safe practices at home if you have oxygen equipment. Oxygen is highly flammable.
- Use a grounded or three-prong connector for medical equipment. Do not use extension cords.

Called to Care

Called to Care is a program that prepares and supports individuals caring for loved ones with health-related needs or limitations. The program, which is funded in part by the Weinberg Foundation, offers assistance in several ways: supportive services, education, and partnerships with community organizations and agencies. For more information, call 410-550-8018.

Bridge to Home and Health Buddy Program

Being discharged from the hospital or seeing your health care provider can be overwhelming. Identifying a friend or family member to provide extra support when you leave the hospital or visit your health care provider can help you manage your health care in a variety of ways. Here are a few examples of how your Health Buddy can help you: by being present at the hospital when discharge instructions are reviewed, scheduling health care appointments, getting your prescriptions filled and helping to organize your medications. Your Health Buddy will be your partner in health. For additional information, please talk to your health care provider.

Notes and Questions



Johns Hopkins Bayview
Medical Center

4940 Eastern Avenue
Baltimore, MD 21224-2780

