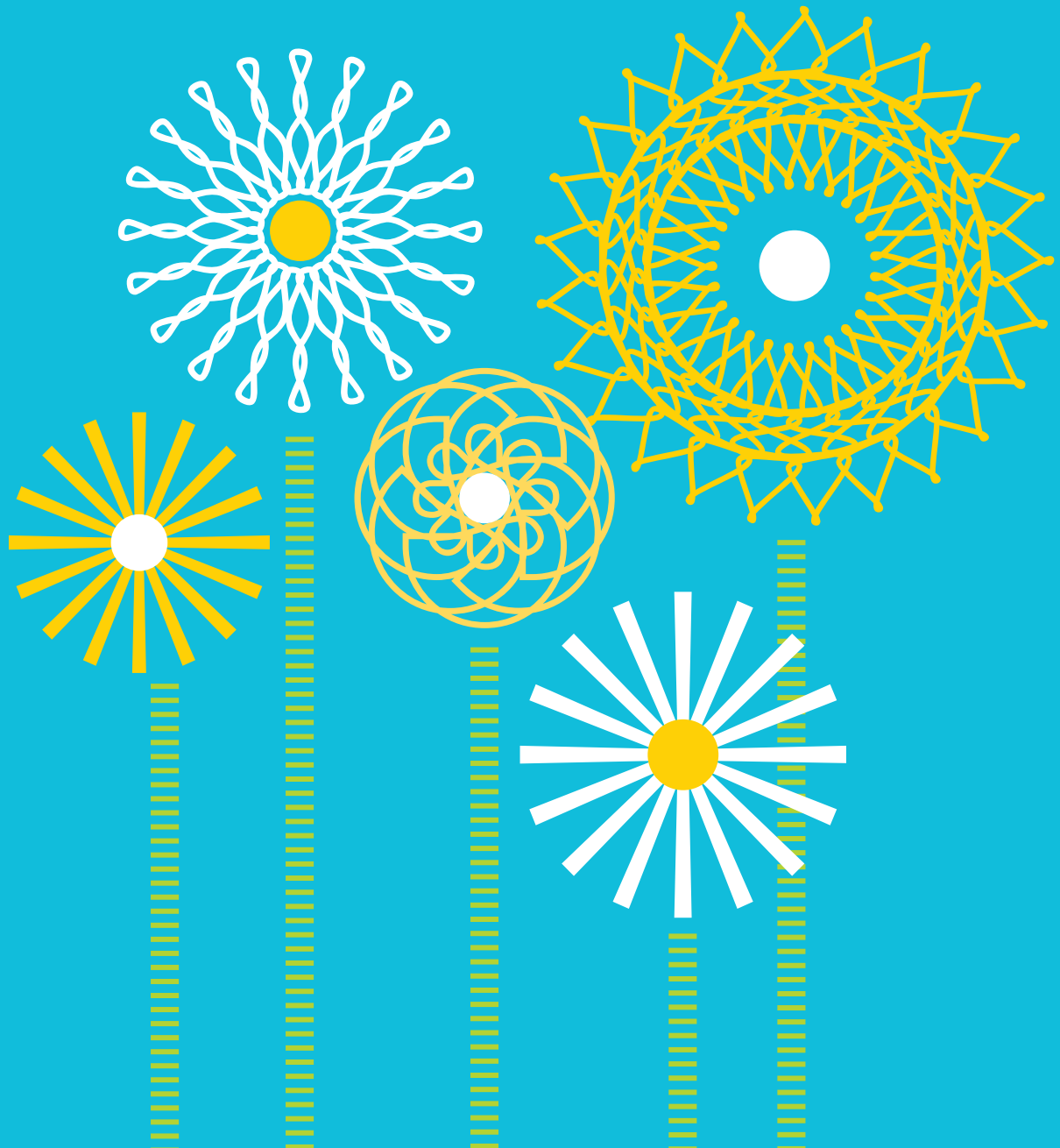


SUBURBAN HOSPITAL **patient & family
handbook**



SUBURBAN HOSPITAL
JOHNS HOPKINS MEDICINE

Welcome to Suburban Hospital!

Since opening to our community in 1943, Suburban has earned a reputation for excellence among patients and families in the greater Washington, D.C., area.

Suburban Hospital is a member of Johns Hopkins Medicine — one of the most respected health care organizations in the world. This incredible relationship strengthens our clinical services and brings increased opportunities for medical innovation, research and education, ensuring that our community has access to the very best health care available. Suburban Hospital is also located across the street from the National Institutes of Health, one of the world's foremost medical centers, providing us with access to advanced diagnostic and treatment protocols for stroke and heart attack patients.

We have always believed that the health care system must be built around the needs of our patients, and not the other way around. Suburban Hospital demonstrates its dedication to this goal in many ways. Our Patient and Family Advisory Council (PFAC) brings together community volunteer Patient Family Advisors (PFAs) and hospital leaders to help shape our policies and processes to ensure that patients and families take an active role in promoting our culture of patient- and family-centered care.

Thank you for choosing Suburban Hospital. Inside this handbook, you will find valuable information and resources to empower you have an excellent hospital experience.

Sincerely,

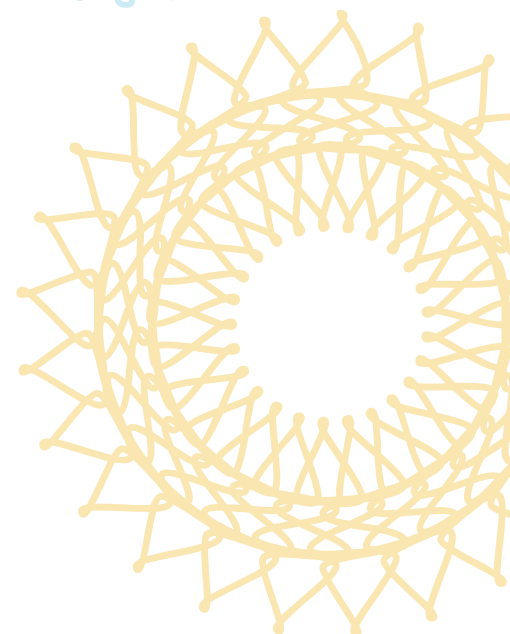
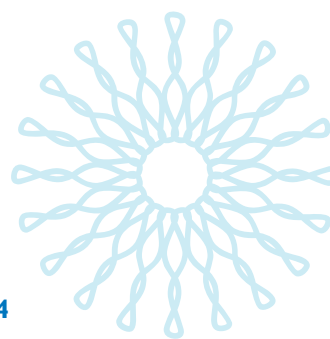
Suburban Hospital Executive Team

Care. Change. Inspire. GIVE.

Find out how you can make a difference by honoring your caregivers with a tax deductible contribution.

Suburban Hospital Foundation | 301-896-GIVE (4483) | donate.suburbanhospital.org

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11 Things You Need to Know About Your Stay at Suburban Hospital



1. Our Commitment to You



While you are here with us, you can expect your care team to keep you and your family/care partner informed about your plan of care and assure that you are comfortable and safe. A care partner is someone you have chosen to provide support during and after your hospital stay and may or may not be a family member.

2. Your Room



There are controls for the bed, TV and nurse call button in your room. If you'd like the room temperature adjusted, ask any member of your care team. We urge you to send valuables and credit cards home with a family member/care partner or trusted friend.

3. You and Your Family/Care Partner Know Best



If you see a sudden decline in condition, immediately tell your nurse or physician or call the **Rapid Response Team** by dialing **ext. 14** from any hospital phone.

4. Your Meals



We offer over 35 different menu options to meet your healthy eating goals and preferences. For example, if you manage your diabetes by counting carbohydrates, we have a special menu for you! Just ask your care team for more information.

To order your meals, dial ext. 3663 (FOOD) from your bedside phone. Diet clerks are available between 6:30 a.m. and 6:30 p.m. to take meal orders. Once you order, we aim to deliver your meal within 60 minutes of your requested time.

You or your family member/care partner may place meal orders with us up to 2 days in advance and specify your preferred delivery date and time. If a family member/care partner is calling for you from outside of the hospital, please call **301-896-3663**.

Your family/care partner and visitors are welcome to order meals with us. These meals are available for an additional fee and charged to your hospital bill.

For more dining options, see page 8.

5. Language Interpretation Services/Vision or Hearing Impaired Services



We want to make sure that the exchange of information among you, your family/care partner and your health care team is as clear as possible. Let our staff know if you need these free services.



6. Visiting Hours



Your family member/care partner is welcome 24 hours a day. If your family member/care partner plans to stay overnight in the hospital, please let your nurse know.

Visitors are welcome during visiting hours: 8:00 a.m. to 9:30 p.m.

Children of any age can visit if they are accompanied by an adult. Visitors must not be ill with colds, flu or other contagious conditions and must respect infection control policies.

Visitation guidelines may change to protect the safety of our patients, family members, visitors and staff. Please check our website at suburbanhospital.org for the latest visitor guidelines.

Quiet time for our patients to rest and recover is from 10 p.m. to 6 a.m. We appreciate your assistance in maintaining a peaceful and quiet environment. As a courtesy to others, please keep your TV and your conversation at a reasonable volume and use ear buds, headset, etc. while using personal electronic devices.

7. Wi-Fi



Free wireless internet access is available to patients and visitors for cell phones, tablets and laptops. Simply connect your device to our “JHGUESTNET” network and choose “accept” to agree to our connection policies. Charging stations are located throughout our facility.

8. Patient Education



We encourage you to watch short patient education videos during your stay. Your access code to the educational videos will be sent via email. If you do not have a mobile device, tablet or laptop while you are in the hospital, you will be provided with an iPad to watch the videos. You will also be able to access the videos after you are discharged. For more information on Patient Education, please see page 17.

9. Communication



Check your communication board for direct numbers to your health care team. Your room has a direct dial telephone. See page 9 for more information on using your hospital phone.

10. MyChart



MyChart is a secure website that provides the most up-to-date medical information available to you about your Johns Hopkins care and connects you to your health care team. Learn more about MyChart on page 20.

11. Parking



You and your visitors may park in our self-paid parking garage.

Patient- and Family-Centered Care

Suburban Hospital is committed to patient- and family-centered care (PFCC).

We consider you, your care partner and your family active members of your care team.

We value the core principles of patient- and family-centered care as defined by the Institute for Patient- and Family-Centered Care:

- **Dignity and respect.** Health care providers listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information sharing.** Health care providers communicate and share complete and unbiased information with patients and families in ways that are supportive and useful. Patients and families receive timely, complete and accurate information so they may effectively participate in care and decision-making.
- **Participation.** Patients and families are encouraged and supported in care and decision-making at the level they choose.
- **Collaboration.** Patients, families and health care providers and leaders work together to improve policy and program development, implementation and evaluation, health care facility design, professional education and care delivery.

To learn more about the Institute for Patient- and Family-Centered Care, visit ipfcc.org.

Patient and Family Advisory Council (PFAC)

The Patient and Family Advisory Council (PFAC) works with the hospital to institute PFCC best practices. To learn more about joining our PFAC, visit suburbanhospital.org/PFAC.

Patient and Family Resource Center

Located in the Main Lobby next to the Information Desk, our Patient and Family Resource Center provides a quiet and supportive space to learn about healthy living, community resources, disease treatment and management, and more.

Supported by the Patient and Family Advisory Council (PFAC), the Resource Center offers access to trusted online health information and websites to make your research easier. Our trained volunteers can guide you on how to search reliable websites to learn more about your health or the health of your loved ones. Hours of operation are posted in the Resource Center.

Suburban Hospital's Mission, Vision and Values

Mission

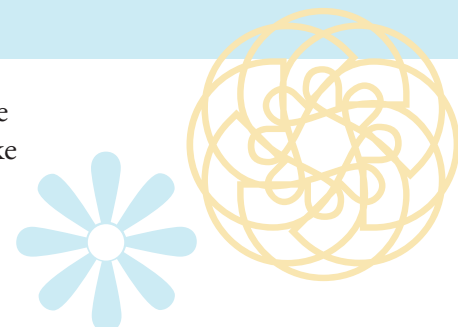
Improving health with skill and compassion.

Vision

As a member of Johns Hopkins Medicine, Suburban Hospital will foster the development of an integrated and innovative system of care that provides state of the art clinical care supported by a strong base of medical research and education.

Core Values

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



Speak Up™

Speak Up™ is a collaborative effort between Suburban Hospital and The Joint Commission to encourage patients and families to speak up and help prevent medical errors in the delivery of your care. The goal of Speak Up is to help patients and their advocates become active in their care.

Speak up if you have questions or concerns. If you don't understand, ask again.

Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medications.

Educate yourself so you fully understand your diagnosis and treatment. Learn about the medical tests you get and your treatment plan.

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

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

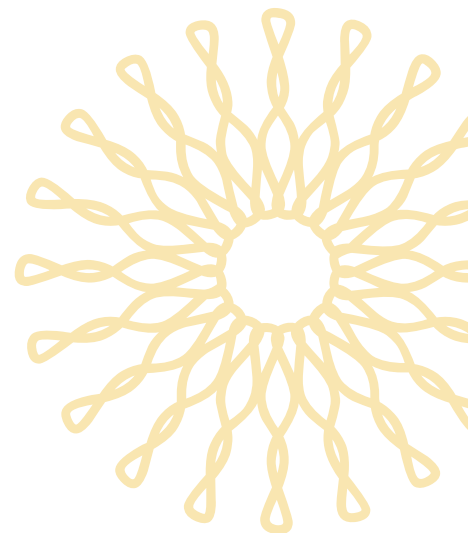
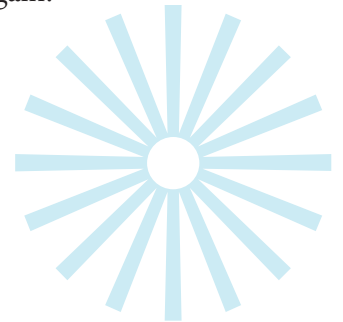
Use an accredited health care facility, like Suburban Hospital, which has completed a rigorous survey to ensure safety and quality.

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

For more information on The Joint Commission's Speak Up campaign and additional patient safety topics, please visit https://www.jointcommission.org/topics/speak_up_campaigns.aspx.

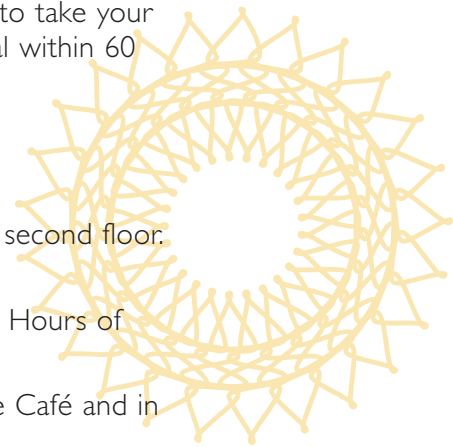
If you have any feedback or concerns about your care, please talk to your nurse or physician, or ask to speak to the Unit Nurse Manager. You can also call our **Patient Concern Line at ext. 2000** from any hospital phone or **301-896-2000** to speak to a Nursing Supervisor.

Speak Up™ is a collaborative effort between Suburban Hospital and The Joint Commission to encourage patients and families to help prevent medical errors in the delivery of your care.



A Quick Guide to Your Stay

ATM	An ATM is on the second floor of the South Building near The Café.
Cell Phones & Other Devices	You may use and charge your laptop, tablet and cell phone unless you are in an area marked “No Phone Zone.” Devices cannot be used in these areas as they may interfere with medical equipment. We are not responsible for lost or stolen devices. Charging stations are located throughout the facility. Ask a staff member for the nearest charging station.
Gift Shop	Our gift shop is located in the Main Lobby. Hours of operation are posted outside of the Gift Shop.
Meals & Dining	<p>We offer over 35 different menu options to meet your healthy eating goals and preferences. For example, if you manage your diabetes by counting carbohydrates, we have a low-carb menu! Ask your care team for a menu that meets your needs (i.e., Kosher, vegan, gluten-free).</p> <p>To order your meals, dial ext. 3663 (FOOD) from your bedside phone. Diet clerks are available between 6:30 a.m. and 6:30 p.m. to take your meal orders. Once you order, we aim to deliver your meal within 60 minutes of your requested time.</p> <p>Other dining options:</p> <p>Café & Dining</p> <p>Café: A full-service café and dining area is located on the second floor. The Café is open from 6:30 a.m. to 8:30 p.m. daily.</p> <p>Coffee bar: A coffee and snack bar is located in the Café. Hours of operation are posted in the Café.</p> <p>Vending machines: Vending machines are located near the Café and in the Emergency Department waiting room.</p>
Security	Uniformed security officers patrol the hospital campus, including the Emergency Department, 24 hours a day. If you have any security questions or concerns, please call the Security Office at ext. 2500 from any hospital phone or 301-896-2500 .
Smoke-Free Campus	Suburban Hospital is a smoke-free institution. Tobacco use is not permitted on Suburban property, including inside buildings, on the grounds, in the surrounding residential neighborhood, in the parking garage or in vehicles on hospital property. This policy prohibits the use of cigarettes, vaping, e-cigarettes and other forms of tobacco.





In-room Telephone and TV

Your room has direct-dial telephone and television service. We charge separate daily fees for both services.

To make a phone call:

For internal hospital phone numbers: Dial the four-digit extension

For outside phone numbers: **Dial 5** for an outside line

1. Local calls: dial 5 + Area Code + 7-digit phone number

2. Long distance calls:

Credit cards: dial 5 + 1 + 800-225-5288

Collect calls: dial 5 + 1 + 800-265-5328

Valuables

We encourage you to send all jewelry, money, credit cards and other valuables home with a family member/care partner or trusted friend. The hospital is not responsible for lost or stolen items.

If you choose, a staff member will itemize any valuable(s) that you cannot send home and call Security to secure them. Your room may be equipped with a small safe to secure small personal items.

To keep personal items secure, you should:

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table or in a secure place when not using them.
- Keep dentures in a denture cup in the top drawer of your bedside table or in a secure place—away from your food tray or on the bed linen.
- Keep clothing in your room closet or suitcase.

When you are preparing to leave the hospital, our staff will contact Security to return your valuables. You can reach Security at **ext. 2500** from any hospital phone or call **301-896-2500**.

Be sure to take all personal belongings with you when you leave the hospital, including any medications you were instructed to bring with you and any items you may have placed in the room safe.

Visitor Check-In

All visitors, including family members and care partners, must check in using the kiosks located in the Main Lobby and Emergency Entrance and wear a badge while in the hospital.

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.

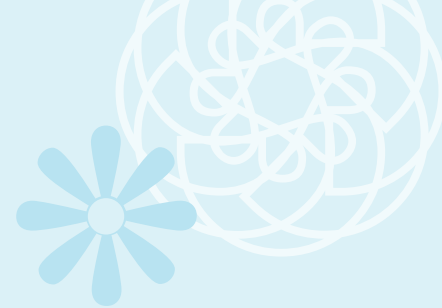
You or your designee have the right to:

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 Receive information about hospital and physician charges.
- 14 Ask for an estimate of hospital charges before care is provided.

Effective Communication and Participation in Your Care

- 15 Get information during your visit in a way you can understand. This includes communication assistance, such as sign language and foreign language interpreters, as well as vision, speech and hearing assistance provided free of charge.
- 16 Get information from your doctor/provider about:
 - Your diagnosis
 - Your test results
 - Possible outcomes of care and unanticipated outcomes of care
- 17 Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
- 18 Involve your family in decisions about care.



- 19 Ask questions and get a timely response to your questions or requests.
- 20 Have your pain managed.
- 21 Refuse care.
- 22 Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
- 23 Ask for a chaperone to be with you during exams, tests or procedures.
- 24 Choose your support person and visitors and change your mind about who may visit.
- 25 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

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

Informed Consent

- 28 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
- 29 Agree or refuse to be part of a research study without affecting your care.
- 30 Agree or refuse to allow pictures for purposes other than your care.

Privacy and Confidentiality

- 31 Have privacy and confidential treatment and communication about your care.
- 32 Be given a copy of the HIPAA Notice of Privacy Practices, which includes information on how to access your medical record.

Complaints and Grievances

- 33 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.
- 34 You may also contact Risk Management or the Nursing Supervisor at **301-896-3100, ext. 2000**.
- 35 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:**
Livanta/BFCC-QIO
6830 W. Oquendo Road
Suite 202
Las Vegas, NV 89118
Phone: 1-888-396-4646

- **State Agency:**
Maryland Department of Health & Mental Hygiene
Office of Health Care Quality, Hospital Complaint Unit
7120 Samuel Morse Drive
Second Floor
Columbia, MD 21046
Toll free: 1-877-402-8218
- **Accreditation Agency:**
The Joint Commission Office of Quality and Patient Safety
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 1-630-792-5636
https://www.jointcommission.org/report_a_complaint.aspx
- **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 509E, 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.

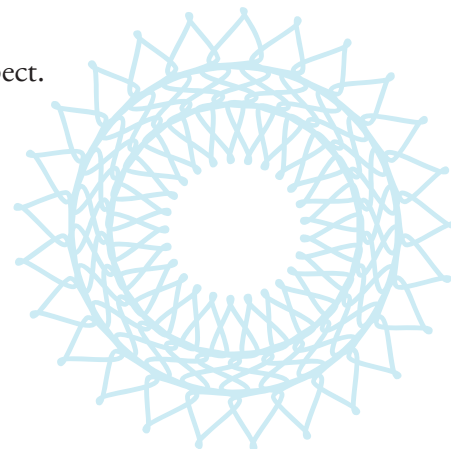
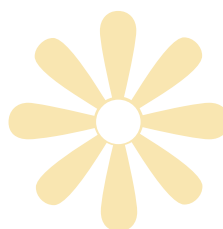
Ensuring a Safe and Respectful Healing Environment

We all have a role to ensure a safe and respectful healing environment for our patients and staff. If you have safety concerns at any time, please contact **Suburban Hospital Security at ext. 2500** from any hospital phone or call **301-896-2500**.

Johns Hopkins Medicine requests that everyone act with courtesy and respect.

We do not permit:

- Foul language
- Threats or intimidation
- Videotaping/recording without consent
- Sexually explicit comments or suggestions
- Physical violence or inappropriate touching
- Destruction or damage of hospital property



We reserve the right to discharge violators, take away visitation privileges and/or request that security escort violators off the premises.

Service Animals and Handler Responsibilities

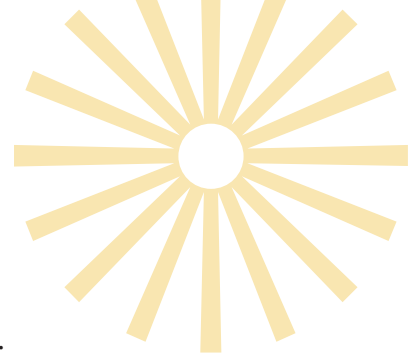
Suburban Hospital welcomes your service animal during your visit. Patient safety is our first priority. If the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements. We encourage you to talk with staff about any questions you may have and request a copy of our Service Animal Handler Responsibilities handout for more information.

Advance Directives

You have the right to make important decisions about your health care. If you lose the ability to make decisions for yourself, an advance directive, in the form of a living will and/or durable power of attorney for health care, can ensure that we honor your wishes. We will ask if you have an advance directive. If you would like make one, your nurse can give you a copy of the Maryland Advance Directive form with a guide about how to fill it out (<http://www.marylandattorneygeneral.gov/Pages/HealthPolicy/AdvanceDirectives.aspx>).









If you have questions about advance directives, please ask your physician or nurse.

Your Health & Safety

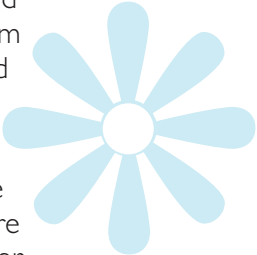


Your Health Care Team

Below is a list of the health care staff who will be taking care of you.

Health Care Team	Description
<p>You</p>	<p><u>You</u> and your family/care partner are part of your hospital health care team. You can engage actively with your physicians and nurses about your health and your care. Working together, we can improve your stay and health outcomes. If we can do anything to make you more comfortable, please tell your nurse, the nurse manager or call our Patient Concern Line at ext. 2000 from any hospital phone to speak to a nursing supervisor.</p>
<p>Hospitalists</p>	<p>Hospitalists are specially trained physicians who manage all aspects of your care during your hospital stay, including communicating with you, your family/care partner, your primary care physician and any necessary specialists to provide coordinated patient care.</p>
<p>Intensivists</p>	<p>Intensivists are physicians who are board-certified in critical care medicine and manage patient care on our Intensive Care Unit (ICU). They work collaboratively with specialists, surgeons and your primary care physician to provide the care you need.</p>
<p>Nurses and Other Staff Members</p>	<p>Registered nurses (RNs) and advanced-practice nurse practitioners (NPs) provide your care 24 hours a day. Patient care technicians (PCTs) and student nurses help with routine care. Nurse managers and directors provide supervision and coordinate care on each unit.</p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around; text-align: center;"> <div style="width: 20%;"> Registered Nurses</div> <div style="width: 20%;"> Operating Room Staff</div> <div style="width: 20%;"> Patient Care Techs</div> <div style="width: 20%;"> Radiology & Cardiovascular Techs</div> <div style="width: 20%;"> ED and Respiratory Techs</div> <div style="width: 20%;"> Cardiac Rehab Exercise Physiologist</div> <div style="width: 20%;"> Physical Medicine</div> <div style="width: 20%;"> Infection Control</div> </div>

Health Care Team	Description
<p>Care Coordination Team</p>	<p>Social workers and case managers help you and your hospital team create a discharge plan for your care after you leave the hospital. We start making this plan with you, your family/care partner and your hospital team as soon as you are admitted or placed under observation.</p> <p>Plans may include assistance with daily living activities, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.</p>
<p>Other Specialists</p>	<p>Respiratory therapists, physical, speech and occupational therapists, radiology technologists and others may also work with you during your stay.</p>
<p>Palliative Care Team</p>	<p>Palliative care is supportive care for patients with a serious illness and may be provided at any stage. The goal is to relieve pain, other symptoms and stress, and provide the best quality of life for you and your family. Palliative care may be provided to help you recover from a serious illness or help manage a chronic condition and is provided throughout your illness. Hospice care is provided during the last months of life.</p> <p>Our multidisciplinary team will work closely with your primary care team to give you the additional support you need. The palliative care team works closely, when needed, with a chaplain, dietitian and other support services. Talk to your physician or nurse for more information.</p>
<p>Spiritual Care and Chaplaincy Services</p>	<p>Our Department of Spiritual Care and Chaplaincy Services offers spiritual and emotional support to you, your family/care partner and hospital staff. We respect each person's faith and cultural traditions, and are available for all faith groups.</p> <p>The hospital chaplain is available Monday through Friday from 8:30 a.m. to 5 p.m. by dialing ext. 3178 from any hospital phone or call 301-896-3178. During emergencies, after hours and on the weekends, please call 301-310-9081 to contact the on-call chaplain. You can also ask any staff member to help arrange a visit from a chaplain, minister, priest, rabbi or other clergy.</p> <p>Our Prayer and Meditation Room is always open for prayer and reflection. It is located on the second floor of the South Building near the Café.</p>



What is a bedside shift report?

To promote good communication among you, your nurses and your family/care partner, we bring together your nurses for a 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 reports help make sure you get high-quality care. If you have questions or concerns about your care, this is a good time to raise them. Ask your nurse if you have questions about the report.

What is rounding?

“Rounding” is a word you may hear while you are in the hospital. Rounding is a way for you, your family/caregiver and your health care team to engage with each other. Rounding ensures everyone knows why you are here, what is being done to help you get better (also known as your care plan) and gets you ready to go home. Rounding happens in many ways. Your medical provider rounds daily, often with a team of other health care experts involved in your care.

In addition, your nurse (RN) and patient care technician (PCT) round frequently throughout the day and night to ensure the mutually agreed-upon care plan is being carried out, that you feel well cared for and are safe while in our care. In short, rounding makes sure you are being cared for in the best way possible.

What is my communication board?

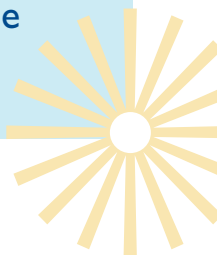
You have a communication board in your room. On it, you will find the names of the care team who will be working with you each day. Your care plan, activities, medications and diet may also be listed on your communication board. You can review your communication board with your nurse, especially during the bedside shift report.

Will my personal physician be notified of my hospital stay?

Be sure to tell your primary care physician that you are in the hospital. An attempt will be made by your attending physician (i.e., hospitalists, intensivist, etc.) to contact your primary care physician. Since contact is not always possible, please reach out to your primary care physician directly.

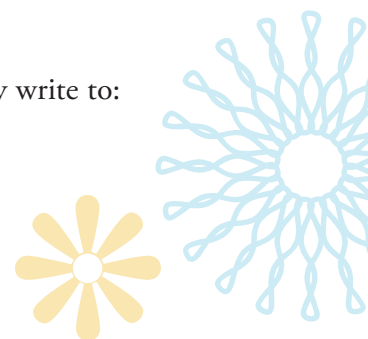
If you do not have a primary care physician, visit suburbanhospital.org and select “Find a Doctor.”

We recognize that family members may notice changes in your condition that may not be obvious to staff members. Talk to your nurse right away if you have concerns. If you notice a sudden change that requires immediate attention, call the **Rapid Response Team** by dialing **ext. 14** from any hospital phone and push the call button to alert the nursing staff.



Recognizing your care team

If you would like to show your appreciation to a nurse or other staff member, you may write to:
Suburban Hospital
LeighAnn Sidone, DNP, RN, CENP
Vice President of Nursing / Chief Nursing Officer
8600 Old Georgetown Road
Bethesda, Maryland 20814



Patient Education

As part of your experience at Suburban, you will have access to **Emmi® patient education videos** especially designed to help you prepare for an upcoming procedure or manage your chronic condition.

- **Activate your account:** You will receive an email asking you to activate your Emmi video library account.
- **Easy access:** Emmi videos can be accessed from the comfort of your home before you come to the hospital. Use your cell phone, tablet or other electronic device to access the videos. iPads are available for your use during your stay at the hospital.
- **Be ready:** Make sure you watch the videos you've been assigned. They contain important and useful information about your hospital stay and what you need to know when you leave Suburban Hospital.

If you do not have a mobile device, tablet or laptop while you are in the hospital, you will be provided with an iPad to watch the videos. You will also be able to access the videos after you are discharged.

Patient education resources and information:

At Johns Hopkins Medicine, we want you and your caregivers to feel equipped to take control of your health care. There are some robust tools and resources available to help make complex medical information easy to understand.

Visit our Patient Education website at <https://www.hopkinsmedicine.org/patient-education> to learn more about:

- Emmi® Education Program
- Living Well Guides – information about managing a chronic condition such as asthma, COPD, diabetes, heart disease and heart failure
- SpeakUp™ – The Joint Commission's patient safety program includes ready-made resources in English and Spanish on a variety of topics to help patients communicate about their care (https://www.jointcommission.org/topics/speak_up_campaigns.aspx).

Visit Johns Hopkins Medicine at <https://www.hopkinsmedicine.org/health> for information on:

- Conditions and Diseases
- Treatment, Test and Therapies
- Wellness and Prevention
- Caregiving

Patient and Family Resource Center

Visit our Patient and Family Resource Center located in the Main lobby next to the Information Desk. Our Resource Center provides a quiet and supportive space to learn about healthy living, community resources, disease treatment and management, and more.

Supported by the Patient and Family Advisory Council (PFAC), the Resource Center offers access to trusted online health information and websites to make your research easier. Our trained volunteers can guide you on how to search reliable websites to learn more about your health or the health of your loved ones. Hours of operation are posted in the Resource Center.

Medication Safety

For your safety with medicine, please keep the following in mind:

- Always ask about any medicine you do not recognize and the side effects before you take it.
- Please do not bring medication from home unless you have been requested to do so.
- For your safety, you may not keep any medicine in your room.
- Your schedule for receiving medicine in the hospital may be different from the schedule you follow at home.
- If you have questions about your medicine, please ask your nurse or physician.

Know Your Medications and the Side Effects

Always ask about any medicine you do not recognize and its side effects before you take it.

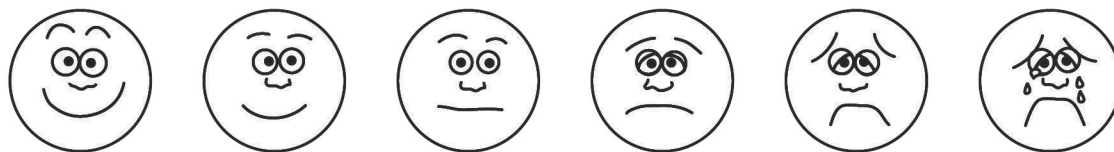


Identification Bracelets

We give each patient an identification bracelet. You must wear this ID throughout your hospital stay. To prevent errors, our staff will ask your name and date of birth when giving medicine and blood transfusions, performing tests and treatments and taking blood samples. In addition, we scan your bracelet before giving you medicine or blood transfusions.

What if I am in Pain?

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Hospital staff will ask you about your pain level using a scale from “0” to “10,” or a face chart. “0” means no pain and “10” means the worst pain you have ever had. Discuss your pain with your health care team so we can work with you to develop a plan for managing your pain.



©1983 Wong-Baker FACES Pain Rating Scale

Preventing Infections

Clean hands count!

- Prevent infection by washing your hands or using hand sanitizer often.
- Speak up and ask everyone to clean their hands prior to coming in your room or providing any care.
- Clean your hands and remind others to clean theirs as well. Use hand sanitizer gel or wash your hands with soap and water after using the bathroom, before eating or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for 20 seconds.

Being placed into isolation

- Staff sometimes need to place a patient in “isolation” to help prevent the spread of infection in the hospital. If you are placed into isolation, a sign will be placed on your door with instructions and a nurse or physician will be happy to answer any questions about the reason for your isolation.
- Everyone who enters your room may be required to put on gloves, gowns and/or masks before coming into your room.
- Should you need any further information or have questions, please contact Suburban Hospital’s Infection Prevention staff by dialing **ext. 4014** from any hospital phone or **301-896-4014**.

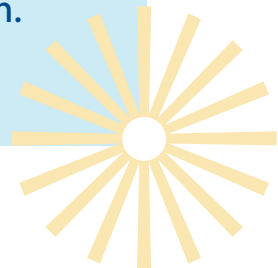
Preventing Falls

Let’s work together to prevent falls. You are more likely to fall while in the hospital because of a combination of factors including any medicine you are taking, the unfamiliarity of the environment and medical procedures you have undergone.

During your stay, we will ask you about your history of falls and assess your risk of falling when admitted and as your condition changes. Ask your nurse about your assessed risk of falling and what preventive measures are being taken to reduce the risk. To improve the odds of not falling, please follow these guidelines:

- Understand your fall risk.
- Notify your nurse or patient care technician before you get up. Please do not get up without help.
- Before rising, sit on the edge of your bed for a few minutes.
- Get up slowly.
- Always wear your non-skid socks.
- Make sure you have a clear path to your chair or the bathroom before getting up.

For your personal safety, please do not leave the unit without notifying your care team.





MyChart Patient Portal

MyChart is a secure website that provides you with the most up-to-date medical information available about your Johns Hopkins Medicine care and connects you to your health care team. MyChart is available in English and Spanish.

Using MyChart, you can:

- Securely communicate with your Johns Hopkins Medicine provider
- Access your test results
- Request prescription renewals
- Manage your appointments
- Submit requests to update your medication and allergy lists
- View your discharge instructions
- Access information from the Johns Hopkins Medicine record for your child under age 18 or other family members (proxy authorization required)

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 the Frequently Asked Questions page at mychart.hopkinsmedicine.org.**

Preparing for Discharge

Understanding Your After-Visit Summary (AVS)

Your **after-visit summary (AVS)** contains information you need to know after you have been discharged. These may also be referred to as **discharge instructions or instructions for home care**. Before you leave the hospital, you will be given a paper AVS that includes your medicine instructions and your plan of care for after you leave. Your nurse will go over this document with you before you leave. Review it carefully and include your family/care partner in this discussion. Please ask any question as you discuss it with your nurse. It is also important that you take your AVS and any additional paperwork to your follow-up appointments with your physician(s) after you are discharged.

What Do I Need to Know About My Medicine?

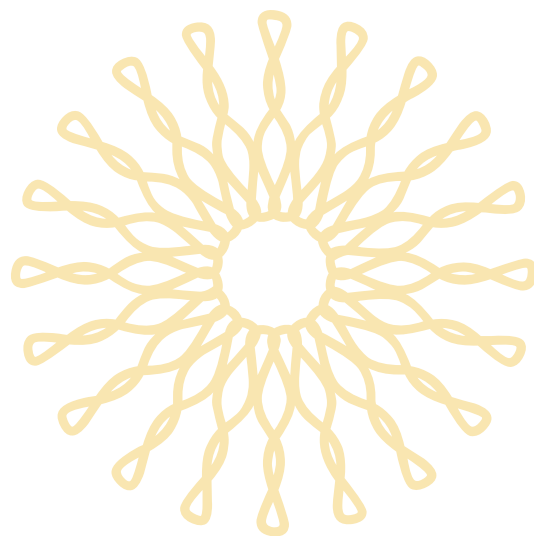
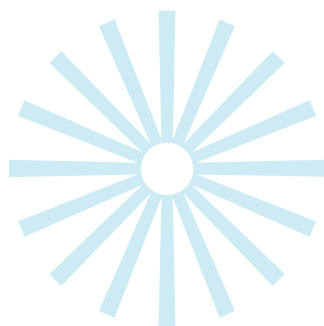
While you are in the hospital, your medicines may change. You can always ask a nurse for a list of the medicine you are taking in the hospital. This list may include medicines you will not take when you go home.

Before you leave the hospital, you will receive your AVS with a list of medicines you need to take and how to take them when you go home. Make sure you understand these instructions before you leave the hospital. Please review this list at your appointment with your own physician.

Visit **MyChart** to add/update your medications at any time. Be sure to keep an updated medication list with you and make sure a family member/care partner also has access to this list.

Making Follow-Up Appointments

To help you heal, you should make a follow-up appointment with your primary care physician or specialist for one week after you leave the hospital, unless otherwise directed. A staff member can assist you with making your appointment. Please try to make the appointment before you leave. After you leave the hospital, we will call to see how you are doing and to answer any questions about your care.



Health and Wellness

Suburban offers a variety of health and wellness programs, such as nutrition, diabetes education, smoking cessation classes, senior exercise programs, support groups and monthly health seminars. We also have a free physician referral line. The hospital website offers a health information library, where you can read articles on medical conditions and treatments and access interactive videos and illustrations. **To learn about health and wellness classes and/or to get a physician referral, please visit suburbanhospital.org.**

Cancer Screening: American Cancer Society Guidelines

We encourage you to stay on top of your health by scheduling periodic tests to detect cancer. Below are the American Cancer Society (ACS) recommended screening guidelines for most adults.

Breast cancer: Mammography screening may begin at age 40 with a screening interval every 1-2 years. Mammogram screening should continue until 75 years old and with the shared decision between the patient and the provider. Patients should know how their breasts feel and report any breast changes to a health care provider right away.

Some patients have a family history, genetic tendency or certain other factors that place them at a higher risk of breast cancer. Speak with a health care provider about your risks for breast cancer and the best screening plan for you.

Colorectal cancer: Screening may begin as early as age 45. This can be done with either a sensitive test that looks for signs of cancer in a person's stool (stool-based test) or an exam that looks at the colon and rectum. Screening should be repeated at regular intervals. The risks and benefits vary depending on the test performed. It is best to consult with your health care provider about which test is appropriate for you.

Screening should continue until age 75. Testing after the age of 75 should be determined by the patient and the health care provider with a consideration of overall health, life expectancy and prior screening history.

Cervical cancer: Screening for cervical cancer should begin at 21 years of age. Patients ages 21-29 should have a Pap test every 3 years, and those ages 30-65 should be co-tested (Pap and human papillomavirus [HPV] test) at least every 5 years.

Screening can be discontinued at age 65 if:

- You do not have a history of moderate or severe cervical cells within the last 20 years AND
- You have had three negative Pap test results in a row or two negative co-tests in a row within the last 10 years

If you had a hysterectomy (removal of uterus), you may still need to be screened. It depends on why the hysterectomy was performed. Pap tests should be continued if you had moderate to severe cervical cells removed or if your cervix (mouth of the uterus) is still intact.

Patients with the following conditions should NOT follow routine screening guidelines:

- Infected with the human immunodeficiency virus (HIV)
- Weakened immune system
- Abnormal Pap result

These screening recommendations should be followed even if you have received the HPV vaccination.

Prostate cancer: Men may need to begin screening at the age of 40. It is best to speak to your health care provider BEFORE being screened. Screening guidelines may be different for each patient depending on uncertainties, risks and potential benefits.

If you decide to be tested, you should have the prostate-specific antigen (PSA) blood test, with or without a rectal exam. The frequency of testing will depend on your PSA level.

For more information about cancer-screening and free programs call 1-800-ACS-2345 or visit www.cancer.org/healthy/find-cancer-early/cancer-screening-guidelines.html.

We Welcome Your Feedback!

- You may receive a patient experience survey (either by mail or email) after your hospital stay. We greatly appreciate your comments and use your feedback to improve our care and service. Please take a few moments to complete the survey.

- **Recognizing your care team**

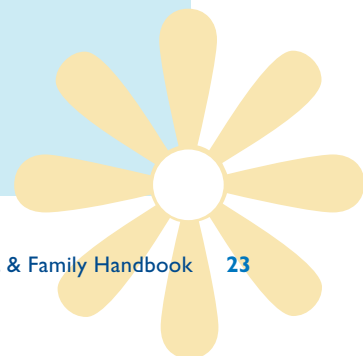
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Suburban Hospital
LeighAnn Sidone, DNP, RN, CENP
Vice President of Nursing / Chief Nursing Officer
8600 Old Georgetown Road
Bethesda, Maryland 20814

- If you have concerns about your care, please talk to your nurse, your physician or the unit nurse manager while you are here in the hospital. You can also call our **Patient Concern Line** at **ext. 2000** from any hospital phone or **301-896-2000** to share your feedback.

If you prefer, you may write to:

Suburban Hospital
Attn: Office of Risk Management
8600 Old Georgetown Road
Bethesda, Maryland 20814



Your Medical Bill & Health Records

How will my insurance work at Suburban?

Our financial counselors are committed to helping you with insurance billing. If you have questions, please call **1-855-662-3017** between 8:30 a.m. and 4:30 p.m. Monday through Friday.

How will I be billed for my hospital stay?

When you register

- We ask for complete insurance information for all of your insurance plans, including Medicare and Medicaid. We use this information to submit your hospital claim correctly and to ensure prompt payment.
- If we do not have all insurance information at the time of your service, you — as the patient or guarantor — are responsible for the bill.
- You may need to pay deductibles or copayments at registration. We accept cash, personal checks and credit cards.

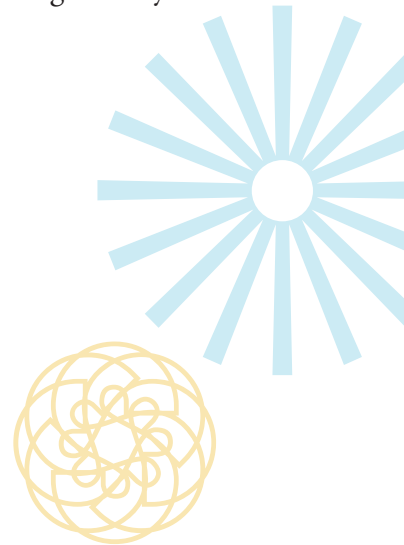
When you leave

- We will file health insurance claims directly with your primary payer. If appropriate, we will also bill your secondary insurance payer. If you do not know which plan is primary, our financial counselors can help you.
- We will bill you directly for any outstanding copayments and other balances that your insurance provider does not pay. If your insurance company does not respond within 60 days of the claim, we will ask you to contact your insurance provider on our behalf. If your insurance does not respond, you are ultimately responsible for the hospital bill and will receive billing statements.
- As your insurance company pays your claims, most companies will send you a letter explaining the amount paid and the portion for which you are responsible. Please see below for information on financial assistance.
- If you need assistance or would like an itemized bill, our patient account representatives can help you. Please call Customer Service at **1-855-662-3017**.

Will I receive any bills in addition to my bill from Suburban?

YES, you will receive multiple bills, possibly even months after your stay.

- A hospital bill will include charges for your room, food, medical supplies and services as well as any tests or procedures that you undergo, including X-rays.
- You will receive additional bills for professional services you received from physicians who are contractors and not Suburban employees. You may receive additional bills from:



- Anesthesiologists, cardiologists, emergency department physicians, hospitalists and/or intensivists
- Pathologists, radiologists, specialists and/or surgeons

Your insurance may help pay for some of these bills. Remember, some physician services may not participate with your plan.

Can I receive financial assistance?

We provide quality care to all patients regardless of their ability to pay. For eligible Maryland residents and others who cannot afford to pay for care, we offer financial assistance on a case-by-case basis. If you think you are eligible for financial assistance, please call **1-855-662-3017** or visit **suburbanhospital.org**. You can also ask for a copy of our Financial Assistance Information Sheet and Application at Patient Registration.

How can I get a copy of my health records?

Use MyChart (see page 20)

If you don't use MyChart, you or your legal representative can also ask for a copy of your records. There is a fee for copying health records. To get a copy, complete an Authorization for Release of Medical Information and return it to the Medical Records Office in person, by mail or fax.

In person:

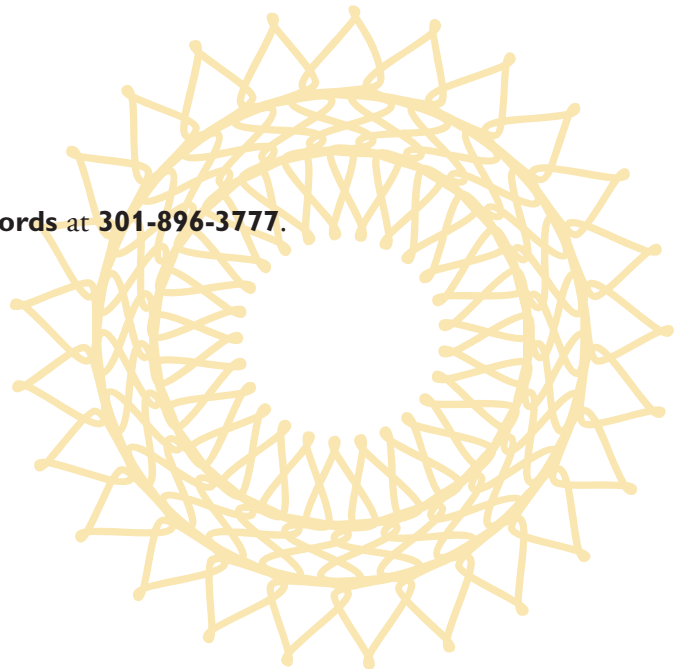
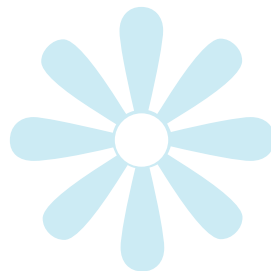
Medical Records is located in the Main Lobby of the North Building next to Patient Registration.

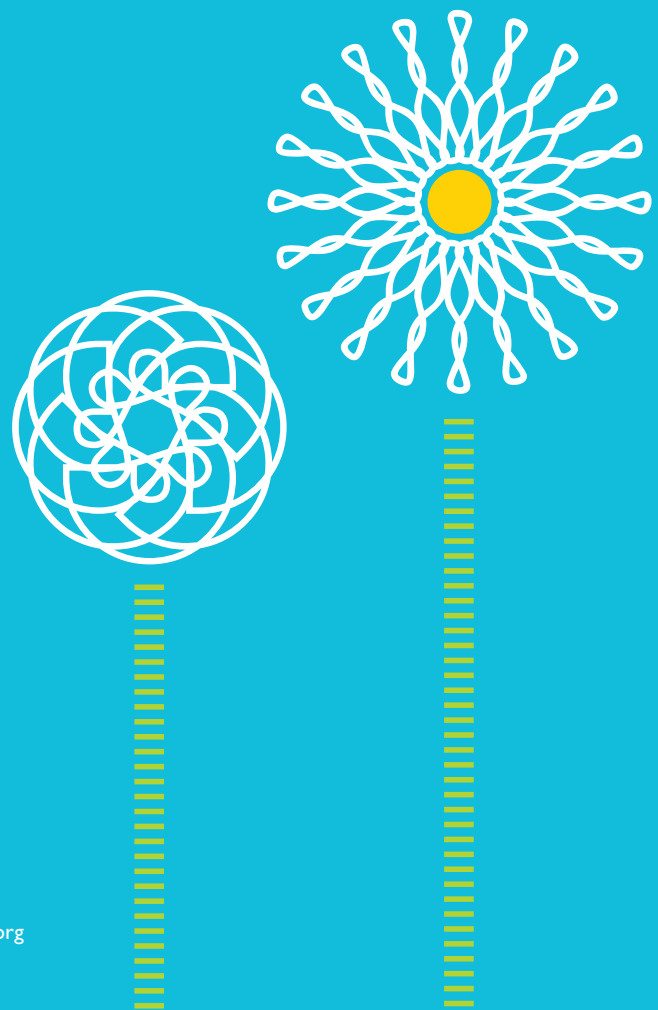
Mailing address:

Suburban Hospital
Attn: Medical Records
8600 Old Georgetown Road
Bethesda, Maryland 20814

Fax: 301-896-7352

If you have any questions, please call **Medical Records** at **301-896-3777**.





SUBURBAN HOSPITAL
JOHNS HOPKINS MEDICINE