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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.

- 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

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



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