

WELCOME



HOWARD COUNTY  
GENERAL HOSPITAL

JOHNS HOPKINS MEDICINE

*Welcome* to Howard County General Hospital: A Member of Johns Hopkins Medicine.

Because we understand how important personalized, quality health care is to you and your family, our goal is to provide you with very good care and service at all times during your stay.

If Howard County General Hospital is new to you, welcome to our family. While we hope you find this guide helpful in getting better acquainted with the services we provide, please know that our staff is always available to answer any questions you might have.

Since our goal is to provide you with very good, safe care — always — we rely on your feedback to let us know what we are doing well and what we need to improve. If at any time during your hospitalization you feel you are not receiving the highest quality care possible, please let our staff know your concerns so that we can fix the situation as quickly as possible.

Following your hospital visit, you may be randomly selected to receive a patient satisfaction survey in the mail. If you receive a survey, I thank you in advance for taking the time to complete it. I like to thank any of our coworkers who do a very good job. If there is anyone — a nurse, a hostess, a physical therapist or any other member of our team — who deserves to be recognized, please be sure to include their names on your survey so that we can give them the recognition they deserve.

Howard County General Hospital has been serving the community for more than 35 years. We hope you will let us be your health care provider of choice for years to come. If at any time we can be of further assistance, please do not hesitate to call upon us.

Sincerely,

Victor A. Broccolino  
President and CEO  
Howard County General Hospital



# For Your Health and Safety

At Howard County General Hospital, your safe care and well-being are very important to us. Please read the following information and instructions carefully. You are an important part of the patient care team and we value your participation. Within 24–48 hours, a nurse will review this Patient Safety information with you and your family members to be sure you fully understand the measures we take to meet our goal of providing you with safe care during your visit.

## PATIENT ► IDENTIFICATION

Upon arrival, you will receive an ID bracelet that must be worn at all times during your stay. Please make sure your name and birth date are correct on the bracelet. When your bracelet is put on, please notify the registrar immediately if any corrections are necessary. Once admitted, notify your nurse at any time during your stay if corrections to your ID bracelet are needed. Staff should always ask you to state your name and birth date and should check your ID bracelet before giving you medication or performing any test or procedure. If you leave your room for anything other than a scheduled procedure, please let your nurse know where you will be.

## SEEK ASSISTANCE FOR ► CHANGES IN PATIENT'S MEDICAL CONDITION

We are partners with families in providing care, and we recognize that family members may notice changes in their loved one's medical condition that are not apparent to staff. We ask that you seek assistance from the nurse, the charge nurse or the manager if you perceive such changes.

## MEDICATION ►

Always inform your physician or nurse about all prescription, non-prescription, vitamin and herbal medications you are taking as well as any allergies or adverse reactions you have had to medication, food and supplements. You are encouraged to ask your physician, nurse or pharmacist about your medication, and you may request written information.

## SURGICAL PROCEDURES ►

Patients should always confirm what procedure they are to undergo and where on the body it should take place. The site of your procedure should always be “marked” prior to surgery. Our team also will call a “time out” to perform additional checks to ensure your safety.

## HELP PREVENT THE ► SPREAD OF GERMS

Infection can occur after many types of medical procedures. To help protect you from infection:

- Staff members use an alcohol-based hand cleaner or wash their hands with soap and water both before and after contact with you. If you aren't certain they have cleaned their hands, please ask them to do so.
- Staff wear gloves to prevent the spread of infection while drawing blood and performing certain procedures.
- We encourage you to wash your hands or use the hand cleaner located in your room after handling soiled material or using the bathroom.
- Please cover your mouth when you sneeze or cough and properly throw away your tissues.
- If isolation measures are needed, you and your family will receive instructions from your nurse.
- If you have an IV, keep the skin around the dressing clean and dry.
- Let your nurse know promptly if a wound dressing becomes loose or gets wet.
- Let your nurse know promptly if a catheter tube or drainage tube becomes loose or dislodged.
- Carefully follow your physician's instructions regarding breathing treatments and getting out of bed.
- Encourage friends and family members to refrain from visiting you if they are ill.
- Please ask all family or friends who are visiting you to wash their hands before and after their visit.

You have a higher risk of falling in the hospital if you have recently fallen, if you need help walking, if you have more than one health problem or if you have an IV. New medications or changes in dosage of your usual medications may also increase your risk for falling. If you are identified to have a high risk of falling, the “fall prevention” procedures are followed:

- You will be given non-skid socks to wear.
- The top two side rails on your bed will be up.
- Your call light should be within easy reach. Make sure the call button works and that you know how to use it.
- Staff will check on you frequently when they make their rounds.
- You should always call for assistance to use the toilet or any other time you get out of bed. If possible, call for help before you need to go to the bathroom urgently.
- Your bed exit alarm will be on. If you get up without help, it will sound.
- You should have a dot on your ID bracelet and a “falling leaf” sign on the door to let others know that you may need assistance.
- Your bed will be in the low position with the brake on.

If these procedures are not in place, please tell your nurse.

If an alarm in your room sounds and is not being responded to, make sure a staff member is aware. These alarms could include: IV pumps, cardiac monitors, call lights, bed exit alarms and telemetry units.

You are a vital member of our health care partnership, and it is important that you understand the treatment you are receiving for your illness or injury. Discuss any treatment or surgical procedure thoroughly with your doctor and ask questions about unfamiliar terms or abbreviations to be sure that you know exactly what will be done.

Read over the consent forms completely and ask any questions you may have. There is no question too minor to ask.

## ◀ PREVENT INJURY FROM FALLS

## ◀ ALARM

## ◀ COMMUNICATION



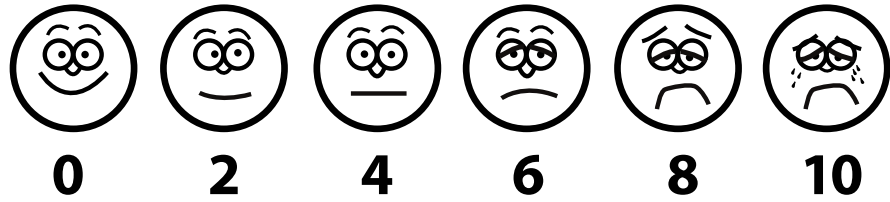
The hospital holds periodic fire drills to ensure the safety of its patients, visitors and employees. If you hear the fire alarm during your stay, please remain in your room. As a precaution, our staff will shut your door. This does not mean you are in danger. This is a step we take any time a fire alarm sounds for safety reasons. In the event of an actual fire, staff members will direct you as to what actions to take.

Our staff are happy to answer any questions you may have during your stay. Please do not hesitate to stop us if you have a question. If at any time you or your family have questions regarding patient safety, please contact the Outcomes Management Department at x 7912.

## ◀ FIRE DRILLS

## ◀ PATIENT SAFETY CONCERNS

# During Your Stay



## PAIN MANAGEMENT ▶

Our goal is to control your pain and make you as comfortable as possible. Our staff will ask you to communicate your level of pain using the above scale.

It is important for you to tell us the location of your pain, if new pain develops or if your pain increases in intensity. You will be asked often about your pain, and your response will assist your caregiver in determining the most effective medicine/method to help control, prevent or reduce your feeling of pain. If you have questions about the pain management options available to you, please ask your nurse or physician.

## PERSONAL ITEMS ▶

For your comfort, you may want to bring your own personal hygiene items to the hospital. If you were unable to bring these items with you, we would be happy to provide you with such items as a toothbrush, toothpaste, comb, tissues, shampoo, deodorant and shaving cream. Simply ask your nurse for assistance. Soap, towels, linens and hospital gowns are provided.

HCGH is not responsible for your personal belongings, including damage or loss of money, jewelry, glasses, dentures, clothing, hearing aids, prostheses or other articles of value. Personal items and valuables should be sent home with a family member or friend. If this is not possible, you may call Security at x 7911 and ask that your valuables be placed in the hospital's safe.

For the safety of all of our patients, personal electrical appliances, such as hair dryers, electric razors, radios and televisions, are prohibited within the hospital. Battery-operated radios, DVD players and MP3 players with headphones are permitted.

## YOUR BED ▶

Your bed is fully adjustable. If your doctor permits, it may be adjusted for sitting up or reclining. The controls for your bed, television and nurse call button are located on the bed's side rails. If you have difficulty accessing the controls, ask the nursing staff for a control box that can be clipped to your pillow. The upper side rails are generally kept in an "up" position so that you can access the nurse call button and bed controls or use the rails to hold onto to get out of bed or reposition yourself in bed. For your safety, please do not attempt to lower the rails yourself or climb over them. Whenever you need help getting out of bed, use your call button and a member of your health care team will respond.



## ROOM TEMPERATURE ▶

If you have any concerns about your room temperature, please ask your nurse or any member of our team to adjust the thermostat.

## HOUSEKEEPING ▶

If you find your room in need of cleaning or supplies, please call Housekeeping at x 2272.

## TELEPHONE AND TELEVISION ▶

Your telephone and television service will be billed directly to your home phone bill. All inpatients (except those in the Intensive Care Unit and Psychiatric Unit) will automatically be billed for this service.

The hospital provides you with access to local calls only. To make a local call: dial 9 + area code + phone number. You are responsible for any long-distance calls made during your hospital stay. Long-distance calls must be billed to a credit card or calling card or placed as a collect call or an operator-assisted third-party bill. Calling-card machines are available on the ground floor near the Cafeteria, in the Emergency Department waiting area on the first floor, and on the second floor outside of Labor and Delivery.

To make a long-distance call using a credit card, operator-assisted third-party\* or collect call: dial 9 + 0 + # key (wait for a tone then press) # key again and wait for dialing instructions. To use a calling card: dial 9 and follow instructions on the card.

*\*Operator-assisted third-party calls are charged at higher rates. Please check the rates before calling.*

Howard County General Hospital is happy to offer complimentary wireless Internet access to our patients and visitors. If you bring a laptop to the hospital, you will have access to the HCGH wireless Internet network, which is a non-secure network separate from the hospital's secure internal network. Unfortunately, HCGH is not able to loan laptops or provide technical support.

Please observe signs related to cell phone use. While we permit cell phone use in the majority of the hospital, we do ask that you turn off your cell phone in areas with critical equipment. Signs are posted in areas where cell phone use is prohibited due to safety concerns.

Video and/or recording devices are prohibited in the hospital with the exception of the Labor and Delivery Unit.

Because we care about your special needs, HCGH is pleased to offer the "At Your Request" meal program that allows you more freedom and flexibility with your meal times and selections. Once your physician prescribes a diet to meet your medical needs, it is entered into our electronic record-keeping system, and you are free to order meals. A restaurant-style menu is available in each room from which you may make your selections. Dial x 7575 and trained staff in Food and Nutrition Services will assist you in choosing meal or snack items appropriate for your dietary needs. Your meal will be delivered within one hour. You are welcome to request food at any time from 6:30 a.m.–6:30 p.m.

**We suggest the following times for meals:**

Breakfast: 7:30–9:30 a.m.

Lunch: 11:30 a.m.–1:30 p.m.

Dinner: 4:30–6:30 p.m.

If you have special dietary needs or restrictions, please inform your nurse. Clinical dietitians are available to assist with any nutritional needs. Gourmet meals, served in patient rooms, are also available to patients and visitors for an additional fee. They are not covered by insurance and will be charged to your hospital bill. You may call Food and Nutrition Services at x 7575 to order these meals.

Brochures, pamphlets and videos addressing a variety of health issues are available on each unit. Nurse educators also may provide one-on-one teaching sessions on diabetes, cardiac care, ostomy and skin/wound care.

If your condition permits, family and friends may send cards, flowers, latex-free balloons or fruit baskets. We ask that any fruit baskets or other perishable food be sent home within 24 hours. Outgoing mail may be given to the patient clerical assistant at the nurses' station or placed in mailboxes located adjacent to the main entrance. If flowers are delivered after you leave, the florist will be notified of your discharge so they can be delivered to your home.

**Special Restrictions**

Some of our units care for patients with additional safety needs. To be sure we are creating the safest environment possible, please note these additional guidelines.

- Intensive Care Unit – flowers, balloons and fruit baskets are not allowed.
- Intermediate Care Unit – fruit baskets may be restricted. Please check at the nurses' station before bringing them into the patient's room.
- Oncology Unit (4 South) – fresh flowers and fruit baskets may be restricted. Please check at the nurses' station before bringing them into the patient's room. Silk flowers and latex-free (Mylar) balloons are allowed.

◀ LOCAL CALLS

◀ LONG-DISTANCE CALLS

◀ WIRELESS  
INTERNET ACCESS

◀ CELL PHONE USE

◀ VIDEO DEVICES

◀ PATIENT MEALS

◀ EDUCATIONAL RESOURCES

◀ GET WELL GREETINGS

# Your Care Team

Our staff is committed to providing you with very good care and assisting members of your family in a prompt and courteous manner. If you have special needs relating to your stay, please ask to speak to the charge nurse or the nurse manager. During the course of your stay, the following professionals will care for you.

## NURSING STAFF ►

*Registered Nurse (RN)* – The RN manages patient care — assessing the patient, developing and implementing the patient’s plan of care, ensuring that physician orders are completed and administering medication as ordered by the physician. The RN assumes primary responsibility for the care of the patient and directs the care provided by other caregivers, including licensed practical nurses (LPN) and patient care technicians (PCT).



*Licensed Practical Nurse (LPN)* – The LPN assists with the coordination and implementation of the plan of care as delegated by the registered nurse. The LPN is licensed to administer specified medication, take vital signs and perform many patient care procedures.

*Patient Care Technician (PCT)* – The PCT assists with the care of our patients as delegated by the RN by taking vital signs, collecting blood samples for testing, and inserting intravenous and urinary catheters. The PCT also provides personal care to our patients.

## CASE MANAGEMENT ►

Licensed medical social workers and registered nurse case managers work with physicians to provide clinical assessment and counseling as well as facilitate communication between you, your family and the interdisciplinary team. They lead the necessary discharge planning to provide for your needs in a continuous manner as you prepare for discharge from the acute care hospital. They also assist in making arrangements with other medical facilities, care providers and vendors in preparation for your discharge.

## PASTORAL CARE ►

Pastoral Care services are available to all patients and their families, regardless of religious affiliation. The hospital offers the following services:

- Pastoral and spiritual care
- Grief counseling
- Sacramental ministry
- Advance directive consultation
- Interdisciplinary consults
- Liaison with clergy of many faiths
- 24-hour pastoral coverage for emergencies

An interfaith chapel, located on the hospital’s first floor, is open daily. Services are held periodically throughout the week. For more information or to arrange for a pastoral visit, contact Pastoral Care at x 7898.

# Your Discharge

Make sure you understand discharge instructions, including medications and information about a follow-up physician visit, and that you are given a phone number to call if you have questions. Please do not hesitate to ask any questions you may have.

Discharge time is 11 a.m. If your discharge order is written later than 11 a.m., discharge is expected within three hours after the order is written. When you are ready to leave the hospital, a nursing staff member or volunteer will accompany you to your vehicle.

You may be randomly selected to receive a survey in the mail after you are discharged. This survey helps us measure what we do well and if there are any areas we need to improve. We very much appreciate your participation in this survey process. Your feedback is vital to providing the highest level of care and service. We want to be sure we gave you very good care. Please share with us any members of our team who always met your needs so that they can be rewarded for their performance. We also welcome your suggestions on how we could have served you better.

## Visitor Information

Howard County General Hospital is a very family-centered facility, and we try to make our visiting hours as flexible as possible. Visiting hours are different for each of our areas based on patient request, clinical needs and unit logistics. Please speak to your nurse about visiting hours and any limitations that exist in the area where you are a patient.

Because we care about you and want you to be in the most restful and healing environment possible, we recommend that you limit your visitors to immediate family and close friends. Anyone who is ill should NOT visit you, and children under 12 should not visit, with the exception of healthy siblings in the post-partum and NICU units.

In our semi-private rooms, we ask that you limit visitors to two at a time due to limited space availability.

To ensure the safety of our patients and our facility, all visitors must receive a visitor's pass from the Information Desk in the hospital lobby. To help you navigate our campus, you may pick up a copy of our campus map, available in a box located in front of the Information Desk.

HCGH is a smoke-free campus. This policy, which prohibits smoking on the HCGH grounds, applies to patients, visitors, vendors, employees, physicians and volunteers.

## Campus Amenities

For your convenience, an ATM machine is located in the main lobby.

All visitors are welcome to dine in the Chef's Choice Café, located on the ground floor of the hospital.

Hot Breakfast, 6:45–9:30 a.m.

Continental Breakfast, 9:30–10:30 a.m.

Lunch, 11:00 a.m.–3:00 p.m.

Sandwiches and Pizza, 11:00 a.m.–11:00 p.m.

◀ PREPARE TO GO HOME

◀ TIME OF DISCHARGE

◀ SATISFACTION SURVEY

◀ SMOKE-FREE CAMPUS

◀ AUTOMATED TELLER  
MACHINE (ATM)

◀ CAFETERIA

**VENDING ▶** Vending machines are located outside the cafeteria and in waiting areas throughout the hospital.

**COFFEE KIOSK ▶** A coffee kiosk, located in the main hospital lobby, is open from 6:45 a.m.–7 p.m., Monday through Saturday, and closed on Sunday. The kiosk offers a variety of coffees, other beverages, sandwiches and pastries.

**GIFT SHOP ▶** A full-service gift shop is located in the hospital's main lobby and is open 9 a.m.–8 p.m., Monday through Friday, and 10 a.m.–8 p.m., Saturday and Sunday. Patients may call the Right Touch Gift Shop at x7985 to make a purchase. The purchase will be brought to your room with the charge nurse's permission. Family members also may choose an item to be delivered to their loved one.

**NEWSPAPER ▶** Local newspapers can be purchased from machines located outside of the hospital's main entrance and near the Chef's Choice Café on the ground level.

**PHARMACY ▶** NeighborCare Pharmacy is located on the first floor of the Medical Arts Building, and Feldman's Pharmacy is on the lower level of the Columbia Medical Center. Both are privately owned and not operated by Howard County General Hospital or Johns Hopkins Medicine. The Johns Hopkins Inpatient Pharmacy is located in the Medical Pavilion at Howard County.

**PUBLIC PHONES ▶** Public phones are available in the lobby near the main entrance and near the Emergency Department entrance.

**SPECIAL ACCOMMODATIONS  
ARE AVAILABLE FOR PATIENTS  
WITH DISABILITIES**

Our Telecommunications Department can provide phone equipment such as in-room TDD equipment, phones with volume control receivers and boosters, large button phones, and phones with Braille, flashing lights, etc.



**SIGN LANGUAGE AND FOREIGN  
LANGUAGE INTERPRETERS**

Telephone-based and on-site language interpreters are available to provide effective communication regarding medical care.

**ETHICS COMMITTEE**

The Ethics Committee is available if you need help making difficult decisions regarding your care or treatment, or that of a loved one. These decisions may involve resolving differences of opinion between family members about continued life support or helping you understand the options your doctor has offered. To request the assistance of the Ethics Committee, dial 0 and the hospital operator will get in touch with the committee for you. We encourage patients and their families to seek advice from the Ethics Committee when appropriate.

**GRIEVANCE PROCESS**

It is the intent of the HCGH staff to provide the best service possible to our patients and their families. However, if at any point you have concerns about the care or service you are receiving, please bring them to the attention of the nurse manager of the unit as soon as possible. It is our intent to remedy the issue promptly, and the nurse, charge nurse, nurse manager or the shift director on duty can normally resolve your issue at the time it happens.

If you are uncomfortable speaking directly to the staff on the floor, or you do not feel that your concerns have been resolved to your satisfaction, you have the right to contact our Service Excellence Department. To do so, please call 410-720-8200 between the hours of 9 a.m. and 5 p.m. on weekdays.

If you have a concern during non-business hours, you may either leave a message that will be returned the next business day, or contact our Nursing Supervisor by dialing the operator. Your word is enough. By simply speaking to a member of our Service Excellence Department, you are initiating our review process. However, you are also welcome to put your concerns in writing. Any letters should be mailed to the Service Excellence Department, Howard County General Hospital, 5755 Cedar Lane, Columbia, MD 21044.

Because your concerns are very important to us, we want to be very thorough, and this process may take some time. We will communicate to you the expected time frame for resolution of your concerns. Although we are very hopeful that we will be able to resolve any issues you may have during your time in the hospital, you have the right to contact the Maryland Department of Health & Mental Hygiene, Office of Health Care Quality, Hospital Complaint Unit, Spring Grove Hospital Center, 55 Wade Avenue, Bland Bryant Building, Catonsville, MD 21228, 410-402-8016 or toll free 1-877-402-8218 or The Joint Commission Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, toll free 1-800-994-6610, [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

It is the policy of HCGH to provide services to all people regardless of race, color, age, national origin, gender, religion, marital status or disability. This non-discrimination policy applies to all hospital facilities and programs.

Gifts of organs and tissue can help sustain or improve the quality of life for many people. For organ and tissue donation information, call The Living Legacy Foundation of Maryland, Inc. at 410-242-7000.

## Financial & Insurance Information

HCGH provides necessary emergency medical care to all people regardless of their ability to pay. Financial assistance is available for those patients who cannot pay the total cost of hospitalization due to the lack of insurance coverage and/or inability to pay. If you do not have insurance, our financial counselors will schedule an interview with you to determine payment arrangements and/or assist you in completing a Medical Assistance application. Non-resident aliens are also eligible for financial assistance. For additional information, call a financial counselor at 410-740-7675.

A two-percent discount is offered to patients for full payment of their hospital bill at discharge. A one-percent discount is offered when full payment is received within 30 days of discharge. Discounts do not apply to telephone and television services.

It is important for you to discuss your estimated length of stay, as well as anticipated tests and services, with your physician prior to your admission. Many insurance carriers have coverage limitations on room charges and certain tests, services and procedures. Once we receive your insurance information, financial counselors in our Admitting Department will verify your benefits. For scheduled admissions or surgery, if your insurance will not fully cover your estimated charges, including deductibles and co-payments, you will be asked to pay for your estimated portion prior to or on the day of admission to the hospital. The hospital welcomes MasterCard, Visa, Discover and American Express. The Patient Financial Services Department will file your insurance claim with your insurance carrier.

◀ NON-DISCRIMINATION POLICY

◀ ORGAN/TISSUE DONATIONS

◀ FINANCIAL ASSISTANCE

◀ DISCOUNTED RATES

◀ FINANCIAL RESPONSIBILITIES

**PAYMENT  
LIABILITY** ▶

In cases involving admission due to personal injury and possible liability, the hospital must still look to the patient for payment regardless of the circumstances. Since any insurance settlement will be made directly with you and not with the hospital, our financial counselors can work with you to arrange payment plans.

**PHYSICIAN FEES** ▶

It is important to note that your hospital bill does not include physician fees. You will receive separate billing statements from each physician who provides a service to you during your hospital stay. Physicians who may participate in your care include, but are not limited to, your attending physician, hospitalist and/or intensivist, consulting specialist, anesthesiologist, Emergency Department physician, pathologist, radiologist or neonatologist.

**SUPPORT HCGH** ▶

Patients and their families often ask how they may help the hospital in appreciation for the care they received. There are many ways to show your support and make a positive impact on the health of our community. For information on charitable giving opportunities, call the Howard Hospital Foundation at 410-740-7840 or visit [www.hcgh.org/give](http://www.hcgh.org/give). Contributions to Howard County General Hospital are tax deductible as allowed by law.



# Patient Bill of Rights

We want to encourage you, as a patient at Howard County General Hospital, to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. Because we want you to be a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital. We invite you and your family to join us as active members of your care team.

## YOUR RIGHTS

- You have the right to receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect or harassment.
- You have the right to be called by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- You have the right to have your pain assessed and to be involved in decisions about managing your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required.
- You can expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination.
- You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
- You, and family members or friends with your permission, have the right to participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- You have the right to agree or refuse to take part in medical research studies. You may at any time withdraw from a study.
- You have the right to sign-language or foreign-language interpreter services. We will provide an interpreter as needed.
- You have the right to make an advance directive, appointing someone to make health care decisions for you if you are unable to make those decisions for yourself. If you do not have an advance directive, we can provide you with information and help to complete one.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- You have the right to receive detailed information about your hospital and physician charges.
- You can expect that all communications and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Health Information Management Department (Medical Records). Upon request, you have the right to receive a list of who your personal health information was disclosed to.
- If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph is used.

- If you or a family member needs to discuss an ethical issue related to your care, a member of the Ethics Committee is available to help you. Dial “0” and the hospital operator will get in touch with the committee for you.
- You have the right to pastoral and other spiritual services. Chaplains are available to help you directly or to contact your own clergy. You can reach a chaplain at 410-740-7898 between 8 a.m. and 5 p.m. weekdays. At other times, please ask your nurse to contact the chaplain on call.
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a department manager. You may also contact the Service Excellence Department at 410-720-8200.
- If your complaint is not resolved to your satisfaction, you have the right to request a review by the following organizations:

Maryland Department of Health & Mental Hygiene  
 Office of Health Care Quality, Hospital Complaint Unit  
 Spring Grove Hospital Center  
 55 Wade Avenue, Bland Bryant Building  
 Catonsville, MD 21228  
 410-402-8016 or toll free 1-877-402-8218

Joint Commission Office of Quality Monitoring  
 One Renaissance Boulevard  
 Oakbrook Terrace, IL 60181  
 toll free 1-800-994-6610, or  
[complaint@jointcommission.org](mailto:complaint@jointcommission.org)

## YOUR RESPONSIBILITIES

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