

# welcome

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The Johns Hopkins Hospital  
patient and family  
handbook



JOHNS HOPKINS  
MEDICINE

# Let us help you **find your way** at The Johns Hopkins Hospital.



- **Get step-by-step directions.**
- Use **save my spot** to find parking and reverse navigate.
- Find amenities and services along your way.
- Review transportation options.
- Find a physician or provider.
- Access MyChart to:
  - View medical records.
  - Pay your bill.
  - Make or change an appointment.

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FIND YOUR WAY MOBILE APP**  
Scan this QR code to download the app  
[hopkinsmedicine.org/findyourway](https://hopkinsmedicine.org/findyourway)





*Hi there, and welcome to  
The Johns Hopkins Hospital.*

*My name is Emilia. Throughout this patient and  
family handbook, I will share useful tips to help  
make your stay with us as comfortable, convenient  
and safe as possible.*

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Redonda G. Miller



Charles B. Reuland

## Welcome to The Johns Hopkins Hospital.

Thank you for trusting us with your care. Rest assured: You are in good hands. Since our doors opened more than 125 years ago, we've continued to build on our reputation as one of the world's leading academic medical centers in the diagnosis and treatment of disease.

Yet we recognize that most people don't look forward to staying in a hospital. Please know that your health *and* well-being are our top priorities. We want your experience to be as safe, comfortable and positive as possible. You are an important part of your health care team. We urge you and your family to take an active role in your care to ensure that we are sensitive to your specific needs.

This patient and family handbook was created by Johns Hopkins Hospital staff members—with valuable input from patients and family members—to anticipate your concerns. Use it to help guide you through your hospital stay. If you have any questions about our services, policies or other information in this guide, please don't hesitate to ask one of your caregivers.

Thank you again for choosing The Johns Hopkins Hospital for your medical needs.

Sincerely,

Redonda G. Miller, M.D., M.B.A.  
*President*  
*The Johns Hopkins Hospital*

Charles B. Reuland, M.H.S., Sc.D.  
*Executive Vice President/  
Chief Operating Officer*  
*The Johns Hopkins Hospital*

# Amenities

## Restaurants and Eateries

The hospital campus offers a variety of dining options. The Cobblestone Café is located off the Garden Corridor, between the Nelson/Harvey and Billings buildings. A variety of retail eateries and coffee bars can also be found in the Weinberg Building and Sheikh Zayed Tower. Learn more: [hopkinsmedicine.org/patient-handbook/dining](https://hopkinsmedicine.org/patient-handbook/dining).

## Gift Shops

Nelson/Harvey Building, hospital's main level, Monday–Friday, 8:30 a.m.–4:30 p.m.; Saturday and Sunday, 10:30 a.m.–3 p.m.

The Arcade corridor, Sheikh Zayed Tower, main level, Monday–Friday, 8:30 a.m.–4:30 p.m.; Saturday and Sunday, 10:30 a.m.–3 p.m. Limited floral selections available at this location. (Operated by the hospital's Women's Board.)

Outpatient Center, level 1, Monday–Friday, 7:30 a.m.–3:30 p.m.

## Pharmacy

The Arcade Pharmacy, Sheikh Zayed Tower, main level, room M2125, Monday–Friday, 8 a.m.–8 p.m.; Saturday and Sunday, 8 a.m.–6 p.m.

Weinberg Pharmacy, Johns Hopkins Kimmel Cancer Center, Monday–Friday, 9 a.m.–6 p.m.; Saturday and Sunday, 10 a.m.–6 p.m.

Outpatient Center Pharmacy, main level, Monday–Friday, 8 a.m.–6:30 p.m.

Learn more: [hopkinsmedicine.org/patient-care/outpatient\\_pharmacy/locations](https://hopkinsmedicine.org/patient-care/outpatient_pharmacy/locations).

## Discounted Parking Coupons

Discounted parking coupons are available for purchase at the Cashier's Office, Weinberg Building, McElderry Garage Office, Caroline Garage Office, and Orleans Garage Office. Learn more about parking on p. 9.

## Optical Shop

Wilmer Optical is now located off of the Wilmer Eye Institute main lobby, within Comprehensive Eye Care, Monday–Friday, 8:30 a.m.–5 p.m.

Learn more: [hopkinsmedicine.org/patient-handbook/optical](https://hopkinsmedicine.org/patient-handbook/optical).

## ATM

Bank machines are available in the hospital main level of the Sheikh Zayed Tower, the Nelson/Harvey Building lobby, the main lobby of the Outpatient Center and the Weinberg Building.

## Postal Services

Drop off your mail, purchase stamps and weigh your packages at the postal service center on the main level of the Nelson/Harvey Building. Mailboxes are located near most of the main entrances. The mail center's customer service representative can be reached between 8 a.m. and 4:30 p.m. at 410-614-3320.

To receive mail or a package while admitted to the hospital, use the following address:

Patient's Name  
The Johns Hopkins Hospital  
1800 Orleans St.  
Baltimore, MD 21287

# six

## Things You Need to Know About Your Stay



# 1

### **YOUR ROOM:** Bedside

rails contain controls for the bed, TV and nurse call button.

You may also use the control box for all these activities. If you'd like the room temperature adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home, but there's a safe in the majority of rooms, should you wish to protect any belongings of value. **LEARN MORE: P. 10.**

# 2

### **NEED IMMEDIATE ATTENTION:**

If your family members notice a change in your condition that our staff might not see, they should talk to the nurse right away or call 410-955-4444 on your hospital phone to contact the Rapid Response Team and press the call button so the nursing staff can respond quickly. **LEARN MORE: P. 8.**

# 3

### **PATIENT MEALS:**

Meals may be ordered between 7 a.m. and 6:30 p.m. Use the menu in your room to order them. Guest meals are available for an additional fee and charged to your hospital bill. **LEARN MORE: P. 7.**

# 4

### **VISITING HOURS:**

Your care partner or family member is welcome 24 hours a day. Others are welcome from 9 a.m. to 9 p.m., as long as they don't have a cough, fever or sore throat. But if you're not up for company, let your health care partner or nurse know. **LEARN MORE: P. 7.**

# 5

**WIFI:** Complimentary wireless internet access is available to patients and visitors for cell phones, tablets and laptops. **LEARN MORE: P. 21.**

# 6

### **COMMUNICATION:**

A room phone with instructions is on the table near your bed. To reach the nurses' station and for the names of the people on your care team, check your whiteboard. **LEARN MORE: P. 10.**



*We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them.*

## Speak Up!

Speak Up is a collaborative effort between The Johns Hopkins Hospital and the Joint Commission, a nonprofit organization that accredits and certifies health care organizations, to encourage you to help us prevent medical errors in the delivery of your care.

**S**peak up if you have any questions. If you don't understand, ask again.

**P**ay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything.

**E**ducate yourself so you fully understand your diagnosis and treatment.

**A**sk a trusted family member or friend to be your advocate ("health care partner").

**K**now what medicines you take and why you take them. Medication errors are among the most common health care mistake.

**U**se an accredited health care facility, like The Johns Hopkins Hospital, which has completed a rigorous survey to ensure safety and quality.

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

For more information on this initiative, please visit [jointcommission.org/speakup.aspx](http://jointcommission.org/speakup.aspx).



# Quick Guide to Your Visit



## IMPORTANT PHONE NUMBERS

Main Hospital Number	410-955-5000
Billing Coordinator	410-955-8288
Interpreter Services	410-614-INTL (4685)
Meal Service, using in-room phone.	410-502-FOOD (3663)
Parking and Transportation	410-955-5333
Patient and Guest Services	410-614-5100
Patient Relations	410-955-2273
Pharmacy	410-288-6100
Security	410-955-5585
Spiritual Care and Chaplaincy	410-955-5842
Walking Escorts on Campus	410-955-5585

**Note:** When calling any of these numbers (except Pharmacy) from your room phone or from another Johns Hopkins phone, dial only the last five digits. For outside, local calls, dial 9, the area code and the complete phone number.

**Long-Distance Phone Calls:** For credit card, operator-assisted, third-party bill or collect, dial 9, 0, #, wait for the tone, then dial # again and wait for instructions.

**For Calling Card:** Dial 9 and follow card instructions.



**Patient Meals:** You may order a meal between 7 a.m. and 6:30 p.m. from the menu in your room. Because we specially prepare many meals, it could take up to 75 minutes for delivery of your order. Some items may not be available, based on your doctor's instructions. Guest meals are available for an additional fee and charged to your hospital bill.

If you miss a meal because of tests or treatment, your nurse can arrange for it to be delivered on your return.



**Visiting Hours:** Visiting hours are from 9 a.m. to 9 p.m. A designated family member, loved one or health care partner is welcome to stay with you 24 hours a day. You have the right to select a health care partner. If that person is staying overnight, please let your nurse know.

Additional guests are welcome from 9 a.m. to 9 p.m. Children of any age can visit if they are accompanied by an adult. Guests must not be ill with colds, flu or other contagious conditions, and must respect infection control policies. These visitation guidelines may change to protect the safety of our patients, family members, visitors, and staff.

**Visiting Guidelines:** We appreciate the important role your family and loved ones play in your care and the healing process. Still, for the comfort of other patients, we ask that you limit the number of visitors.

All visitors, including family members, must pick up a visitor's wristband from the information desk at the entrance and wear it while in the hospital.

Learn more about visiting guidelines at [hopkinsmedicine.org/patient-handbook/visiting-hours](https://www.hopkinsmedicine.org/patient-handbook/visiting-hours).

**Language Services and Sign Language Interpretation:** Our language services include staff members who are fluent in many languages, including sign language. Our staff is available 24/7 at 410-614-4685, [JHMInterpretations@jhmi.edu](mailto:JHMInterpretations@jhmi.edu) or TTY 410-955-6217 to assist patients or family members with limited English proficiency or who are deaf or hard of hearing.

For more information about Language Services and Sign Language Services, visit [https://www.hopkinsmedicine.org/patient\\_care/patients-visitors/language-assistance.html](https://www.hopkinsmedicine.org/patient_care/patients-visitors/language-assistance.html).

**Accommodations:** If you need short-term housing or hotel accommodations, please contact our Guest Services Concierge at 410-614-5100 or visit [hopkinsmedicine.org/patient-handbook/hotels-housing](https://www.hopkinsmedicine.org/patient-handbook/hotels-housing) for a list of options.

**Your Room:** Your room is well-equipped for your care and comfort. Please see the illustrated guide on page 11.

**When You Need Immediate Attention:** We recognize that family members may notice changes in your condition that may not be obvious to staff members. Talk to the nurse right away if you have concerns. If you can't reach the nurse, contact the charge nurse manager on the floor.

If you notice a sudden change that requires immediate attention, call 410-955-4444 to contact the Rapid Response Team and push the call button to alert the nursing staff.

**Patient/Family Concerns:** At any time, should you or your family have any concerns or problems, please contact Patient Relations at 410-955-2273 and ask to speak to one of our Patient Relations representatives. For more information regarding Patient Relations, visit [hopkinsmedicine.org/patient-handbook/patient-relations](https://www.hopkinsmedicine.org/patient-handbook/patient-relations).

**Smoke-Free Campus:** We are committed to providing a healthy and safe environment for our patients, visitors and staff members. The Johns Hopkins Hospital is a tobacco and smoke-free campus. Use of any tobacco products is not allowed in the hospital or on the hospital campus including the sidewalks adjacent to the hospital. The Johns Hopkins Hospital Tobacco-Free Policy applies to all tobacco and vapor products including:

- |            |                         |              |
|------------|-------------------------|--------------|
| Cigarettes | Snuff pipes             | E-cigarettes |
| Cigars     | Herbal smoking products | Vape pens    |
| Pipes      | Chewing tobacco         |              |

We are here to support your tobacco-free journey with resources such as nicotine replacement products and patient education. Please discuss specific options with a member of your care team.

Visit our website for more information. <https://www.hopkinsmedicine.org/tobaccofree>

## Our Privacy Practices

We are committed to protecting your health information. Our privacy practices are described in the Johns Hopkins Notice of Privacy Practices, a booklet that explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of John Hopkins organizations. To download or view an electronic version of the Notice of Privacy Practice booklet, visit [hopkinsmedicine.org/hipaa](https://hopkinsmedicine.org/hipaa) or scan the QR code provided using the camera feature on your electronic device.



If you have a patient privacy concern or questions regarding patient confidentiality, please contact the Johns Hopkins Privacy Office at 410-614-9900, [hippa@jhmi.edu](mailto:hippa@jhmi.edu) or visit [hopkinsmedicine.org/hipaa](https://hopkinsmedicine.org/hipaa) for more information.

## Preparing for Your Stay

### Be an Informed Patient

We believe that the more you know about your condition, the more likely you are to take an active role in your own care and recovery, so we strive to involve and educate you and your family throughout your hospital stay. Please feel free to ask questions as many times as you need to as you review your care plan and before signing any consent forms.

### Family and Visitor Parking

***You need to understand your care plan. Don't hesitate to ask questions as many times as you need to.***



Discounted parking coupons are available for purchase at the Cashier's Office, Weinberg Building, McElderry Garage Office, Caroline Garage Office, and Orleans Garage Office. For families with extended stays, there are opportunities to obtain further reduced parking coupons. Please see your social worker for more information.

Valet parking is available at the hospital's main entrance on Orleans Street, the Outpatient Center circle and the Weinberg Building on Jefferson Street.

Courtesy shuttle service and walking security escorts (24/7) are also available. For more information on shuttle hours or parking options, visit [hopkinsmedicine.org/patient-handbook/parking](https://hopkinsmedicine.org/patient-handbook/parking).

## Service Animals

Johns Hopkins welcomes your service animal during your inpatient or outpatient visit to any of our facilities. However, if the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements. For more detailed information, call Guest Services at 410-614-5100 or visit [hopkinsmedicine.org/patient-handbook/service-animal](http://hopkinsmedicine.org/patient-handbook/service-animal).

*If you need parking for an extended period of time, you may purchase discount coupons at the Cashier's Office, Weinberg Building, or the McElderry, Caroline, or Orleans Garages.*



## Your Room, Your Comfort

To see an illustrated guide to your room, see p. 11.

### Your Bed

Beds can be fully adjusted for sitting up or reclining. Bedside rails have controls for the bed, TV and a nurse call button. You may also use the control box to control all these activities. If you'd like the room temperature adjusted, ask any member of your health care team.

### Communication Board (Whiteboard)

Your room has a white communication board that you can see from your bed. On it, your nurse writes the names of staff members who will be working with you each shift, each day. Your nurse will also list your goals and activities for each day. Please review your whiteboard with your nurse.

### Alarms

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms or medicine pumps.

- If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team.
- Nurses also get alarm messages on their phones or pagers to help them respond quickly.
- For your own safety, be careful not to touch other equipment.

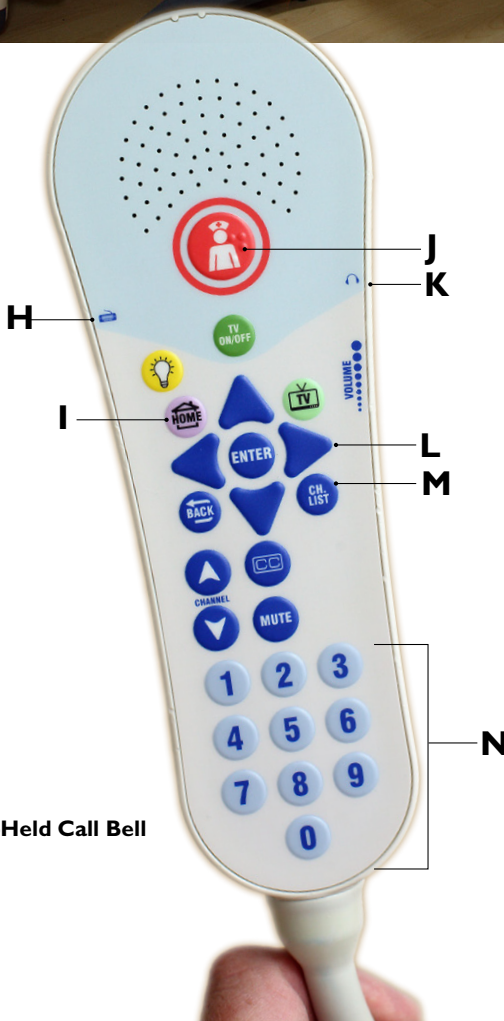
# Illustrated Guide to Your Room



Inpatient Room

## A-G. Inpatient Room

- A. Overbed table
- B. Medication pump
- C. Oxygen flowmeter
- D. Patient room number
- E. Hand-held call bell
- F. Blood pressure machine
- G. Staff computer



Hand-Held Call Bell

## H-N. Hand-Held Call Bell

- H. Keyboard connection
- I. Access the interactive main screen to view the patient's care team, unit and hospital description
- J. Call button to request assistance from a member of the clinical team
- K. Headphone connection
- L. The arrow buttons will allow you to navigate the interactive screen
- M. Comprehensive list of channels available to you
- N. Use this keypad to manually change television channels

## Room Cleaning

Associates will routinely disinfect your room and bathroom following procedures designed to keep your room clean. As part of the standard procedures, associates will clean the surfaces in your room, including your bed rails and overbed table. Environmental Care services are available 24/7. If you find your room in need of cleaning, please notify your nurse or press the nurse call button.

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



## Personal Items and Valuables

Ask your nurse for assistance with toiletries or personal grooming needs. We provide soap, towels, sheets, hospital gowns and nonslip socks.

We urge you to leave valuables and credit cards at home. There is a safe in most rooms, should you wish to protect any belongings of value, but large sums of money, keys, jewelry, personal papers and other valuables should be sent home. Laptop computers, tablets, cellphones, DVD players and MP3 players with headphones are allowed.

The hospital is not responsible for lost or stolen 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, bedside table or suitcase.

## TV Services

TV programs and channels are available in all patient rooms. For questions related to TV services, call 410-614-7721.

Learn more about your room at [hopkinsmedicine.org/patient-handbook/room](https://hopkinsmedicine.org/patient-handbook/room).

## Comfort Services

Additional services, like massage or acupuncture, may be available during your stay. Ask your nurse for details.



*If you leave your room for anything other than a test or procedure, please let the nurse know where you will be.*



## Your Health and Safety

Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better. By working together with your health care team, you can lower your risk of harm and make your stay safer.

### Patient ID for Procedures and Medications

When you're admitted to the hospital, we give you a safety band with your name, date of birth and medical record number. ***This safety band must be worn at all times during your hospitalization.*** Staff members will always check your safety band before giving you any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often—it's for your own safety. We use bar code technology to help make sure medicine is matched to the patient.

For surgical procedures, you should always confirm which procedure you are to undergo and where on the body it will take place. The area of your procedure should always be marked prior to surgery, when possible. Our team will also call "time-outs" to ensure your safety.

For questions related to patient safety, visit [hopkinsmedicine.org/patient\\_safety](https://hopkinsmedicine.org/patient_safety).



***Prevent infection by washing your hands or using hand sanitizer often. And don't hesitate to remind your care team members to do the same.***

### Preventing Infections

*Clean your hands and remind others to clean theirs, too.* 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 15 seconds.

Health care providers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds or handling body fluids. Don't hesitate to remind your care team members to clean their hands or to wear gloves.

Make sure your family, visitors and companions wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home or leave.

**Preventing the spread of respiratory infections.** Cover your mouth and nose when sneezing or coughing by using tissues or the bend of the elbow. Both tissues and masks are available upon request. We urge you to use them if you have a runny nose or cough, or if you are sneezing.

**Patients in isolation.** You may have a condition that requires isolation. A sign will be posted on your room door, and staff members and visitors will be required to wear a protective gown and gloves and, in some cases, a mask. If you are in isolation, speak to your nurse before leaving your room.

**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.

For questions related to preventing infection, visit [hopkinsmedicine.org/patient-handbook/infection-prevention](https://hopkinsmedicine.org/patient-handbook/infection-prevention).

## Preventing Injuries from Falls

In the hospital, patients are at a higher risk of falling. Illness, surgery and medicines can weaken muscles and/or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult.

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, follow these guidelines:

- If you feel dizzy or weak, use the call light to get assistance before you get up.
- Always wear your nonslip slippers.
- If your health care team has asked you not to get up without staff help, use the call light to get assistance before you get up.
- Prevent falls by getting up slowly.
- Before standing, sit on the edge of the bed for a few minutes.
- Make sure you have a clear path to your chair or the bathroom before getting up.



*Prevent falls by getting up slowly. Before rising, sit on the edge of your bed for a few minutes.*



## Your Care and Treatment

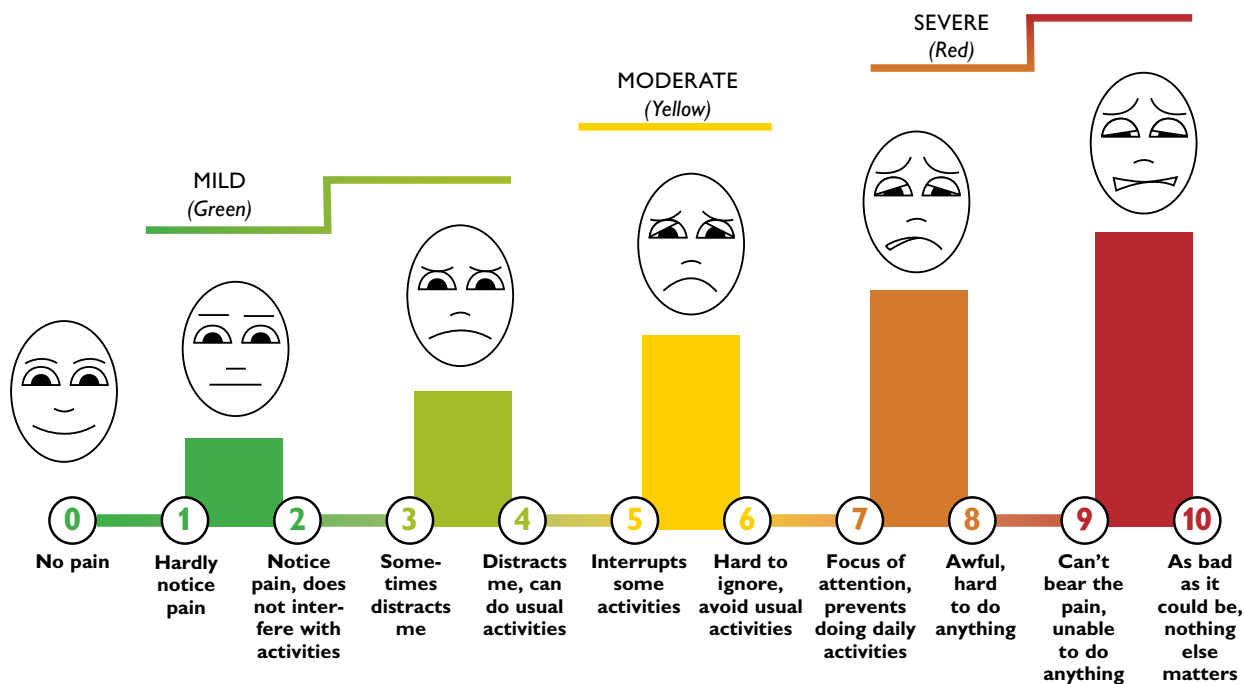
### Surgery and Procedures

You can make your care safer by being an active 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.

Check your white folder for specific information about preparing for your procedure. Your nurse will be glad to review this with you.

### Pain Management

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart (below). A rating of 0 means no pain. A rating of



10 means the worst pain you've ever had. There are many ways to control pain beyond taking medicines. Discuss your pain and options for reducing it with your health care team.

### Bedside Shift Report

To promote good communication, many nursing units at The Johns Hopkins Hospital participate in bedside shift reports. This means that the nurse going off duty shares important information at your bedside with you and your family or health care partner, and with the nurse who is coming on duty. If you have any questions during this bedside shift report, don't hesitate to ask them.

### Palliative Care Team

The palliative care team supports patients with a serious illness. Palliative care can begin at any stage of illness. The goals are to relieve pain, symptoms and stress, and provide the best quality of life for you and your family. Palliative care is not the same as hospice care. You receive palliative care to help you recover from serious illness or manage a chronic condition. Learn more at [hopkinsmedicine.org/palliative\\_care](https://hopkinsmedicine.org/palliative_care).

### Understanding Your Medications

While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins and herbal supplements you are taking. Also, we need to know about any allergies or bad reactions you may have to medicines, foods or supplements.

Ask your health care team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks and activities I should avoid while taking this medicine?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?

***Always ask about any medicine you don't recognize before you take it.***



## Important Information About Antibiotics

Antibiotics are medicines that treat or prevent infections caused by bacteria and some other germs. Your health care team may start you on antibiotics if they think you might have an infection caused by a bacteria. You may also need an antibiotic to prevent an infection after you have surgery or if your immune system doesn't work well.

Some things your health care team thinks about before prescribing an antibiotic include:

- the kind of infection
- the kind of bacteria
- how well your liver and kidneys work
- other medications you are taking
- any antibiotic allergies you may have
- potential side effects

Talk with your health care team to find out why you are receiving antibiotics and how you should take them.

## Staying Active

An active patient makes the transition to home easier after discharge. Staying active also brings quicker and stronger recoveries. To prevent the negative effects of bed rest and immobility, ask your nurse and doctor which activities you can do to maintain or increase your level of activity. Some examples include:

- spending time out of bed or sitting in a chair for meals
- performing your own hygiene, such as bathing and grooming
- using your bathroom, when able
- going for walks in the hallway, with supervision and/or equipment as needed

## Managing Your Emotional State

If you are feeling overwhelmed and need emotional support, please talk with your nurse manager. She or he can assist in determining the best resources available and help make arrangements for your care.

## Volunteer Services

The Department of Volunteer Services offers programming for patients including spiritual care, live and recorded music, and friendly visits. Please contact Volunteer Services at 410-955-5924 or email [volunteerservices@jhmi.edu](mailto:volunteerservices@jhmi.edu) for more details.

# Caregiver Identifier

At Johns Hopkins, we have a highly trained staff of health care professionals working together to provide you quality care. Below is a guide to help you clearly identify staff members you may see throughout your stay.

CLINICAL STAFF	
 <p><b>Registered Nurse</b> NAVY</p>	 <p><b>Physical Therapy, Occupational Therapy, Speech Therapy</b> BURGUNDY</p>
 <p><b>Clinical Support</b> OLIVE</p>	 <p><b>Pharmacist</b> DARK GREEN</p>
 <p><b>Lab Personnel</b> PURPLE</p>	 <p><b>Pharmacy Technician</b> BLACK</p>
 <p><b>Respiratory Therapy and Technical Staff</b> CARIBBEAN BLUE</p>	 <p><b>Radiology Imaging Technologists, Cardiology Testing, Vascular Surgery Testing, Neurology Testing, Radiation Therapy</b> GRAY / BLACK</p>
SUPPORT STAFF	
 <p><b>Environmental Care Associates</b> ROYAL BLUE / NAVY</p>	 <p><b>Sitters</b> RED / BLACK</p>

*Don't hesitate to ask people to identify themselves and what they do.*



## Your Care Team

Because Johns Hopkins is a teaching hospital, you will be cared for by a team of providers, including your doctor, other specialists, nurses, medical students and residents, and physician assistants. Every day, your attending physician will direct that team and will remain closely involved in your care.

Members of your care team wear different-colored uniforms. To help you understand who's who, refer to the color-coded illustrations and descriptions on the previous page and below. But if you have any questions about your care team, please talk to your nurse or doctor.

<b>Health Care Team</b>	<b>Description</b>
<b>You and Your Family</b>	You, the patient and your immediate family are the center of your health care team.
<b>Physicians (white coats)</b>	The attending physician or physician of record is the doctor who supervises your treatment. He or she may be assisted by other doctors, interns, residents, fellows and medical students.
<b>Hospitalists</b>	These board-certified physicians manage your care if you do not have a primary care provider or if your provider prefers that a hospitalist handles your inpatient care.
<b>Intensivists</b>	These physicians, who are board certified in critical care medicine, manage your care if you are in our intensive care unit. They coordinate patient care and work together with specialists, surgeons and your primary physicians.
<b>Nurse Practitioners/ Physician Assistants (white coats)</b>	These licensed professionals work closely with your attending physician to provide your care 24/7.
<b>Registered Nurses (navy uniforms)</b>	These licensed professionals have primary responsibility for your care and direct the care provided by other members of the nursing team. They may be assisted by nursing students.
<b>Nurse Anesthetists (white coats)</b>	These highly trained professionals are licensed to administer anesthesia and manage your care during a surgical procedure. They work under the supervision of an anesthesiologist and care for selected groups of patients.

(continued on p. 20)

<b>Health Care Team</b>	<b>Description</b>
<b>Case Management Team</b>	Social workers and case managers help you and your hospital team create a discharge plan for your care after you leave the hospital. Plans may include assistance with the activities of daily living, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.
<b>Other Specialists</b>	Respiratory therapists, physical and occupational therapists, radiology technicians, and others may work with you.
<b>Clinical Technicians (green uniforms)</b>	These assistants support the nurse in taking care of you.
<b>EVC Associates (royal blue top and navy pants)</b>	These team members clean and disinfect your room.
<b>Nutrition Assistants (maroon uniforms)</b>	These dietary staff members deliver your food to you at mealtimes.
<b>Imaging Technologists (gray uniforms)</b>	These professionals perform diagnostic imaging examinations. They are responsible for positioning patients and ensuring that a quality image is produced. They work with radiologists. Imaging technicians include radiologic technologists, sonographers, MRI technologists and nuclear medicine technologists.
<b>Phlebotomists (purple uniforms)</b>	Lab Personnel are authorized to draw your blood for various laboratory tests.

## Patient and Guest Services

### Language Interpretation and Services for Those with Vision or Hearing Impairments

We want to make sure that the exchange of information between you, your family and your health care team is as clear as possible. That's why we offer our patients language or sign language interpreting services.

If you need a professional language or sign language interpreter, please call 410-614-4685 (open 24/7). To learn more about language interpretation services, please call 410-614-INTL or visit

[hopkinsmedicine.org/the\\_johns\\_hopkins\\_hospital/services\\_amenities/services/interpreter\\_services.html](http://hopkinsmedicine.org/the_johns_hopkins_hospital/services_amenities/services/interpreter_services.html).

If your vision is impaired, our staff members can help with reading documents and offer additional resources.

### Mobile Device Charging Kiosks

Complimentary mobile device charging kiosks are available for hospital guests and visitors in the lobbies of the Nelson/Harvey and Weinberg Building and the Sheikh Zayed Tower.

### Spiritual Care and Chaplaincy Services

Chaplaincy services are available to all patients and their families for emotional and spiritual support, with 24/7 emergency coverage, regardless of your religion. The Bunting Interfaith Chapel is located in the Arcade on the main level and is open 24/7. Meditation rooms—also open 24/7—are located in the Johns Hopkins Kimmel Cancer Center lobby, the Arcade on the main level (2150B) and the third floor of The Charlotte R. Bloomberg Children’s Center (3351).

To arrange a pastoral visit, contact the office or ask your nurse. The Spiritual Care and Chaplaincy Office is located in Halsted 144. It is open Monday through Friday from 8 a.m. to 5 p.m. Call 410-955-5842 to contact the office.

### Wireless Internet Access

Free wireless internet service is available throughout the hospital and in all patient rooms. The “JHGuestnet” wireless network is for hospital guests and visitors. For details about internet access, visit [hopkinsmedicine.org/patient-handbook/wifi](http://hopkinsmedicine.org/patient-handbook/wifi).

### Notary Services

If you need help finding someone legally empowered to witness signatures and certify a document, contact Guest Services at 410-614-5100.

## Preparing to Leave the Hospital

### Understand Your Discharge Information

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

If you need a visiting nurse, home health care or special equipment to help you recover, your care coordinator can help you. Johns Hopkins Home Care Group and Potomac Home Health Services offer a full range of services. Learn more at

- [hopkinsmedicine.org/homecare/services/hhs/](http://hopkinsmedicine.org/homecare/services/hhs/).
- [hopkinsmedicine.org/patient-handbook/potomac-home-health-care](http://hopkinsmedicine.org/patient-handbook/potomac-home-health-care).

## Understand Your Medications

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide him or her with that information.

It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care doctor is informed of any changes or new medicines.

*If you're not sure about when to take your medicines at home, ask your nurse to review them with you again. Be sure to write down the information.*



## Designation of Lay Caregivers

The Designation of Lay Caregivers law (also known as Maryland's CARE Act), effective 10/1/16, allows a patient to designate a lay caregiver, requires the hospital to notify the caregiver before the patient is discharged, and prepares the caregiver for aftercare of the patient. Please let us know if this applies to you.

## Follow-Up Care After Leaving the Hospital

To schedule an appointment for outpatient services with Johns Hopkins, please call the following numbers, weekdays, from 8 a.m. to 6 p.m.:

Adult: 410-955-5464

Pediatric: 443-997-5437 (KIDS)

## 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's recommended screening guidelines for most adults.

- **Breast cancer:** Annual mammograms starting at age 40 and continuing as long as a woman is in good health; clinical breast exams every three years for women ages 20 to 40; and annually for women over 40 are recommended. Please note that men can also get breast cancer and should be on the lookout for lumps, especially if there's a family history of the disease.



- **Colorectal cancer:** Beginning at age 50, men and women should schedule colonoscopies every 10 years, or double-contrast barium enema every 5 years or virtual colonoscopy (noninvasive) every 5 years.
- **Cervical cancer:** All women should begin cervical cancer screening about 3 years after they begin vaginal intercourse, but no later than age 21. Screening should be done every year with a Pap test every 2 years. Beginning at age 30, women who have had three normal Pap test results in a row may get screened every 2 to 3 years.
- **Prostate cancer:** For men, starting at age 50, talk to your doctor about the pros and cons of testing. The screening guidelines may be different if you are at high risk because of family history or if you are African-American. If you decide to be tested, you should have the PSA blood test with or without a rectal exam. Frequency of testing will depend on your PSA level. Learn more about cancer-screening and free programs and services at 1-800-ACS-2345 or [cancer.org](http://cancer.org).

### Feedback on Our Services

We welcome your feedback!

You may receive a survey via email or in the mail with a postage-paid return envelope. We would appreciate it if you would take a few minutes to complete the survey. These surveys help us ensure that we're delivering the best possible patient- and family-centered care. We also like to recognize our staff members for their outstanding work. So, if a nurse, medical associate or any other member of your health care team deserves praise, please include his or her name on the survey.

## Patient Choice Statement

Your doctor may prescribe facility or home care services or equipment to assist you in the transition from hospital to home. Should your physician order such services, we will arrange all referrals to meet your facility or home care needs, according to your choices. By federal law, you have the right to select your post-hospital care providers.

- Your insurance company may have preferred providers with whom they have a contract. **If you choose another care provider, this may affect your insurance coverage.**
- We can make arrangements for you with the Johns Hopkins Home Care Group, a full-service provider of home health services, infusion therapy, medical equipment and respiratory services, which is jointly owned by the Johns Hopkins Health System and the Johns Hopkins University, **OR**
- We can make home health arrangements for you with Potomac Home Health, a full-service provider of home health services, which is jointly owned by Sibley and Suburban Hospitals with the Johns Hopkins Health System, **OR**

- We can make hospice arrangements through our affiliate, Gilchrist Hospice Care, **OR**
- You may be familiar with an area provider through previous experience.

We maintain a full list of area providers and will provide that for your review.

Our intention and desire is to provide you with a smooth and safe transition back to your own home, secure in the knowledge of your follow-up care. If you have any questions, please contact your doctor, nurse, case manager or social worker.

The hospital makes no representations as to licensure or quality of care nor does it recommend or endorse any agency.

## Our Commitment to You

### Nondiscrimination Promise

It is the policy of The Johns Hopkins Hospital to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes.

Johns Hopkins Hospital does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

### Grievance Process

You and your family members have the right to express concerns about the care you are receiving with your doctor, nurse, nurse manager or department manager. You may also contact Patient Relations at 410-955-2273 to speak to one of our Patient Relations Specialists. You are welcome to put your concerns in writing and send to Patient Relations, The Johns Hopkins Hospital, 1800 Orleans St., Baltimore, MD 21287 or email [patientrelations@jhmi.edu](mailto:patientrelations@jhmi.edu).

## Special Services

### Organ/Tissue Donation

Gifts of organs and tissue can help sustain or improve the quality of life for many people, especially those who are seriously ill. The Johns Hopkins Hospital participates with The Living Legacy Foundation to manage organ and tissue donations. If you have a donor card, it is important that your family be aware of your wishes. Learn more at 410-242-7000 or [bit.ly/jhhorgandonation](http://bit.ly/jhhorgandonation).

## It's Your Choice: Advance Directives

Have you thought about the care you would want if you became seriously ill, were in a coma or couldn't do things for yourself? What quality of life would be important to you? Who would speak for you if you were unable to speak for yourself (i.e., who would act as your agent for durable power of attorney)? We recommend that you discuss your wishes with your loved ones and your doctors, appoint someone to speak for you, and then document your decisions in an advance directive. Always bring a copy of your advance directive to the hospital any time you are admitted.

Learn more about advance directives and obtain the necessary forms by calling the Main Admitting Office at 410-955-6733, the Office of Spiritual Care and Chaplaincy at 410-955-5842, or visit [bit.ly/mddocuments](http://bit.ly/mddocuments).

## Maryland Medical Orders for Life-Sustaining Treatment

We encourage you to talk with your doctor about your wishes for resuscitation, artificial ventilation (breathing machine), kidney dialysis and antibiotics. This can be recorded on a MOLST form—a medical order form signed by your doctor or nurse practitioner. It will assure that your wishes are followed. You can request this form at the hospital or find it online at [marylandmolst.org/pages/molst\\_form.htm](http://marylandmolst.org/pages/molst_form.htm). If you have a MOLST form, always bring it with you when you come to the hospital.

## Health Information Exchange

As permitted by law, we may share information that we gather or create about you with other health care providers through the Chesapeake Regional Information System for our Patients, Maryland's internet-based health information exchange (HIE). It allows for instant sharing of health information among doctors' offices, hospitals, labs and radiology centers to assist our doctors in making decisions about your care. You may opt out, but HIE will still allow your doctor to see results. Learn more at [crisphealth.org](http://crisphealth.org).

# Understanding Your Medical Bill & Billing of Services

We want to make it as simple as possible for you to manage the costs of services. Our website will help you better understand the billing process, navigate the payment system and prepare you in advance for your visit. By discussing expenses in advance with your doctor, your insurer and the hospital, you will be better able to manage and minimize your medical bills. Patients have the right to request and receive a written estimate of the total charges for hospital nonemergency services, procedures and supplies that reasonably are expected to be provided and billed by the hospital. Patients will receive one statement which includes both hospital and physician charges.

Medical costs are often unanticipated, and not all expenses are covered by **insurance**. Please know that we have **payment plans** and, in certain circumstances, **financial assistance programs** that can make your payments more manageable. Learn more at [https://www.hopkinsmedicine.org/patient\\_care/patients-visitors/billing-insurance](https://www.hopkinsmedicine.org/patient_care/patients-visitors/billing-insurance).

## Insurance

Our financial counselors are committed to help your insurance billing work smoothly. If you need assistance, please feel free to contact one of the numbers provided below as it pertains to your financial needs.

Or visit: [https://www.hopkinsmedicine.org/patient\\_care/billing-insurance/assistance-services](https://www.hopkinsmedicine.org/patient_care/billing-insurance/assistance-services) with questions concerning:

- Your hospital bill
- Your rights and obligations with regard to your hospital bill
- Your rights and obligations with regard to reduced-cost, medically necessary care due to financial hardship
- 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 assistance related to your medical bill

Contact Johns Hopkins Medicine Customer Service  
Local at: 443-997-3370 or Toll Free at: 1-855-662-3017

## For assistance related to Financial Assistance

Contact Johns Hopkins Medicine Financial Assistance Services  
Local at: 443-997-3067 OR Toll Free at: 1-833-491-0483

## For information about Maryland Medical Assistance

Contact Johns Hopkins Medicine Medicaid Advocacy Services  
Local at: 410-955-7798 or Toll Free at: 1-833-595-1572

OR

Contact your local department of Social Services  
1-800-332-6347; TTY 1-800-925-4434  
You may also visit: [www.dhr.state.md.us](http://www.dhr.state.md.us)

## Financial Assistance

If you are unable to pay for medical care, you may qualify for free or reduced-cost medically necessary care. You are eligible if you:

1. Have no other insurance options.
2. Have been denied medical assistance or fail to meet all eligibility requirements.
3. Meet specific financial criteria.

If you don't qualify for Maryland Medical Assistance or financial assistance, you may be eligible for an extended payment plan for your medical bill.

If you do not have insurance, you can meet with on-site certified application counselors who can assist you and your family with applying for Maryland Medical Assistance and all Qualified Health Plan options available through the Maryland health insurance exchange. For more information, visit [marylandhealthconnection.gov](http://marylandhealthconnection.gov).

If you feel you have been improperly denied free or reduced cost care, contact the Compliance Office 1-877-WE-COMPLY (1-877-932-6675).

Patients may file a complaint with the Health Services Cost Review Commission (HSCRC) if they believe that the hospital has violated its financial assistance policy. Complaints can be sent to the HSCRC's Patient Complaint mailbox at [hscrc.patient-complaints@maryland.gov](mailto:patient-complaints@maryland.gov).

## MyChart Patient Portal

This secure portal is accessible from your phone or from a website and displays medical information about the care you receive at all Johns Hopkins hospitals and their associated physician offices. We strongly encourage you to enroll and use the Portal so you can participate in your care. Children themselves can enroll when age 13 years and parents can join as a parent proxy up until their teen is 18 years of age.

### Using MyChart, you can:

- View portions of your medical record, including test results, diagnoses, medications and immunizations (parent proxy access may change when your child turns 13)
- View your upcoming appointments or make a new appointment
- View a visit summary and post-appointment instructions
- Communicate with your providers
- Participate in telemedicine
- Join inpatient rounds using a virtual tool allowing a 2-way video conference

Learn more about MyChart at [mychart.hopkinsmedicine.org/MyChart/](http://mychart.hopkinsmedicine.org/MyChart/).

### MyChart Bedside

Available in each patient room is an iPad tablet for patients and families to use at the bedside during their inpatient admission. Each tablet has the MyChart Bedside app installed and will allow you to participate in the care you are receiving. You can see who is on your medical team, review the medication list, view lab results, and complete assigned patient education. It also has other apps you can use for play or distraction. Ask any member of the healthcare team to help you get started.

**To receive a copy of your medical record:**

You or your legal representative may request a copy of your medical record. There is a fee for copying your medical record. To receive a copy, complete an Authorization for Release of Medical Information at [bit.ly/jhhmedicalrecords](http://bit.ly/jhhmedicalrecords). Return it to the Medical Records Office at:

The Johns Hopkins Hospital  
 600 N. Wolfe St.  
 Health Information Management  
 Phipps Building, Room B150  
 Baltimore, MD 21287

For information on images and reports, visit [hopkinsmedicine.org/patient-handbook/imaging](http://hopkinsmedicine.org/patient-handbook/imaging).

If you have any questions, contact the department Monday through Friday between 8 a.m. and 5 p.m. at 410-955-6044.

*We invite you and your family to join us as active members of your care team to help you heal better. No question is unimportant.*



# The Johns Hopkins 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. Have access to spiritual services.
9. Have conversations with the Ethics Service about issues related to your care.
10. 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.
11. Be given a list of protective and advocacy services, when needed.
12. 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 patient relations at 410-955-2273 or email [patientrelations@jhmi.edu](mailto:patientrelations@jhmi.edu).
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 Rd., Ste 202  
 Las Vegas, NV 89118  
 Phone: (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, Maryland 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: 630-792-5636

[www.jointcommission.org/report\\_a\\_complaint.aspx](http://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 509F, HHH Building  
 Washington, DC 20201  
 1-800-368-1019, 1-800-537-7697 (TDD)  
 OCRMail@hhs.gov

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>

## You have the responsibility to:

1. Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
2. Call if you cannot keep your appointment.
3. Be respectful of your hospital team, from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
4. Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
5. Be in control of your behavior if feeling angry.

6. Give us a copy of your advance directive.
7. Ask questions if there is anything you do not understand.
8. Report unexpected changes in your health.
9. Follow hospital rules.
10. Take responsibility for the consequences of refusing care or not following instructions.
11. Leave valuables at home.
12. Keep all information about hospital staff or other patients private.
13. Do not take pictures, videos or recordings without permission from hospital staff.
14. Pay your bills or work with us to find funding to meet your financial obligations.

## Notes

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*Use this space to jot down any other important information you might need. We wish you a speedy recovery.*



# Mission of The Johns Hopkins Hospital

The mission of The Johns Hopkins Hospital is to improve the health of our community and the world by setting the standard of excellence in patient care. Specifically, we aim:

- **To** be the world's preeminent health care institution
- **To** provide the highest quality care and service for all people in the prevention, diagnosis and treatment of human illness
- **To** operate cooperatively and interdependently with the faculty of The Johns Hopkins University to support education in the health professions and research development into the causes and treatment of human illness
- **To** be the leading health care institution in the application of discovery
- **To** attract and support physicians and other health care professionals of the highest character and greatest skill
- **To** provide facilities and amenities that promote the highest quality care, afford solace and enhance the surrounding community



JOHNS HOPKINS  
MEDICINE

1800 Orleans St.  
Baltimore, Maryland 21287  
410-955-5000

[hopkinsmedicine.org](https://hopkinsmedicine.org)



*To learn more about Johns Hopkins  
Medicine, scan the QR code  
using the camera feature on your  
electronic device.*

*Updated November 2020*