









Your Guide to Union Hospital



ChristianaCare[®]

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Welcome to Union Hospital.

Your health and well-being are at the heart of everything we do.

Our mission is simple – we serve our neighbors as respectful, expert, caring partners in their health. We provide exceptional care from the most experienced caregivers who serve together, guided by our values of excellence and love.

We work to understand what is important to you, so we can find solutions that are meaningful and ensure you play an active role in your care.

This welcome guide will help you better understand the services we offer during your stay and is yours to keep. If you need more information or help, please ask a member of your health care team.

Thank you for trusting us with your health and for the privilege of partnering with you on your health journey.

A handwritten signature in black ink that reads "Janice E. Nevin MD". The signature is fluid and cursive, with the letters "J", "E", and "M" being particularly prominent.

Janice E. Nevin, M.D., MPH
President and CEO
ChristianaCare

Six Tips for Your Stay

6

1. Your Room

Controls for your bed and nurse call button are on your bedside rails or a remote control. Your television includes local and network channels. There is a guide to channels on your TV. If you'd like your room temperature adjusted, please ask your nurse. Learn more on Page 4.

2. Your Care Team

Each of our caregivers is here to serve you and your loved ones with compassionate, expert care. During your stay, your nurse is your main point of contact. Learn about how to identify members of your care team on Page 15.

3. Your Meals

Our staff will assist you daily with your meal selections. Depending on your medical condition, your caregiver may prescribe a special diet for you. If you have any questions about your meal service or diet, ask your nurse to contact Food and Nutrition Services. Learn more on Page 5. Dining options for visitors are on Page 22.

4. Your Belongings

When not in use, keep your eyeglasses, hearing aids and dentures in your bedside drawer and your clothing in your closet or suitcase. In the intensive care unit, speak with your nurse about the best place to store your belongings. We encourage you to keep valuables at home.

5. Visiting

For the health and safety of our patients and caregivers, ChristianaCare may have visitor restrictions in place. Go to christianacare.org/visiting for more information.

6. Wi-Fi

Connect to free Wi-Fi through our guest wireless network. Learn more on Page 4.

➤ Important Phone Numbers

Main Hospital	410-398-4000
Information.....	410-392-7030
Community Pharmacy.....	410-392-3707
Customer Service	410-398-4000
Diabetes Program	410-620-3718
Financial Services Counselor	410-392-7033
Gift Shop	410-398-4000 ext. 1931
Medical Records/Health Information Management ..	410-392-7090
Outpatient Registration	410-392-7050
Toll Free from Delaware.....	302-731-0743
Toll Free from Rising Sun, MD	410-658-4757
TDD	410-398-5941

Your Hospital Stay

➤ **We verify your identity often for your safety. Thank you for being patient.**

Patient ID for Procedures and Medications

When you are admitted to the hospital, we give you a patient identification (ID) bracelet with your name, date of birth and medical record number. Wear your ID bracelet at all times until you are discharged from the hospital. We check it often to make sure you receive the right medications, tests and treatments.



Your Room

Your bed

Bed controls and the nurse call button are on your bedside rails or a remote control. Ask your nurse for assistance with your bed controls.

Room temperature

Your room's temperature can be adjusted. Please ask your nurse.

Wi-Fi and internet access

To connect to ChristianaCare, Union Hospital's free guest wireless network, you need a cell phone, tablet or computer that supports Wi-Fi.

1. Open your device's wireless settings.
2. Look for "CCHS-GuestACC." If you are not automatically connected, click "connect."
3. Open your browser.
4. Read the acceptable use agreement and click "I Accept" to connect to the internet.

If you have questions about connecting to the internet, call 410-398-4000.

TV Guide

1	TV Guide	19	TV Guide
2	WMAR-2	20	C-Span
3	HSN	23	FX
4	KYW-3 (CBS PHL)	24	MYUTB-24 (BALT)
5	WCAU-10 (NBC PHL)	25	MTV
6	WPVI-6 (ABC PHL)	26	USA
7	WBFF-5 (FOX BALT)	27	Comcast Sportsnet
8	Comcast Network	28	AMC
9	WTFX-9 (FOX PHL)	29	ABC Family
10	QVC	30	Nickelodeon
11	WBAL-11 (NBC BALT)	31	TNT
12	MPT-22 (PBS)	32	Spike TV
13	WJZ-13 (CBS BALT)	33	Weather Channel
14	CW-14 (BALT)	34	Fox News
17	Discovery	35	CNN
18	TBS	36	ESPN

Your television

Your television includes local and network TV channels. There is a guide to channels on your TV. See below for TV Guide.

Your room phone

Your bedside telephone service is free.

- To call another room or office in the hospital, dial the last four digits of the phone number.
- To make a local call, dial "80," listen for a dial tone, then dial the phone number.
- To make a long distance call, dial "0" and give the number to the operator to connect you. Calls may not be billed to your room.

Housekeeping/ Environmental Services

These caregivers will visit your room daily to clean and discard trash. If you have questions about room cleaning, call 5666 from the phone in your room.

37	Animal Planet	53	VH1
38	Tru TV	54	Food Network
39	A & E	55	E!
40	Lifetime	56	Comedy Central
41	ESPN2	57	MASN
42	Cartoon Network	59	BET
43	Disney	60	History Channel
44	TV Land	65	CNN Headline
45	Learning Channel	66	Viendo Movies
46	Speed	67	Golf
47	MASN2	69	Game Show Network
48	MSNBC	70	Bravo
49	HGTV		
50	CNBC		
51	Turner Classic Movies		
52	Syfy		

Patient Meals

A Food and Nutrition Services staff member will visit you daily to give you meal options based on your nutritional status, medical condition and allergies. Staff will listen to your requests and offer items you prefer that meet your diet order. You can then select what you would like for each meal.



We offer options to meet your religious, cultural and ethnic preferences and practices. Certified kosher meals are available.

Hospital Directory

You will be asked if you would like to be included in our hospital directory during your stay. The directory allows family and friends to:

- Find out your room number from our information desk.
- Contact you by calling 410-398-4000.
- Send you mail or gifts.

If you wish to be unlisted in the hospital directory:

- Indicate your decision to be a confidential patient on the Conditions for Treatment Form when you are admitted. If you prefer to be unlisted at any time after admission, notify your caregivers.
- Tell your family and friends your room number before they visit. Our information desk and hospital phone operators will not provide this information.
- Please note that you will not receive gifts and mail unless a visitor delivers them directly to your hospital room.

You or your decision-maker (an individual legally responsible for making medical decisions on your behalf) also may request restricted visitation or confidential patient status due to health and safety concerns.

Patient Mail and Deliveries

If you receive mail or gifts during your stay, we will deliver them promptly to your room. For the health and safety of our patients, flowers may be restricted on some units; in these cases, flowers may be left at the nurses' station until you or your loved ones can take them home.

After you leave the hospital, we will forward mail to your home address. We also will ask florists to contact you or the sender about home delivery instructions.

➤ **For health reasons, the following items are not permitted in our hospital:**



Lily flowers
are high in
pollen.



Rubber balloons containing latex
may cause serious allergic reactions in some
people. Mylar balloons are permitted.



Storing Your Belongings

Eyeglasses, hearing aids and dentures

- Keep these important belongings in their proper containers in your bedside drawer. In the intensive care unit, speak with your nurse about the best place to store your belongings.
- Do not leave eyeglasses, hearing aids or dentures on top of your bed, under your pillow or on your bedside table where they can easily fall or get lost in your bed sheets.

Clothing

- If you bring clothes from home, keep them in the closet in your room, in your bedside table drawer or in your suitcase.
- Dirty clothes may be sent home with a loved one. Please do not put dirty clothes on the floor or under the bed.

Valuable items

- Leave valuable items at home. This includes things like jewelry, watches, money and credit cards.
- If you have valuable items with you, you may request to place them in a safe at the hospital. The admitting staff or your nurse will place the items in the safe and give you a receipt. You may claim your valuables when you are discharged.
- Never leave valuable items in your room while you are away for testing or surgery.

➤ **ChristianaCare is not responsible for the loss of any valuables that are not placed in our safe or for loss of personal property.**



Did You Lose Something?

The Lost and Found is at the information desk in the lobby. Report lost or misplaced items to Guest Services.

You will be asked to leave:

- Your first and last name and date you went home from the hospital.
- Your contact information, including a phone number and e-mail address.
- A detailed description of the items you lost or misplaced.

Found items

We try our best to find and return lost items to their owners. If your item is found, we will contact you to arrange to return your property. Found items are held for 30 days.

How to claim an item

- You must show a photo ID to claim your item from Lost and Found.
- Items can be claimed between 8 a.m. and 5 p.m., Monday through Friday.
- Other arrangements can be made upon request.

 **Lost and Found**
410-398-4000
8 a.m.–5 p.m., M–F.



Your Health and Safety

Preventing Infections

What you can do

- 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.
- Cover your mouth and nose when sneezing or coughing by using tissues or your elbow.
- If you have a condition that requires isolation, we will post a sign on your room door, and caregivers 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.

Pressure injuries (bed sores) are caused by constant pressure against your skin. These sores are more likely to form if you lie in bed or sit in a chair for a long time. They usually happen over bony areas, such as your tailbone, hips, elbows, heels, and shoulders. Pressure injuries also can occur in places where skin folds over on itself.

How can you prevent them?

- Change positions at least every two hours if you are confined to a bed.
- Change as often as every 15 minutes if you are in a chair or wheelchair.
- Do not slide across sheets or slump in a chair or bed.
- Do not sleep in a recliner chair.
- Use special support surfaces to help reduce and spread pressure. Ask your health care team which support surfaces are right for you.
- Eat healthy foods with plenty of protein.

What others can do

- Your caregivers are required to wash or sanitize their hands before and after seeing a patient.
- Don't hesitate to remind your caregivers to clean their hands or wear gloves.
- Make sure all visitors wash or sanitize their hands before and after seeing you.
- Visitors who feel sick should not visit. Instead, they should call, send a text message or e-mail.

Understanding Your Medications



- 📢 Know what medications you take and why you take them.
- 📢 Keep a current list of all medicines, vitamins, herbs and supplements you are taking, and bring the list with you to any visit to the hospital or your doctor.
- 📢 Ask: "What is this new medicine for? What are the brand and generic names? What are possible side effects?"
- 📢 Talk about allergies. When you are going to receive a new medication, tell your caregivers about allergies you have or negative reactions you have had to medications in the past.
- No outside medications should be taken while in the hospital. This includes over-the-counter medicines, prescriptions, vitamins, supplements and illegal drugs.
- In the rare event that we must use your medication supply to ensure timely care, we will verify the identity of the medication and label it properly for safe administration.

➤ We Are Smoke-Free

All our locations are 100% smoke-free. Smoking and vaping are not allowed anywhere. This includes all outside areas and parking garages.



Call, Don't Fall

Your safety is very important to us. If you have pain, need to use the bathroom, feel weak or want to be repositioned in your bed, a member of your care team can help you. Press the nurse call button for assistance.

To reduce your risk of falling:

- A bed or chair alarm will alert the staff when you start to get up.
- We will walk you to where you need to go, such as the bathroom. Most falls happen on the way to the bathroom. Based on your fall risk, a member of your care team may stay with you in the bathroom to keep you safe.
- Ask the staff to move things that may cause you to fall.
- Don't lean on things with wheels like poles or bedside tables.
- Sit in the chair (not the side of the bed) for meals and while watching TV.



Understanding Your Pain and Discomfort

During your stay, we are here to care for you and to help you manage any pain or discomfort you may be feeling. We will partner with you to find the best comfort options for you.

Questions your caregivers may ask you:

- Where do you feel pain or discomfort?
- How long have you had the pain/discomfort?
- How does the pain/discomfort feel? Is it dull, tender, aching, cramping, shooting, burning, radiating, throbbing, stabbing, tingly, gnawing, squeezing?
- What makes the pain/discomfort worse?
- What makes the pain/discomfort better?

Treating Your Pain and Discomfort

- Communication with your caregivers is important.
- Medications may provide relief.
- Relaxation and comfort items may help.
- Sleep is important and will help with healing.

Personal Comfort and Pain Management Options

If you would like to request specific comfort options or have any questions, please ask your caregivers.

➤ Let Your Caregivers Know

- What works to help your pain at home.
- If you think your pain requires medication.
- If your medications are not relieving your pain.

➤ Comfort Actions

- Help with changing your position.
- Walk in the hall.
- Shower.
- Moisture for your oxygen tube.
- Sit in chair.

➤ Relaxation Options

- Sleep kit (ear plugs/ eye shield).
- Soothing music.
- Visit from chaplain.
- Pet therapy.

➤ Personal Care

- Toothbrush/toothpaste.
- Mouthwash
- Deodorant.
- Comb.
- Nail file.
- Shampoo/conditioner.
- Mouth swab.
- Lotion.
- Lip balm.
- Shaving cream and razor.

➤ Comfort Items

- Ice pack.
- Heating pad.
- Warm washcloth.
- Warm blanket.
- Extra blanket.
- Extra pillow.
- Pajama bottoms.
- Extra gown.

➤ For Your Enjoyment

- Headphones/earbuds.
- In-room television.
- Wi-Fi for your personal laptop or tablet.
- Book/magazine.
- Notepad and pen.

Being a Partner in Your Care

Bedside shift report

When your nurses change, they meet at your bedside to talk about your care. This is a chance for you to meet the new nurse, ask questions, share important information and hear the most current plan of care. You can invite a loved one to stay during bedside shift report.

Hourly rounding

To be sure you are comfortable and safe, nurses and patient care technicians will check on you every hour during the day and every two hours at night. They check about pain control, bathroom needs, comfortable positioning, and to make sure you can easily reach your personal items. Please tell them if there is anything they can do to make you more comfortable.

Nurse leader rounding

A member of the nursing leadership team will check on you at least once during your hospital stay. They will ask for feedback about your care, including communication with staff and your overall experience. Their goal is to make sure your experience is positive and answer any questions you may have.





Speak Up

Speak up if you have questions or concerns. If you get an answer and still don't understand, ask again.

- Your health is too important to worry about being embarrassed if you don't understand something. It's your body, and you have a right to know.
- Pay attention to the care you are receiving. Tell your nurse or doctor if something doesn't seem right.
- Each time caregivers enter your room, they will introduce themselves and explain what they will be doing and why.
- Check the identification badges of health care staff who approach you.
- Verify your own identification bracelet to make sure it correctly identifies you. Expect our caregivers to confirm your identity before giving you medications and treatments or taking you for a test.



Participate in decisions about your care and treatment.

- You are the center of the care team. You should agree with what will be done during each step of your care.
- Keep copies of your previous medical records and share them with your care team. This will give them a more complete picture of your health history.
- Plan your recovery by finding out about your condition, your new medicines and your follow-up care.



If you notice a serious change in your condition, such as a change in heart rate, blood pressure, respiratory (breathing) rate, oxygen levels, or a change in mental status or level of consciousness, please contact your nurse or call our Rapid Response Team by dialing 2000 on the bedside phone.

Your Care Team



Behavioral Health
Olive Green



Blood Collection
Dark Red



Cardiovascular & EKG
Black & Dark Gray



Case Management
Green



Environmental Services
Bright Blue



Food & Nutrition
Blue & Black



Language Services
Purple & Black



Imaging
Blue & Black



Nursing
Dark Blue



Patient Transport
Black



Pharmacy
Royal Blue



Rehabilitation Services
Ocean Blue & Black



Respiratory Care
Light Green/Blue & Black



Techs and Clerks
Charcoal Gray



Volunteers
Pink

Patient Services

Language Services

We offer medical interpretation services at no charge to patients and families who speak and understand a language that is not English. We also offer free sign language interpreting for patients who are deaf or hard of hearing. Interpreting is available by phone or video.

Patient Relations

Your hospital stay should be a positive experience. Sometimes you may have a question or concern that you cannot resolve by talking to your doctor or nurse. Representatives from the Patient Relations Department are available to help you.

The Patient Relations office is on the first floor in the main lobby. Office hours are Monday through Friday, 8 a.m. to 4:30 p.m.

 **Patient Relations**
443-674-1291

Pastoral Care

Staff chaplains

Our pastoral care volunteers work closely with your other caregivers. Our chaplains come from a variety of religious traditions and maintain an interfaith approach in their spiritual care.

Community spiritual care

Members of your faith community are welcome to visit you during your stay. Spiritual support is also available from community faith leaders.

A chapel is located on the first floor of the hospital.

 **Pastoral Services**
410-392-7019

Visiting a Patient

Self Parking

Free self-parking is available for patients and visitors in surface lots throughout campus. Surface lots include handicapped parking. All patient and visitor self-parking at ChristianaCare is free. Look for:

- Handicapped parking on the first level



After-hours access is limited. To enter the hospital between 7 p.m. and 5:30 a.m., all patients and visitors must use the Emergency Department entrance, located at the corner of Singerly Avenue and Cathedral Street.

Planning to Visit

Visitors can stop by the information desk in the main lobby for patient room information.

- The best time to visit may be between 9 a.m. and 9 p.m. Please check with your nurse or visit uhcc.com for current visitation guidelines.
- After 9 p.m., visitors need a visitor badge. They will need to show photo ID (driver's license, passport or other photo ID). Everyone must wear a badge during these hours.
- If the patient is in a private room, the patient's spokesperson may stay overnight. This person must be at least 18 years old.
- For the privacy and safety of all patients, we may need to restrict overnight stays in semi-private rooms.
- Some units may have different visitor hours or rules based on the needs of their patients. Ask the patient's nurse if there are any special guidelines.
- Sometimes we need to limit visitors for health and safety purposes. We will let you know this and why.
- Visitors are not limited or denied visitation rights on the basis of race, color, national origin, religion, sex, gender identity or expression, sexual orientation or disability.
- Visitors who feel sick should not visit. Instead, they should call, send a text message or e-mail.

 **To contact a patient by phone, call 410-398-4000.**

Quiet Hours

- Hospital Quiet Hours are between 9 p.m. and 6 a.m.
- We ask patients and visitors to speak quietly, silence phones and lower TV volume.
- Patients are encouraged to request eye masks, headphones or earplugs from their nurse.
- If you have any concerns about noise, please tell your nurse.

i There may be special visitor restrictions for adults and children during flu season. Call 410-398-4000 or check uhcc.com for information.

Is It OK for Children to Visit?

Many patients enjoy visits from children, but sometimes visits are not permitted because of the patient's health. Please check with the patient's nurse before bringing a child to the unit. If a child is visiting:

- Be sure your child knows what to expect before the visit.
- All children must be supervised by an adult. Do not leave children alone with the patient.
- Keep visits with children short.
- Do not let your child crawl on the floors or carpets. We work hard to keep things neat and clean, but germs can hang around, and children can easily get sick.



Visitor Services



Chapel

Nondenominational chapel – Open 24 hours a day, on the first floor near Same Day Surgery.



Dining

Café 106 Open daily
Full-service cafeteria. Located on the 6:30 a.m. – 7 p.m.
Ground Floor.



Vending Machines

Vending machines are located throughout the hospital. Ask the information desk or a caregiver for the nearest vending location.



Pharmacy

Our Community Pharmacy, off the main lobby on the first floor, makes it easy for you to fill prescriptions and pick up over-the-counter medicine. Our Discharge Prescription Program coordinates with your caregivers to resolve common prescription issues before you leave the hospital. Most major prescription plans are accepted.

410-620-3707

Monday–Friday
9a.m.–5:30p.m.

Weekends
Closed



Gift Shop

The gift shop is located in the main visitor hallway on the first floor of the hospital. The gift shop sells flowers, Mylar balloons, greeting cards, candy, snacks, books, magazines, cards, baby gifts and holiday and special-occasion gifts.

**410-398-4000,
ext. 1931**

Monday – Friday
9 a.m.–5 p.m.

Weekends
11 a.m.–3 p.m.



ATMs

An ATM machine is located on the first floor in the main visitor hallway outside the Community Pharmacy.

How to Help Your Loved One Heal



Partner with us

- Speak softly and keep noise levels down.
- Please follow caregivers' instructions. Caregivers work to do what is best for you and your loved one.
- In rooms with more than one patient, we will consider the needs of both patients. We ask that each patient have only two visitors at a time in the room.
- You may not be able to visit at certain times. This may be because of a patient's condition or treatment. The nurse will explain why you cannot visit.



Prevent spread of germs

- Wash your hands when you arrive and before you leave. We don't want you to take any germs with you.
- If you feel sick, do not visit. Instead, consider calling, sending a text message or e-mailing.



Do not smoke

All our locations are 100% smoke-free. Smoking and vaping are not allowed anywhere. This includes all outside areas and parking garages.



Ask a nurse if flowers, food, or drink are allowed in your loved one's room. For safety reasons, only Mylar balloons (no latex) are allowed in the hospital.

Accessibility and Special Needs

Wheelchairs

If you need assistance, stop by the main information desk or ask a member of the care team on the patient unit.

Service animals

Only dogs are considered service animals. Patients and visitors with disabilities who require the help of a service animal may bring it to the hospital following these guidelines:

- We request that service animals wear a tag identifying them as a service animal.
- Hospital staff are not responsible for caring for or controlling service animals.
- Service animals may not visit dining areas, lobbies or other common areas unless accompanied by the person who needs their assistance.
- Visitors with service animals may visit only their loved one, not other patients' rooms. A visitor with a service animal should check with the patient's nurse when arriving on the unit.
- Other support animals, including therapy animals, emotional support animals and comfort animals, are not considered service animals under the Americans with Disabilities Act and are not permitted in the hospital.



Preparing to Leave the Hospital



Discharge

When you are ready to leave the hospital:

- Your doctor will write an order for your discharge.
- You may find it helpful to choose a home caregiver/support person who can help you after leaving the hospital.
- We will review a discharge instruction sheet with you and your home caregiver/support person. If you follow these instructions, you will have a greater chance of getting well faster.
- Before discharge, you may request that your discharge prescriptions be dispensed from our retail pharmacy.
- After receiving your initial prescription, you may continue using the retail pharmacy or have the pharmacy transfer the remaining refills to the pharmacy of your choice.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.
- Before your discharge, you may ask your nurse for the forms needed to request your medical records.



Ask "What problems should I look out for? What should I do about them? Who can I call with questions or concerns?"

After Your Stay



Patient Portal

Following your stay, our secure patient portal provides instant access to your medical records. You can review test results, communicate with your care team, and send other secure communications. Access your personal patient portal at uhcc.com and click the Patient Portal icon or you can enroll today by clicking the same link.

Medical Bills and Insurance

- ChristianaCare submits medical bills to your insurance company.
- We submit the information you gave us at registration.
- It is important to remember that your insurance policy is a contract between you and your insurance company.
- You are responsible for paying your hospital bill.
- We recommend that you contact your insurance company for questions about your plan.
- Depending on your coverage, you may need to pay deductibles, copays or coinsurance for a portion of your care.



Financial Services representatives can answer your questions about hospital bills.

billing@uhcc.com

410-392-7033

8 a.m.–4:30 p.m., M–F.

Financial Assistance Program

We are here to help you get the care you need.

For a free copy of the Financial Assistance Policy and/or an application for Financial Assistance in English or Spanish, patients can:

- Visit our website at www.uhcc.com/patient-financialservices/financial-assistance.
- Send a request by mail to:
ChristianaCare, Union Hospital
Patient Financial Services Department
106 Bow Street
Elkton, MD 21921
- You may call Patient Financial Services at 410-392-7033 for more information, to obtain an application, and to talk confidentially with a representative about your situation.
- Request in person at the following locations:
 - Outpatient Registration
 - Emergency Department Registration
 - Patient Financial Services
 - Customer Service

Tell Us About Your Stay

- **Complete the survey** you receive from us after your stay to tell us about your experience. Your feedback is important so we know what we are doing well and where we have opportunities to improve.
- **Nominate an exceptional nurse for a DAISY Award** by texting DAISY to 56512 or visiting christianacare.org/daisy.
- **The ROSE Award** recognizes our partners in nursing because it takes an entire dedicated team of caregivers to serve our patients. ROSE stands for Raising Our Standard of Excellence. Visit christianacare.org/roseaward or text ROSEAWARD to 56512.
- **Request a Rave Review form** on your patient unit, at the information desk or Patient Relations to recognize a caregiver who went above and beyond.

Share compliments and concerns with our Patient Relations team:

Online uhcc.com/patient-feedback-or-compliments

Mail ChristianaCare, Union Hospital
Patient Relations
106 Bow Street
Elkton, MD 21921

Phone 410-398-4000

E-mail patientandfamilyrelations@christianacare.org



Learn about ways to express your gratitude for the care you received by contacting our Office of Development at 410-620-3745.



Stay Connected

To support you in your health, we offer a calendar of events and support groups at uhcc.com/classes-wellness.

Volunteer Opportunities

Partner with us to support patients on their health care journey. We have many volunteer opportunities, some working directly with patients and families and some in settings that do not involve patient care. For example, our Patient and Family Advisors are former patients or loved ones of patients who share their perspectives with our doctors, nurses, and other caregivers at ChristianaCare.



Volunteer Services

410-392-7019

uhcc.com/foundation/volunteer-services



Patient Rights and Responsibilities

Complaints, Concerns and Questions

If you have a concern about the quality and safety of your care, please talk about this with your doctor or other care team member. If you still are concerned, please talk with:

- Your nurse.
- The nurse manager of the area.
- A nursing supervisor.

You have the right to tell us about your concerns or complaints.

You also have the right to contact:

- Our Patient Relations Department
443-674-1291
- Maryland Department of Health Office of Health Care Quality
7120 Samuel Morse Drive, 2nd Floor
Columbia, MD 21046
410-402-8016 or 877-402-8218
- The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
https://www.jointcommission.org/report_a_complaint.aspx



Please take a moment to review your rights (things we will do for you) and responsibilities (things you can do for us) as a patient.



Patient Rights

The patient has a right to:

1. Receive considerate, respectful, and compassionate care that supports his or her dignity.
2. Be provided care in a safe environment, free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse.
3. Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
4. Be free from restraints and seclusion. Restraint or seclusion may only be used to ensure your immediate physical safety or that of others and must be discontinued at the earliest possible time.
5. Be told the names and jobs of the health care team members involved in the patient's care if staff safety is not a concern.
6. Have respect shown for the patient's cultural and personal values, beliefs, and preferences. The hospital accommodates patient's rights to religious and other spiritual services.
7. Be treated without discrimination based on race, color, national origin, ethnicity, age, gender identity or expression, sexual orientation, physical or mental disability, religion, language, or ability to pay.
8. Right to access protective and advocacy services and be provided a list of protective and advocacy services when needed or requested.
9. Receive information about the patient's hospital and physician charges and ask for an estimate of hospital charges before care is provided and as long as patient care is not impeded. Charges may vary based on individual case.
 - Patients requesting to receive an estimate of hospital charges may contact ChristianaCare, Union Hospital's Admissions Division.
10. Receive information in a manner he or she understands which may include alternate formats:
 - Sign and foreign language interpreters;
 - Large print, Braille, audio recordings, and computer files; or
 - Vision, speech, hearing, and other temporary aids as needed, without charge.
11. Receive information from the patient's doctor or other health care practitioners about the patient's diagnosis, prognosis, test results, possible outcomes of care, and unanticipated outcomes of care.
12. Access the patient's medical records in accordance with Health Insurance and Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
13. Be involved in the patient's plan of care.
14. Be screened, assessed, and treated for pain.
15. Refuse care or treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
16. In accordance with hospital visitation policies, have an individual of the patient's choice remain with the patient for emotional support during the patient's hospital stay, choose the individuals who may visit the patient, and change the patient's mind about the individuals who may visit.
17. Appoint an individual of the patient's choice (surrogate decision maker) to make health care decisions for the patient, if the patient is unable to do so.
18. Create or change an advance directive or MOLST (Medical Order for Life-Sustaining Treatment); have these followed within the limits of the law and the organization's capabilities.
19. Give or refuse informed consent before any nonemergency care is provided, including the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care.
20. Agree or refuse to take part in medical research studies, without the agreement or refusal affecting the patient's care.
21. Allow or refuse to allow pictures of the patient for purposes other than the patient's care.
22. Right to an environment that preserves dignity and expect privacy and confidentiality in care discussion and treatments.
23. Be provided a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
24. Right to have a family member or representative of his or her choice and his or her physician notified promptly of his or her admission to the hospital.

Advance Directives

- Advance directives (living will and power of attorney for health care) are legal papers that let you choose what you want to happen if you are no longer healthy enough to make choices for yourself. You have the right to have us follow your directions, as long as they are within the limits of the law and in agreement with our mission.
- We respect your choice of power of attorney for health care regardless of sexual orientation or gender identity.
- You should tell us if you have an advance directive and give us a copy when you are admitted.
- If you do not have an advance directive and would like to consider one, speak with your nurse.

Representatives and Visitors

- You have the right to say who can visit you during your stay. This can be your spouse, domestic partner (including same-sex partner), other family members, friends or anyone else you want to have come visit. Sometimes for a medical reason, we may need to limit visitors for your health and safety or the health and safety of other patients. We will let you know when this happens and why.
- If you have a person set up to make all your choices, you must tell them they need to be ready to review your care, if you are not able to do this for yourself.
- Please remind your family and visitors to follow all ChristianaCare policies so all patients feel safe and comfortable while they are here.

Privacy

- You have a right to privacy. This includes when you are bathing or dressing, during treatments and whenever you ask, as we are able.
- You have the right to not have your clothes off longer than needed for an exam or procedure.
- You have a right to know that your case will be talked about privately, and that staff that are not taking care of you will not be present without your permission.
- You must respect the privacy of other patients.
- You have the right to expect your records are kept private. They will be read only by staff who are taking care of you, or staff who are responsible for making sure we provide quality care. Other people can read your medical records only with your written permission or the written permission of your decision-maker (an individual legally responsible for making medical decisions on your behalf).
- You can expect that all parts of your record will be treated as confidential.

Patient Responsibilities

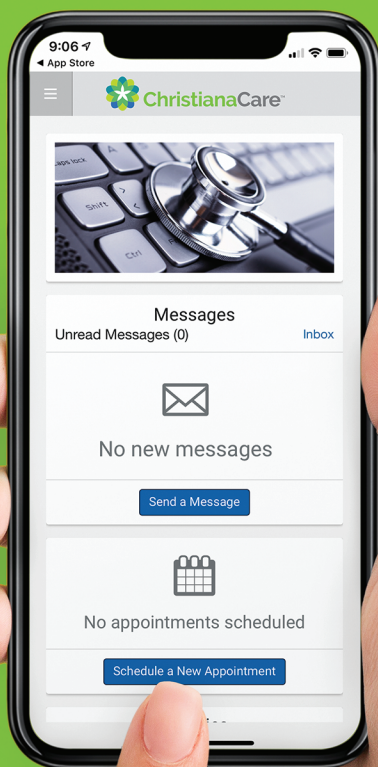
The hospital asks and encourages the patient to:

1. Provide accurate and complete information concerning the patient's present complaint, past medical history, and other matters pertaining to the patient's health.
2. Report any changes in the patient's condition.
3. Ask questions if directions and/or procedures are not understood.
4. Actively participate in the management of pain, including asking questions regarding what to expect for pain and pain management, options available, asking for pain medication when pain first begins, and reporting when pain has not been relieved.
5. Follow the treatment plan prescribed by the physician, including the instructions of nurses and other health care providers as the physician's orders are carried out.
6. Keep appointments and notifying the hospital and the physician when unable to do so.
7. Be responsible for the patient's own actions if the patient chooses to refuse treatment or to not follow the physician's orders.
8. Assure that patient financial obligations for the care provided are fulfilled as promptly as possible.
9. Follow hospital policies and procedures.
10. Be considerate of the rights of other patients and hospital personnel.
11. Be respectful of the patient's own personal property and that of others in the hospital.

 **For privacy-related questions, contact:
Privacy Officer
302-623-4468**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

For quick service, talk to us online!



After your stay, use your patient portal to:

- Request refills.
- Message your provider.
- View your records.

➤ **Don't have a portal account?**
Ask any staff member or go to uhcc.com/patientportal

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PATIENTS & FAMILIES 

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