

UM BALTIMORE  
WASHINGTON  
MEDICAL  
CENTER



UNIVERSITY *of* MARYLAND  
MEDICAL SYSTEM



PATIENT & FAMILY **HANDBOOK**



We hope this **HANDBOOK** will help answer questions you may have during your stay at the **University of Maryland Baltimore Washington Medical Center.**



Scan the QR code to access this handbook on your mobile device.

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## Welcome



Welcome to the University of Maryland Baltimore Washington Medical Center. We appreciate that you have chosen UM BWMC for your health care needs and that you have placed your trust in us.

Please know that the entire UM BWMC team is committed to providing you with the highest quality care and to providing the best possible experience during your time with us. Delivering safe and compassionate care is our top priority.

We hope this handbook is helpful to you and your family. If you need any assistance or have any questions or concerns, please ask any of our UM BWMC team members. Thank you for selecting UM Baltimore Washington Medical Center for your health care needs.

A handwritten signature in black ink that reads "Kathleen McCollum".

**KATHLEEN MCCOLLUM**  
President and Chief Executive Officer

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**OUR MISSION** To purposefully advance the shared principles that are foundational to our work: Compassionate, High-Quality Care, Commitment to Community, Health Care Transformation, Discovery-Based Medicine.

**OUR VISION** We build upon our tradition of excellence in patient care and innovation, to be a national leader in the transformation of health care.

**OUR CORE VALUES** Compassion, Discovery, Excellence, Diversity, Integrity



# Patient Rights and Responsibilities

## AS A PATIENT, YOU HAVE A RIGHT TO:

- Receive respectful, considerate, compassionate care, and to be treated without discrimination, regardless of your race, color, religion, ethnicity, culture, national origin, language, age, gender, sexual orientation, gender identity or expression, physical or mental disability, or ability to pay.
- Be provided a safe environment that preserves dignity and promotes a positive self-image, and to be free from financial or other exploitation, humiliation, and all forms of abuse and neglect, including verbal, mental or sexual abuse.
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Be free from restraint or seclusion of any form. 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.
- Know the names and professional titles of your health care team members, if staff safety is not a concern.
- Have respect shown for your personal values, beliefs and wishes.
- Be provided a list of protective and advocacy services when needed or requested.
- Receive information about your 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.
- Receive information in a manner that is understandable, which may include: sign language and foreign language interpreter services; alternative formats including large print, braille, audio recordings and computer files; vision, speech, hearing and other temporary aids as needed and at no cost to you.
- Receive information from your doctor or other health care practitioners about your diagnosis, prognosis, test results, treatments and services, possible outcomes of care and unanticipated outcomes of care in sufficient time to facilitate decision making.
- Be provided a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
- See your medical record in accordance with HIPAA Notice of Privacy Practices.
- Be involved in your plan of care and discharge plan.
- Be screened, assessed and treated for pain.
- Refuse care or treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.

- In accordance with the hospital's visitation policies, choose a person to stay with you to provide emotional support during your hospital stay.
- In addition, in accordance with the hospital's visitation policies, you can choose your visitors. You have the right to withdraw or deny visitation privileges at any time during your hospital stay. We do not restrict or deny visitation privileges based on race, religion, ethnicity, culture, national origin, language, age, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.
- An explanation if we restrict your visitors, mail or telephone calls.
- Appoint an individual, of your choice, to make health care decisions for you, if you are unable to do so.
- Create or change an Advance Medical Directive or a MOLST (Medical Order for Life-Sustaining Treatment); have these followed within the limits of the law and the organization's capabilities.
- Create or change a Behavioral Health Directive; have these followed within the limits of the law and the organization's capabilities.
- Give or refuse informed consent before any non-emergency care is provided, including benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care.
- Agree or refuse to take part in medical research studies, without agreement or refusal affecting the patient's care. You can withdraw from a study at any time.
- Allow or refuse to allow the taking of pictures, recording or filming for purposes other than your care.
- Expect privacy and confidentiality in care discussions and treatments.
- File a complaint about care or infringement of rights and have the complaint reviewed without the complaint affecting your care.
- Be provided pastoral and other spiritual services.
- Know about professional and financial ties between institutions and people caring for you.
- An explanation of hospital rules.

### **YOU HAVE A RIGHT TO VOICE CONCERNS ABOUT YOUR CARE:**

Tell your physician, nurse, or caregiver about your concern. If you believe further action is needed, we urge you to take either of these steps:

1. Talk to the **NURSE MANAGER** of your unit.
2. Contact the **PATIENT ADVOCATE**. Please call 410-787-4200 or email [feedback@umm.edu](mailto:feedback@umm.edu).

You may also contact the **MARYLAND OFFICE OF HEALTH CARE QUALITY** at 410-402-8016, or by mail to: Office of Health Care Quality, Maryland Department of Health, 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046.

- Contact **THE JOINT COMMISSION** at [www.jointcommission.org](http://www.jointcommission.org), using the Report a Patient Safety Event link in the Action Center on the home page, or by FAX to 630-792-5636, or by mail to: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

You and your family members have a right to discuss or relay any concerns and issues with the Patient Relations office.

### **AS A PATIENT, YOU ARE RESPONSIBLE FOR:**

- Providing the hospital with complete and accurate information when required, including the following:
  - Your full name, address, home telephone number, date of birth, social security number, insurance carrier, employer
  - Your health and medical history
  - Present condition, past illnesses, previous hospital stays, medicines, vitamins, herbal products.
  - Any other matters that pertain to your health, including perceived safety risks.
- Providing the hospital or your provider with a copy of your Advance Directive and/or MOLST, if you have them.
- Asking questions when you do not understand information or instructions.
- Telling your provider if you believe you cannot follow through with your treatment plan.
- Outcomes if you do not follow your care, treatment and/or services plans.
- Reporting changes in your condition or symptoms, including pain, to a member of the health care team.
- Acting in a considerate and cooperative manner and respecting the rights, safety and property of others.
- Following the rules and regulations of the health care facility.
- Keeping your scheduled outpatient appointments or cancelling them in advance if possible.
- Meeting your financial commitments relating to your bills for services. Contact the billing department if we can help with your payment arrangements.



## About the Hospital

### VISITING HOURS

As part of the University of Maryland Medical System (UMMS), we follow a tiered system of color-coded visitation levels. In order to safeguard patients, staff and the community, UMMS may change its visitation level throughout the year.

We understand that many patients need trusted care partners (visitors) to help them heal and maintain their best health. And people with disabilities need designated support persons to provide an even greater level of care.

To balance those needs with our safety measures, our tiered system of color-coded visitation levels creates flexibility in visitation as conditions allow.

Please ask your nurse what visitation level is currently in place, or visit [umbwmc.org/visitorpolicy](http://umbwmc.org/visitorpolicy) for the most up-to-date guidelines.

All visitors must go to the information desk in the main lobby upon arrival to receive a visitor's pass.

### USING HOSPITAL TELEPHONES

- To make a local call, dial 9 then the area code and local number.
- To call a number within the hospital, dial the last four digits of the phone number.
- Patient rooms may be called directly by dialing "410-863-" followed by a four-digit extension that can be found on the white board in your patient room.
- If you change rooms, your phone number will change.
- The hospital does not accept collect calls.
- Special equipment is available to assist hearing-impaired patients. Please ask a member of your nursing team for assistance.
- The hospital uses speech recognition software that recognizes a department name or a person's name so the caller can be automatically transferred. If the software does not recognize the name, the caller will be transferred to the operator for assistance.

## CAMPUS AMENITIES

### Cafeteria – on the lower level

Open 7 days a week, 12-3:30 am, 6:30 am-7 pm  
An ATM is located at the entrance of the cafeteria.

### Bean Rush Cafe – on the first level

Open Monday through Friday, 6:30 am-4 pm;  
Saturday and Sunday, 8 am-2 pm.

### Tower Cafe – on the first level

Hot Grill: Open Monday through Friday, 11 am-3 pm  
Market: Open 24/7, Monday through Sunday

### Outpatient Pharmacy – on the lower level of the Outpatient Care Center

Open Monday through Friday, 9 am-5 pm  
The outpatient pharmacy is located on the lower level of the Outpatient Care Center and can be accessed from the main lobby elevator or stairs. The pharmacy manages new prescriptions, prescription refills and prescription transfers. It serves discharged patients, patients who are accessing outpatient services, UMMS employees and the general public, regardless of age or condition.

### Chapel – on the lower level

A nondenominational interfaith chapel is located on the lower level of the hospital and can be accessed from the main visitor's elevator. It is open to patients, visitors and staff 24 hours every day. The chapel provides a quiet atmosphere for prayer, meditation or reflection.

### Healing Garden

The Healing Garden is a serene place for patients and visitors to enjoy when they would like a quiet moment to relax outside. It is located behind the Tate Cancer Center.

### Parking

All parking on campus is free of charge. Valet parking is available at the main entrance of the hospital and the Tate Cancer Center Monday through Friday from 7:30 am-5 pm. There is additional parking in the lot in front of the hospital and there is a visitor's parking garage adjacent to the main entrance.

### Wireless Internet Service

Wireless internet service is free and available throughout the hospital. The wireless network name is "umms-guest." Once you connect to the network, you will be directed to a web page to accept the terms of agreement. No password is needed.





## Family and Friends

### FLOWERS AND BALLOONS

When someone sends you flowers, they are delivered to your room when allowed. To avoid infection, live flowers may not be permitted in certain areas where patients have significantly low immunity. Only foil balloons are permitted in the hospital, since some patients are allergic to latex.

### CARINGBRIDGE WEBSITE

CaringBridge is a free website that helps patients and their families stay connected with loved ones during medical treatment. Patients or their family members can create a secure web page at [www.caringbridge.org](http://www.caringbridge.org) and post journal entries to update friends and family. Only those who have been given the site address and password can visit, read the updates and post messages of support.

### PATIENT AND FAMILY ADVISORY COUNCIL

UM BWMC has a group of patients, families and representatives from our hospital, called the Patient and Family Advisory Council, who regularly meet and provide feedback on current hospital initiatives and projects. The council's feedback enables the hospital to provide an exceptional patient experience that meets all the needs of our patients and their family members.

If you or a family member is interested in participating in our Patient and Family Advisory Council, please email [feedback@umm.edu](mailto:feedback@umm.edu) or visit [umbwmc.org/pfac](http://umbwmc.org/pfac).

### A SAFE, PEACEFUL PLACE OF HEALING

UM BWMC is committed to providing a safe healing environment for our staff and patients. Families and visitors can help us achieve this. Please note:

- We have a Zero Tolerance Policy for disruptive behavior, threats and violence.
- If you see something, say something. Please report any safety concerns to hospital security at 410-271-2022.
- Minimize noise to allow our patients a quiet environment to rest and recover.

### TOBACCO-FREE MEDICAL CAMPUS — NO SMOKING

To protect our patients, visitors and staff, UM BWMC is a smoke-free campus. Smoking, e-cigarettes, vaping and other tobacco products are not allowed anywhere on the hospital's campus. This includes parking lots, garages and grassy areas. If you smoke, tell your nurse so he or she can help make a plan to keep you smoke-free during your hospital stay. Medications are available to help control nicotine cravings.



# Your Stay at the Hospital

## IDENTIFICATION BAND

Your identification (ID) band shows your name, date of birth and medical record number. The ID band is used to match you with the treatment and medications you need. Do not remove it while you are at the medical center.

## YOUR ROOM

Room assignments are made based on your diagnosis. The staff members on each unit possess specific skills and knowledge to provide the appropriate care. You may be transferred during your stay as your condition changes.

The nursing staff will show you how to adjust your bed and how to use the call signal button to request a staff member for assistance.

## HOUSEKEEPING SERVICES

Your room will be cleaned every day during your stay between 7:30 am and 3 pm. If it is after 3 pm and you need additional cleaning or housekeeping-related services, please call extension 2692.

## MEALS

Nutrition therapy is an integral part of your treatment and recovery while you are in the medical center. We are proud to offer fresh, local foods—produce from local farms and meats purchased fresh daily from a local meat company.

You will be able to select your meals daily in accordance with the diet order that is prescribed by your physician. A host/hostess will visit you at bedside to obtain your menu selections. Hosts/Hostesses will deliver each meal and are available to answer questions about specific food items. If you have a special request or do not prefer what is on your tray, please call your host/hostess (the phone number is on the white board in patient rooms) or the Dietary Office at extension 4378.

## SECURING YOUR VALUABLES

We strongly encourage you **not** to bring any personal valuables into the hospital. If you have belongings, such as jewelry and cash, please give them to a relative or friend to take care of during your stay.

Items such as contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please mark your belongings with your name and phone number to be safe. Please don't put them on your bed or food tray as they may be damaged or lost. UM BWMC is **not responsible** for replacement of personal belongings.

UM BWMC offers lockable cabinets in the patient rooms of the west building, as well as a safe for other areas. Please ask your nursing staff if you would like to place something in the safe.

### **LOST AND FOUND**

To inquire about an item in the lost and found, please call the security supervisor at 410-271-2022.

### **FIRE ALARMS**

We regularly conduct fire drills to ensure your safety. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify and assist you.

### **PERSONAL ELECTRICAL APPLIANCES**

Certain personal electrical appliances are **not permitted** in the medical center because of the risk of fire, disturbance to others or interference with medical equipment. Check with your nurse prior to bringing any electrical items into the medical center. If you use a Continuous Positive Airway Pressure (CPAP) unit, it may be used once it has been checked by the respiratory care department.

### **NO PHOTOGRAPHY OR RECORDING**

In order to protect the confidentiality of our patients, we request that all patients and visitors refrain from using recording devices. This includes but is not limited to cameras, video recorders and cell phones. Please note that cell phones with cameras and video recorders, iPods with cameras, and laptop computers are prohibited in the psychiatry departments.

### **NO WEAPONS, FIREARMS OR CONTROLLED SUBSTANCES**

UM BWMC prohibits the possession of firearms and weapons by individuals, other than duly authorized law enforcement officers, and prohibits unauthorized possession of controlled substances. This may include illegal drugs, medicinal marijuana, and unauthorized prescription medications. UM BWMC security will confiscate any weapon and/or controlled substance in violation of this policy.



# Your Health Care Team

## OUR COLORS OF CARE

During your stay at UM BWMC, you'll notice our health care teams dressed in various colors. These colors represent the roles each group plays on your road to recovery. It is one more way UM BWMC shows our commitment to our patients so you know who is taking care of you at each and every moment.

 <b>NAVY BLUE &amp; WHITE</b> Registered Nurse	 <b>TEAL &amp; BLACK</b> Transporter
 <b>ROYAL BLUE</b> Patient Care Technician	 <b>CRANBERRY</b> Family Birthing Center
 <b>BLACK</b> Monitor Technician	 <b>DARK BLUE</b> Peri-Operative Services
 <b>KHAKI</b> Administrative Technician	 <b>DARK RED &amp; BLACK</b> Pharmacy Technician
 <b>GRAY</b> Respiratory Therapy	 <b>OLIVE GREEN</b> Psychiatry
 <b>SKY BLUE</b> Rehabilitation Services	 <b>BROWN</b> Companion
 <b>PURPLE &amp; BLACK</b> Radiology	 <b>OLIVE GREEN &amp; BLACK</b> Patient Access
 <b>RED &amp; BLACK</b> Cardiology	 <b>BRIGHT PINK &amp; BLACK</b> Housekeeping
 <b>JADE GREEN</b> Cardiac Catheterization Lab	

## DOCTORS

Your attending doctor is the leader of your health care team, and he or she may be assisted by residents – doctors who are receiving additional training.

- Many patients are seen by a member of our inpatient team also known as a hospitalist. A **hospitalist** is a physician, nurse practitioner or physician assistant who specializes in the care of hospitalized patients whose primary care physicians do not see patients at the hospital. Our inpatient team works together to ensure that patients receive the best care possible. Please note hospitalists do not have outside offices and do not refill medications or authorize referrals.

- If you are a patient in the critical care unit, your doctor is an **intensivist**, which is a hospital-based critical care physician who specializes in the care and treatment of patients needing critical care.
- If you are a patient in the Family Birthing Center, you may be assisted by a **laborist**, who is a hospital-based physician who specializes in obstetrics and gynecology.

## NURSES

Nurses provide physical care, health education and emotional support. A registered nurse (RN) will plan your nursing care and on each shift, an assigned nurse (RN or licensed practical nurse (LPN)) will supervise your care.

## PATIENT CARE TECHNICIANS/ASSISTANTS

A patient care technician (PCT) or patient care assistant (PCA) assists the RN with procedures such as taking your vital signs and drawing blood samples. They communicate with you and your RN to help to fulfill your care plan.

## PHYSICIAN ASSISTANTS AND NURSE PRACTITIONERS

Physician assistants (PA) and nurse practitioners (NP) are trained, certified and licensed to take medical histories, conduct physical examinations and diagnose and treat medical problems under the supervision of physicians.

## PHARMACISTS

The pharmacy team ensures that the medications prescribed for you are safe and effective. They help you understand your medications and decrease the risk of any harmful side effects. This is done at the bedside with you and your family, and also behind the scenes in collaboration with other members of your health care team.

## THERAPISTS

Physical therapists, speech therapists, occupational therapists and respiratory therapists help you return to normal activity as soon as possible.

## CARE MANAGER

A care manager may work with your team to coordinate your discharge and the care that you may need after you leave the medical center. The care manager may work with your insurance provider to obtain in-network options or authorizations, and identify services in the community to assist in your recovery.

## CHAPLAIN

A chaplain is a designated minister at our hospital. The chaplain performs spiritual assessments and delivers pastoral care to patients, families and staff, of all religions, in recovery, crisis, grief, end of life and at death (see page 15 for more details).

## COMPANIONS

For your safety, you may be assigned a companion to sit with you at the bedside.

## DIETITIANS

Our registered, licensed dietitians will monitor your nutritional status and treatment to ensure that you are making progress. They also provide nutrition education when needed.

## OTHER HEALTH CARE PROFESSIONALS AND SUPPORT SERVICES

Lab technicians, radiographers, housekeepers, security officers, transporters, facility engineers and nutritional hosts and hostesses are among the many people who make your hospital stay as beneficial and comfortable as possible.

## VOLUNTEERS

Our volunteers provide support throughout the hospital, including staffing the information desk, delivering mail and flowers, escorting patients and more. Interested in volunteering? Visit [umbwmc.org/giving](http://umbwmc.org/giving) for more information.

## PATIENT CARE ROUNDS

UM BWMC is committed to providing you with the highest quality care and making your stay as comfortable as possible. Your care team will visit you often throughout the day, including the following visits:

**Bedside shift change:** Our nursing staff changes shifts at 8 am and 8 pm. During the shift change, your nurse will introduce you to your oncoming nurse, review your plan of care and medical history, and answer any questions you or the oncoming nurse may have.

**Hourly care rounds:** Every hour, a nurse or patient care technician will try to stop by your room to assess your needs. This may include addressing any toileting needs, bathing, eating, medication, and any other needs or questions you or your family may have.

**Care team rounds:** Members of your care team will visit you throughout your stay. This may include doctors, nurses, physical therapists, pharmacists or case managers. They will collaborate to coordinate your personalized care plan and prepare you for discharge.

If there is anything else we can do to enhance your patient experience, please speak with a member of your care team.

## TIPS FOR TALKING TO YOUR HEALTH CARE TEAM

You are our main source of information. We depend on you and your loved ones to tell us about your health. You are helping us when you ask questions. It lets us know what you understand and what you need to learn more about. The more you know, the more helpful you are to your care team. It is our job to help you understand, so let us know when you don't.

Here are some tips:

- Know the names of the people who come to talk to you. Different members of your care team focus on different things, so it is good to know who said what about your plan of care. It helps to write down names and discussions.
- Write down your questions or concerns as soon as you think of them.
- Have a family member or friend with you who can help you remember the answers. Consider assigning a support person to act as a liaison with your care team.
- Have someone who can speak for you or ask questions when you feel too sick or not up to it yourself.
- Ask your care team to explain any word or phrase you don't know including abbreviations.
- Your nurse will likely be able to answer many of your questions and will know the best person to talk to about specific questions or concerns.
- At any point you think your care team has information about you or your care plan that is wrong or not completely correct, speak up. This helps to prevent errors.

## GET TO KNOW ME BOARD

Within the first 24 hours of your admission, you and/or your care partners will be asked to provide your care team with information on a Get to Know Me Board. This allows your care team to learn more about you as an individual and helps us provide you with the best possible care experience.

## **RAPID RESPONSE TEAM: PARTNERING FOR THE SAFEST CARE**

We try to keep close watch of our patients so that we are alerted early to possible problems in their condition. Family members are very important “eyes and ears” to help the staff. There may be times that a loved one will note changes in the patient that we may not have noticed. If you have particular concerns that the patient’s condition is taking a turn for the worse, be sure to ask the nurse caring for the patient to start the Rapid Response Process. The Rapid Response Team is a group of critical care clinical staff with specialty skills, trained to evaluate inpatients that may be rapidly deteriorating. When called, the Rapid Response Team will provide help right away. You can ask your nurse to contact the team, or you can call them directly at extension 6900.

## **IF YOU HAVE CONCERNS**

If you have concerns about the care you are receiving, we urge you to tell your physician or nurse. If you believe further action needs to be taken, talk with the manager of your unit. You may also contact:

- Patient Advocate: extension 4200 or 410-787-4200.
- Ethics Committee: extension 4525 or 410-787-4525.





## Medical Support Services

### PALLIATIVE CARE

The goal of palliative care is to relieve suffering and provide the best possible quality of life for the patient and their family. Palliative care is provided by a multidisciplinary team of physicians, nurses, pharmacists, spiritual care and other clinicians who work with your health care providers to manage the symptoms, stress and pain of a serious illness. Palliative care is appropriate at any age and at any stage in a serious illness. Ask your physician for a palliative care consult, or call extension 4685 or 410-787-4685.

### SPIRITUAL CARE

The hospital chaplain and a group of volunteer clergy are available to all patients and their families to offer nondenominational spiritual care. Monday through Friday, we have a staff chaplain and volunteer clergy available to help you. Upon your admittance to the hospital, when you are asked, let the admitting clerk know if you would like a visit during your stay. Be sure to give them your religious affiliation if you have one. Each day, we have Catholic Lay Visitors who will offer the Sacrament of Holy Communion to our patients. We also have emergency on-call clergy and other spiritual leaders available to meet your spiritual needs. If you would like a chaplain to visit, please ask your nurse to contact the chaplain or call extension 4183 (410-787-4183). Your own clergy may visit at any time.



# For Your Safety and Comfort

**Patient safety and the quality of care are our top priorities.**

## **ENSURING YOUR SAFETY**

Security services are available 24 hours a day, seven days a week. To ensure you remain safe while in the hospital, please note the following safety guidelines:

- Always use bedroom slippers or the nonskid socks we provide when you get out of bed.
- Do not get out of bed to go to the bathroom without assistance unless your physician has given permission and has notified the nursing staff of his or her permission.
- Do not lean on a bedside cabinet or table for support; it may move under your weight.
- Always have assistance when getting in and out of a wheelchair. Be sure to use the call button for assistance.
- Drink hot liquids in an upright position to avoid spilling them on yourself.
- Do not attempt to put down bedside rails without assistance.
- Please notify medical center staff if you do not want any visitors or you want to restrict specific visitors.
- Please notify medical center staff if you do not want anyone to know you are in the medical center.

## **PREVENTING INFECTIONS**

Anyone can get an infection. You can help us prevent them.

- Ask family or friends not to visit if they do not feel well, have an infection or even if they have a runny nose.
- Some patients will require special isolation precautions to protect themselves and others from infections.
- Ask your nurse to explain why you are on isolation precautions.
- Ask your visitors to observe isolation signs. Visitors must wear a mask and gown as instructed.
- Please ask a nurse to help visitors the first time they enter an isolation room.
- If someone does not come in with the correct coverings, please ask them to return with the right coverings.
- Everyone, including you and your visitors, **MUST** wash his or her hands, or use hand sanitizer, when entering and leaving your room.
- Hands must be washed with soap and water after sneezing, coughing, touching eyes, nose or mouth, before eating and after using the restroom.

- Do not permit anyone to touch you, your IV or your wounds if you did not see them wash their hands or use hand sanitizer. This includes your doctor or nurse.

## MEDICATIONS

Please inform your hospital healthcare team including the pharmacist of all the medications you take at home including over-the-counter (nonprescription) products, vitamins, and herbal supplements.

Do not take any medications you bring from home unless your hospital doctor or nurse tells you to do so. Medications you receive in the hospital may look different from what you take at home.

We are very careful about making sure that you get the medications ordered for you, but you can help make this even safer:

- Be sure that your nurse asks your name and date of birth and checks your ID band before giving you any medications.
- Do not be afraid to tell the nurse if you think you are about to get the wrong medication or not taking a medication at the right time.
- Your nurse should tell you the name of the medications and what each one is for before giving you medications, but if the nurse does not, ASK.
- Ask if there are any common medication side effects that you should be watching for so that you can report them immediately to your nurse.
- If you are not feeling well enough to ask questions about your medications, ask a family member or caretaker to ask questions for you.

## MANAGING YOUR PAIN

Pain is a symptom experienced by many patients with injuries and chronic illnesses and after surgery. You will receive assessment and prompt treatment of pain and other symptoms by:

- Having your reports of pain and other symptoms taken seriously.
- Receiving information about what may be causing the symptoms.
- Having regular reassessments.
- Having treatment adjustments if symptoms have not been eased.
- Being referred to a pain or palliative care specialist if symptoms persist.
- Working with the health care team to evaluate symptom management choices.
- Getting clear and prompt answers to questions.
- Having time to make decisions.

Staff will ask you to describe how you are feeling to ensure they are taking care of any pain. We use a rating scale of 0 to 10 (0 being no pain and 10 being the worst pain you have ever had) to help us identify trends so we know if you are getting better or worse. This also helps us to determine how well any pain medication you are receiving is working.

Patients may also refuse a treatment in an effort to ease pain.

## **LEAVING THE UNIT**

While you are a patient at the medical center, we expect that you will stay on your unit and not leave the unit. This is for your safety. If you leave the unit, you may miss your medical care. This will make it difficult for us to be there for the medical needs you may have. There are situations when patients stay in the hospital for a long time. In that case, activity off the unit may be best for you.

Before you are allowed to leave the unit:

- It is very important to first discuss this with your nurse.
- We will involve your family and members of your health care team in the discussion.



## Financial Arrangements

### WHAT A HOSPITAL BILL COVERS

Your hospital bill includes charges for your room and all services ordered by your doctors. Services include tests and procedures, medicines and therapy if performed.

### PHYSICIAN BILLING

Charges for care you receive from physicians are not included on your hospital bill and you will receive separate billings from each physician who provides a service. Some of the doctors you may not see in person, such as a radiologist and pathologist who interpret your tests or treatments. Physician participation in your health insurance may not be at the same level as the hospital's participation and benefits may be different from your hospital coverage. You may receive several bills for your hospitalization; if you have questions, please call the number provided on the billing statement.

### INSURANCE

The Patient Accounting Department will submit your claim to your insurance company. To ensure accuracy, we ask that you bring your driver's license and insurance cards. If you have any questions regarding your hospital bill, please call 410-821-4140 between 8 am and 4:30 pm, Monday through Friday.

For your convenience, UM Baltimore Washington Medical Center accepts hospital bill payments online. Please visit [umbwmc.org/patient-portal](http://umbwmc.org/patient-portal) and follow the prompts to submit an online payment.

### COORDINATION OF BENEFITS (COB)

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when both husband and wife are listed on each other's insurance policies or when both parents carry their children on their individual policies. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

You may receive a request from your insurance plan to complete a COB form before paying a claim. Please send in any requested information in a timely manner to avoid payment denials or delays.

## **MEDICARE**

This hospital is an approved Medicare provider. Medicare has a COB clause and at the time of service you will be asked to answer questions to help determine the primary insurance carrier paying for your visit.

Medicare deductibles and co-insurance may be covered by your secondary insurance. If you do not have secondary insurance you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state funded program or the hospital's financial assistance program.

## **MEDICAL ASSISTANCE (MEDICAID)**

We will need a copy of your Medicaid card for the current month. Medicaid has payment limitations on a number of services and items.

## **PATIENT FINANCIAL RESPONSIBILITY**

Most insurance plans have cost sharing and you may be responsible for deductibles, co-insurances and co-payments. You may be requested to pay prior to discharge. The hospital will provide emergency medical service to anyone regardless of their ability to pay. If you lack insurance coverage, you may be visited by a representative of the hospital to assist you in completing an application for Maryland Medical Assistance. If you do not qualify for Medical Assistance, you may request consideration under the hospital's Financial Assistance Program. For more information, please call 410-787-4517 or visit [umbwmc.org/financial-assistance](http://umbwmc.org/financial-assistance).

## **INSURANCE FOR NEWBORNS**

Health insurance coverage is crucial when you have a newborn. It is very important that you call your insurance provider and add your newborn child to your policy. Failure to do so will result in a denial of your newborn's bill. If you have questions, please contact your insurance carrier or the Human Resources Department of the policy holder's employer.

## **HOSPITAL BILLING QUESTIONS?**

If you have questions about your hospital bill, you may contact the Central Billing Office at 410-821-4140.



## Hospital Discharge

### PLANNING FOR YOUR DISCHARGE

When you are well enough to leave the hospital, your doctor will discharge you to continue your recovery. Your healthcare team will help you get ready to leave and give you and your loved ones instructions on continued care. They will also help you arrange to get medicines, special equipment, or supplies.

A care manager will help make the arrangements if:

- You must leave in an ambulance
- You need to go to a nursing facility, rehab hospital, or other location besides your home
- You need home health services, a community care management referral, or help with follow-up care

Your care manager will discuss discharge plans and available options with you and your loved ones, considering your preferences. You will be expected to participate in the plan and preparation for discharge and organizing your transportation.

If you have any questions or need more information, please call our Care Management Office at extension 4495 (410-787-4495).

### VISITING THE DEPARTURE LOUNGE

The Departure Lounge is a comfortable area for alert, stable patients to receive final care instructions, medications, paperwork or anything else needed as they are discharged from inpatient care. It is a place for discharged patients to relax while waiting for their transportation home. Conveniently located on 1 West, to the right of the main entrance, the lounge is easy for caregivers to reach upon arrival. The space is equipped with reading materials, a television, iPads, snacks and comfortable chairs. It is also staffed with a safety companion and registered nurse to provide support, including arranging transportation home.

If you need assistance, please reach out to anyone on your care team. If you have any questions, please call 410-553-2564, Monday through Friday from 8:30 am-5 pm, or call 410-787-4000.

## UNDERSTANDING YOUR MEDICATIONS

Before you leave the hospital, you need to understand your medications:

- You will receive a copy of your Discharge Medication List near the time of discharge.
- Review your Discharge Medication List and make sure that you or a family member/caretaker understands all of the instructions for each medication.
- Ask if any of the medications you were taking prior to your hospital stay were stopped.
- Ask if there are any changes in the way you are to take any of the medications that you took before coming into the hospital.
- Make sure you understand any special directions, such as taking the medication with or without food and at certain times of day.
- Ask about any possible medication interactions, especially with any new medications on your Discharge Medication List.
- Ask what would happen if you do not take a medication on your Discharge Medication List and what to do if you miss a dose by accident.
- Always carry with you your most updated Medication List to share with all of your doctors. Make sure your family, caretaker or a close friend has this list in case of an emergency.

## LEAVING THE MEDICAL CENTER

When you are discharged and ready to leave the medical center:

- Coordinate your transportation home.
- Make sure you gather all your personal belongings.
- Take your discharge instructions with you.

## FOLLOW-UP APPOINTMENTS WHEN YOU GET HOME

- Schedule recommended follow-up appointments with your doctor as noted in your discharge instructions.
- If you don't have a primary care physician and have an immediate need for a follow-up appointment, please contact the Transitional Care Center at UM BWMC at 410-787-4291 to see a provider.
- If you need to see a specialist, visit [umbwmc.org/findadoctor](http://umbwmc.org/findadoctor) for help locating a doctor.

## MYCHART PATIENT PORTAL

MyChart is a confidential, easy-to-use patient portal that gives you 24-hour secure access to key information in your medical records, such as test results, medications and a history of appointments with your University of Maryland physicians. Patients or their legal guardians can sign up for MyChart at [umms.org/patient-portal](http://umms.org/patient-portal) using the instructions and activation code found in their discharge paperwork or enrollment letter.



## GETTING COPIES OF YOUR MEDICAL RECORDS

The medical record is a confidential document and access is limited to the patient and authorized persons, according to Maryland law. To get copies of your medical record, you must complete the Authorization to Release Information form – this form can be obtained from the Health Information Management (HIM) Department on the third floor of the medical center, or online at [umbwmc.org/patient-portal](http://umbwmc.org/patient-portal). The HIM Department can be contacted by calling 410-787-4372.

## HELPING YOU STAY WELL AT HOME

UM BWMC offers a variety of community programs to help families stay healthy. We provide support groups, healing yoga classes, childbirth education, free health screenings, smoking cessation, wellness seminars and more. Visit [umbwmc.org/community](http://umbwmc.org/community) for a full list of our community health offerings.



# Informed Consent and Advance Directives

## INFORMED CONSENT

To help you understand your medical treatment, your doctor will talk to you about:

- Your illness
- The plan for treating your illness
- The possible benefits and risks of the treatment
- Other ways to treat your illness
- What may happen if you decide against treatment

Your consent is needed before any treatment is initiated that may involve significant risk to you. Consent is not needed in certain emergencies where treatment cannot wait.

## ADVANCE DIRECTIVES AND MEDICAL ORDERS FOR LIFE-SUSTAINING TREATMENT (MOLST)

Advance Directives are written instructions that allow you to make decisions about your future medical care and/or to designate somebody to make those decisions for you if you are no longer able to do so. Advance Directives can include: appointment of a health care agent, your health care instructions, a living will, and Do-Not-Resuscitate (DNR) orders. You may give these instructions to your family, close friends, nurses or doctors. Writing down your instructions is the best way to make sure everyone knows what you want.

The MOLST form contains medical orders about cardiopulmonary resuscitation and other life-sustaining treatments specific to your current condition. If you create a MOLST form, it puts into operation a broader, patient-developed Advance Directive. It helps to ensure that your wishes to receive or decline care are honored by all health care providers throughout the course of your care. To be valid, a MOLST form must be signed and dated by a provider with a Maryland license. You may have an Advance Directive and a MOLST form or just one of these documents. The Medical Center will honor the most current document.



## Nondiscrimination Policy

University of Maryland Baltimore Washington Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. University of Maryland Baltimore Washington Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

University of Maryland Baltimore Washington Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Nursing Administration at 410-787-4362.

If you believe that University of Maryland Baltimore Washington Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Patient Advocate Department, 301 Hospital Dr., Glen Burnie, MD 21061, 410-787-4200, TTY 410-787-4498, [feedback@umm.edu](mailto:feedback@umm.edu), fax number 410-595-1908. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Patient Advocate Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html)

## Nondiscrimination Policy

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-787-4362, TTY 410-787-4498.

注意：如果使用繁體中文，可以免費獲得語言援助服務。請致電 410-787-4362，TTY 410-787-4498。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-787-4362, TTY 410-787-4498 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-787-4362, TTY 410-787-4498.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-787-4362, ATS 410-787-4498.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-787-4362, TTY 410-787-4498.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-787-4362, телетайп: 410-787-4498.

ትኩረት:- አማርኛ ተናጋሪ ከሆኑ በነፃ የቋንቋ እርዳታ ያገኛሉ። 410-787-4362 ላይ ይደውሉ። TTY 410-787-4498.

Dè dè nià ke dyédé gbo: ㄟ jü ké m̄ [Bàsòò-wùdù-po-nyò] jü ní, níí, à wuḍu kà kò dọ po-poò b̄éin m̄ gbo kpáá. ㄟ 410-787-4362, TTY 410-787-4498.

Ntj: Ọ buru na asu Ibo, asusu aka oasụ n'efu, defu, aka. Call 410-787-4362, TTY 410-787-4498.

AKIYESI: Bi o ba nsọ Yoruba, akanṣe işe iranlọwọ ede, niọfẹ, wa fun ọ. Pe 410-787-4362, TTY 410-787-4498.

توجه: اگر آپ کی زبان اردو ہے تو آپ کو زبان میں مدد کی خدمات مفت میں دستیاب ہیں۔  
410-787-4362, TTY 410-787-4498 پر کال کریں۔

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 410-787-4362 (TTY 410-787-4498) تماس بگیرید.

ATANSYON: Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-787-4362, TTY 410-787-4498.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-787-4362, TTY 410-787-4498.

As required by Maryland law, most of the medical center's adult inpatients and some of our pediatric inpatients will need a MOLST completed before discharge. During admission, the nurse will ask the patient or the patient's authorized decision-maker (health care agent, guardian, parent, surrogate) if there is an existing Advance Directive or MOLST form. Also, the nurse will offer MOLST educational materials to the patient or to the patient's authorized decision-maker.

Your physician or nurse practitioner will create a MOLST based on a discussion with you or your authorized decision-maker. By law, you or your authorized decision-maker can decline to discuss the MOLST.

If you wish to create a written Advance Directive, a member of our care management, palliative care or nursing teams can answer any of your questions.

If you have an Advance Directive and/or MOLST form, please bring them to the hospital. These documents will become a part of your medical record, which will help to ensure that we honor your wishes.

### **NOTICE OF INFORMATION ON PRIVACY PRACTICES**

The medical center has a legal responsibility to protect your health information. Your rights regarding this protected information are outlined in our Notice of Information Privacy Practices, which can be found on our nursing units and on our web site at [umbwmc.org/privacy-policy](http://umbwmc.org/privacy-policy).

The medical center may use and disclose this protected information to continue your treatment, to receive payment for services and for other purposes as described in the notice. If you have any questions, please refer to the Notice of Information Privacy Practices or contact a patient advocate.

### **NOTICE OF INFORMATION ON PATIENT BILL OF RIGHTS**

The medical center has the legal responsibility to protect your patient rights. Your rights as a patient are outlined in the Patient Bill of Rights, which is posted in the Emergency Department, Admitting Office, and all patient waiting areas. It is also inside this handbook on page 2. You have a right to receive a written copy of the Patient Bill of Rights upon your request. If you have any questions, please contact a patient advocate.



## Patient Feedback

### PATIENT FEEDBACK

If you have a compliment or concern regarding your hospital experience, please feel free to contact our patient advocates at 410-787-4200 or email [feedback@umm.edu](mailto:feedback@umm.edu).

### PATIENT SATISFACTION SURVEY

We care about the quality of your hospital stay. After you leave, someone may contact you by email or mail to ask about your experience. Your comments will be confidential, but will help the medical center ensure we deliver the highest quality health care services and provide an exceptional patient experience.

### DAISY AWARD

Want to thank your extraordinary nurse? Nominate them for the DAISY Award. UM BWMC honors an outstanding nurse every month with the DAISY Award. Patients and visitors may nominate a nurse by completing a nomination form — please ask a staff member for a form or visit [umbwmc.org/daisy](http://umbwmc.org/daisy).

### SUNSHINE AWARD

What to say thanks to an excellent Patient Care Technician (PCT) or Patient Care Assistant (PCA)? Nominate them for the Sunshine Award. UM BWMC recognizes an extraordinary PCT or PCA every quarter with this award. Patients and visitors may nominate a staff member by completing a nomination form — please ask a staff member for a form or visit [umbwmc.org/sunshine](http://umbwmc.org/sunshine).

### SEEDLING AWARD

Want to thank your extraordinary companion or safety observation technician? Nominate them for the Seedling Award. UM BWMC recognizes an outstanding companion or safety observation technician every quarter. Patients and visitors may nominate a staff member by completing a nomination form — please ask a staff member for a form or visit [umbwmc.org/seedling](http://umbwmc.org/seedling).



## **BWMC Foundation**

### **SUPPORTING THE BWMC FOUNDATION**

The Baltimore Washington Medical Center Foundation helps ensure the future of UM BWMC's exceptional health care services provided to our community. The Foundation bridges the gap between the medical center's basic operating costs and reimbursements, and its ability to invest in and offer cutting-edge programs and services, and state-of-the-art equipment.

Please visit [www.bwmcfoundation.org](http://www.bwmcfoundation.org) or call 410-553-8560 for information on how you can make a difference by supporting the BWMC Foundation.









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## Television Channel Listing

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# KEY PHONE NUMBERS



**Main Phone Number/Operator**  
**410-787-4000**

**Patient Information**  
**410-787-4676**

**Financial Services**  
**410-821-4140**

**Patient Advocate**  
**410-787-4200**

**TTY**  
**410-787-4498**

Admitting	410-787-4452
Blood Bank	410-787-4541
Care Management	410-787-4495
Cashier	410-787-4858
Diet Office/Nutritional Services	410-787-4378
Discharge Lobby Desk	410-787-4674
Emergency Department	410-787-4565
Health Info. Management	410-787-4372
Laboratory	410-787-4540
Lost and Found	410-787-4778
Main Lobby Desk (only inside UM BWMC)	x6643
Operating Room	410-787-4656
Palliative Care	410-787-4685
Pastoral Care	410-787-4183
Pharmacy	410-787-4420
Radiology	410-787-4633
Rehabilitation Services	410-787-4433
Security	410-271-2022
Surgery Center	410-787-4610

**NURSING UNITS**

2 East/Psychiatry	410-787-4627
2 North	410-787-4774
2 South/Critical Care	410-787-4487
2 West/Intermediate Care	410-787-4530
4 South	410-787-4653
4 West	410-787-4586
5 South	410-787-4234
5 West	410-787-4598
6 West	410-787-4584
6 South	410-787-4737
7 West	410-787-4592
8 West/Progressive Care	410-553-8230
Nursing Supervisor (Evenings and Weekends)	410-787-4701
Pascal Women's Center	410-595-1785
Pediatrics	410-787-4618
Post Anesthesia Care Unit	410-787-4659

*Note: To make a local call, dial 9 then the area code and local number. To call a number within the medical center, dial the last four digits of the phone number.*

UM BALTIMORE  
 WASHINGTON  
 MEDICAL  
 CENTER



UNIVERSITY of MARYLAND  
 MEDICAL SYSTEM