

## UVA Patient Handbook



UNIVERSITY  
*of* VIRGINIA



# In Your Patient Handbook

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You play an active role in making sure you receive the best care possible.

## Your Stay 5

**Care Partners** | Patients are welcome to choose a family member or trusted friend to serve as a Care Partner, which means they become an important member of your care team with special access to help us meet your needs.

**Quiet Time** | In the afternoon and at night we lower the lights to ensure rest time. We offer earplugs, headphones and other ways to help you rest.

**Visitors and Family Lounges** | Visits from family and friends are important. We value your privacy and security.

## Our Hospital and Services 7

**Spiritual and Emotional Care** | Chaplains are available to help you with emotional and cultural needs and at times of grief and loss. Social workers provide counseling to help you and your family cope.

**Patient & Guest Services** | UVA offers language and communication resources for patients, family members and visitors.

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In an effort to keep patients and family members informed, safe and involved in the care that is given, we are happy to explain screenings, tests, procedures and your plan of care. Our Family Activated Rapid Response line is available at **4.2222** from a hospital phone or **434.924.2222** from a cell phone. We will ask you questions to better understand your individual needs.

**Isolation Precautions** | We strive to help prevent the spread of germs. Special signage and informational sheets are available for your use.

## Pain Scale 11

This scale helps us understand how much pain you are having during your hospital stay.

## Your Healthcare Team 12

This is where you'll find a listing of the healthcare team members at a teaching hospital. The "whiteboard" in your room is where staff writes their names and posts information about your care.

## Going Home 14

We will work with you from admission through discharge to ensure that your needs are met and your transition goes smoothly.

## Your Bill 15

You will receive bills from the hospital and doctor and you may be eligible for financial assistance.

## Care Diary 16

We provide this useful tool as a place to jot down your questions, concerns, plan of care, names of staff and more.

## Helpful Phone Numbers 20

Refer to this list for various services throughout the hospital. When using a hospital phone, dial the last five digits of the phone number.

*Proveemos servicios de interpretación gratuita a nuestros pacientes de habla Hispana. Cuando haga su próxima cita, llámenos al teléfono 434.982.1794 para solicitar los servicios de un intérprete. Pacientes de habla hispana pueden solicitar este Manual del Paciente en el idioma Español en "Patient and Guest Services."*

## Mission

To provide excellence, innovation and superlative quality in the care of patients, the training of health professionals, and the creation and sharing of health knowledge within a culture that promotes equity, diversity and inclusiveness.

## Vision

In all that we do, we work to benefit human health and improve the quality of life. We will be:

- Our local community's provider of choice for its healthcare needs
- A national leader in quality, patient safety, service and compassionate care
- The leading provider of technologically advanced, groundbreaking care throughout Virginia
- Recognized for translating research discoveries into improvements in clinical care and patient outcomes
- Fostering innovative care delivery and teaching/training models that respond to the evolving health environment
- A leader in training students and faculty in providing healthcare free of disparity

## Values

This institution exists to serve others, and does so through the expression of our core values:

- Respect: To recognize the dignity of every person
- Integrity: To be honest, fair and trustworthy
- Stewardship: To manage resources responsibly
- Excellence: To work at the highest level of performance, with a commitment to continuous improvement



## Welcome to the University of Virginia Health System

Whether you're a patient or family member, we know that choosing a healthcare provider is a lot to think about. We're glad you've chosen UVA, one of the premier academic medical centers in the country. With specialties ranked in U.S. News & World Report's "Best Hospitals" guide, our people are always pushing the boundaries of medicine to bring you the best that healthcare has to offer. During your stay here at UVA, you can expect to receive quality care, respect and consideration.

We want you to know that you are an active member of the care team.

This handbook offers guidelines and resources to help make your stay with us easier, safer and more comfortable. We encourage you to participate in your care by asking questions and offering your comments and feedback. We are proud of the care we provide every day; still, we know that there is always room for improvement. Your perspective is a valuable resource, so please share your thoughts with us.

Our goal is to exceed your expectations of what a healthcare provider should be.

# Your Rights and Responsibilities

UVA Health System is committed to providing an environment that fosters quality healthcare for patients while respecting the rights of those patients. During your visit you can expect:

- To receive considerate and respectful care in an environment that preserves personal dignity.
- To have your cultural, psychological, spiritual and personal values, beliefs and preferences respected and to have access to pastoral and other spiritual services.
- To receive information you can understand about your illness and planned treatments.
- To take part in making care decisions including why you need a treatment and what will happen if you do not have it.
- To refuse or give informed consent for procedures or treatments.
- To know the name of the doctors and all staff taking care of you.
- To have your family or doctor informed when you are admitted to the hospital, if you wish.
- To have a person present for emotional support during the course of the hospital stay.
- To receive treatment without discrimination as to race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment.
- To receive care in a safe environment and to be free from any form of abuse or harassment.
- To have personal privacy and to have your healthcare information treated confidentially.
- To access information in your medical record.
- The chance to write down your wishes for future medical care (using an Advance Directive form). We will follow your expressed wishes, including your decisions related to organ donation. If you wish to complete an Advance Directive, please ask us for a copy of "Talking about Your Healthcare Choices."
- To have your pain assessed and managed.

- To be free from restraints unless needed to keep you or others safe.
- The option to agree to or refuse any research study or experiment.
- The chance to review your bills and have any questions answered.
- To receive a timely reply to any concerns or complaints.
- To know and to ask your practitioners about the financial relationships they may have with drug, medical product and medical device companies.
- To give or refuse consent to produce or use recordings, films or other images for purposes other than your care.
- To receive visitors, except when visitation must be restricted in order to take care of you.

Likewise, patients are expected to understand their responsibilities to their caregivers and other individuals attempting to provide services to them.

To provide the best possible care, we ask that you and your family:

- Tell us correct and complete information about your health, wishes for your care, changes in your condition and your concerns.
- Ask questions when anything is unclear.
- Follow your care plan or accept the risks if you make another choice.
- Show respect for all patients, visitors and staff as well as following instructions, policies, rules, and regulation in place to support quality care for patients and a safe environment for all individuals in the hospital.
- Follow the Medical Center rules and regulations concerning patient care and conduct while on Medical Center property, including refraining from:
  - Engaging in verbal or physical abuse
  - Smoking and using alcohol or illegal substances
  - Carrying weapons of any kind
- Pay your bills promptly. If you are unable to pay for your care, you may receive help. Ask us for information about our financial assistance program.

- ▶ As part of the care of our patients, providers may access the Virginia State Prescription Monitoring database in order to allow clinicians to know which medications, such as benzodiazepines and narcotics, have been prescribed by other providers across the state.

## Concerns or Complaints

Please speak with your healthcare team about concerns you may have about your care. If you need additional assistance, please call our Patient Relations Representative Department at **434.924.8315**.

You also have the right to contact the following agencies to file a complaint:

**Virginia Department of Health  
Office of Licensure and Certification**  
Attn: Compliant Unit, Suite 401  
9660 Mayland Drive  
Richmond, VA 23233  
Phone: **800.955.1819** or **804.367.2106**  
Fax: 804.527.4503  
Web: [www.vdh.state.va.us/OLC/complaint](http://www.vdh.state.va.us/OLC/complaint)  
Email: [complaints@vdh.virginia.gov](mailto:complaints@vdh.virginia.gov)

### **The Joint Commission Office of Quality Monitoring**

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone: **800.994.6610**  
Fax: 630.792.5636

Web: [www.jointcommission.org](http://www.jointcommission.org)  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Medicare and Medicaid beneficiaries may also call:

**KEPRO**  
5201 W. Kennedy Blvd., Suite 900  
Tampa, FL 33609  
Web: [www.keproqio.com](http://www.keproqio.com)  
Phone: **844.455.8708**  
Fax: **844.834.7129**

## How YOU Can Help

Each year, thousands of patients come to UVA Health System looking for help in an emergency, hope in the treatment of a chronic illness or healing from serious medical conditions. Our goal is to provide every patient the very best care possible.

Every day, people across the communities we serve partner with us to reach this goal. Together, we make a difference. Join us.

### **You can choose to direct a monetary gift to:**

- Lifesaving research
- Enhanced patient care
- Medical and nursing education
- Any other area of special meaning to you

### **For more information:**

Please visit us at [uvahealthfoundation.org](http://uvahealthfoundation.org), or call UVA Health System Development at **434.243.GIVE (4483)**.

# Your Stay

## Admission

During the admission process we will review medicines you are taking, any allergies you may have and your medical history. We will review any special needs you may have during your hospital stay. We will also make a list of the belongings you have with you. We would prefer that you send your valuables home, but we do have a safe if necessary. We will review at-home health services or special care equipment that you may need when you return home.

## Electronic Medical Record

We now use a computer to document your care. You may view your information on the screen with us, but we ask that you do not touch computers or other electronic equipment in your room.

## Care Partners

Care Partners are people you designate to be active members of your healthcare team. They are given a special security code and help keep family and friends informed about your condition. You are asked about Care Partners during the admission process but can name or change a Care Partner at any time during your hospital stay. Patients can have up to two Care Partners, if they wish.

## Patient Information

Your name, general condition, and room location in the Medical Center are provided to persons who ask for you by name. If you do not want this information released, please notify the Bed Coordination Center at **434.243.9931**. This information about you and your religious preference are included in information provided on request to local clergy—if you do not want to be included, please notify Admitting at **434.924.9231**.

## Visitors and Family Lounges

Visitors must stop by the Information Desk to get a visitor pass and should wear it at all times while in the hospital.

Please remember that the hospital is a place for healing and rest. Try to keep conversations quiet and, if sharing a room, please be respectful of other patients' needs for rest or private time with their families. Also make sure that nurses and doctors can move freely around the bedside to provide care.

Your healthcare team or unit staff can provide you information on the nearest Visitor and Family Lounge. For more information, see the Friends and Family Guide.

## Accommodations

A nurse or social worker can help out-of-town visitors find lodging if needed.

## Identification (ID)

For your safety, you will receive an ID band to wear on your wrist. Staff must confirm your name and date of birth before performing procedures or giving you medicines. We use a computer scanner to increase patient safety and avoid healthcare errors. We will also put a red wristband on if you have allergies (including Latex) and a yellow wristband if you are at risk for falling.

## Mail, E-cards, Balloons, Packages and Flowers

These items are brought to inpatient units on weekdays. Upon discharge, we will forward mail to the address you gave upon admission. For patient safety, only Mylar (not latex) balloons are permitted. For some patients, food and flowers may be restricted.



*Mail and flowers can be sent to:*

Patient's full legal name  
UVA Medical Center  
Unit and Room Number  
Charlottesville, VA 22908

Free e-cards can be sent via our website.

Visit [uvahealth.com/ecard](http://uvahealth.com/ecard).

Please call **434.924.5251** if you have any questions.



### **Patient Food Service**

Catering-To-You is the service we use to bring you the diet ordered by your physician. A catering associate will help you make your meal and snack choices daily. If you are placed on a restricted diet, the associate will talk to you about it. If you arrive late in the evening, talk to your nurse about food options. New parents are offered a celebration meal prior to discharge. Children and teens enjoy a menu designed specifically for their age and needs. If you have any special dietary requests, please talk with your healthcare team.

### **Patient Rooms**

Our hospital beds are electronically operated. They have a call button and controls for lights, phone, television and radio. Your nurse will show you how to use the bed controls and tell you about room features for your comfort and safety. If you have a roommate, please respect his/her privacy and need for quiet. Bathrooms are for patient use only.

### **Quiet Time**

On the patient units, quiet time is observed in the afternoon and at night. We ask everyone to keep their voices low to allow patients to rest.

We ask that friends and family calling to check on your condition call you, your Care Partner or your family directly.

On the telephone at the bedside, you can make outgoing calls 24 hours a day. These phones do not accept incoming calls between 10 p.m. and 8 a.m. Dial '9' for an outside line and '0' for the hospital operator. For long-distance calls, dial 1 + 0 + area code and the number to make a collect call, or use a phone card, which are sold in the gift shop. For 800 numbers, dial 9 + 1 + plus the number.

### **Televisions and Music**

Each patient bed has access to local FM music stations, stations from Direct TV and special health programs.

Ask us for help with closed captions, Spanish programs or headphones to use with the bed control.

Special programs include:

- Channel 2** TV Guide
- Channel 8** Movies in English
- Channel 10** Patient Safety Channel
- Channel 11** Relaxing Videos and Music
- Channel 12** Children's TV
- Channel 15** Univision in Spanish
- Channel 16** New Parent Education Channel  
(English and Spanish rotated every hour)
- Channel 33** Movies in Spanish

There is a detailed TV guide on each unit.

### **Your Belongings**

During the admission, transfer and discharge process, we will list belongings brought with you. We ask that you send valuables home, but we have a safe you can use if you'd like. Items like dentures, glasses and hearing aids should be kept visible and within easy reach. Use of personal electronic devices (phone charger, laptop) in the hospital is discouraged. If you bring them, they are your responsibility. They may be plugged into any outlet that is at least five feet from your bed. For your safety, personal electronic devices used in your bed must be used on battery power only.



# Our Hospital and Services

## Lobby

The main lobby is the central hub for our services. Visitors are welcomed at the front entrance by our greeters and are then directed to the Information Desk for a visitor pass and pink parking validation ticket. Staff can help you find public rest rooms, ATMs and other services.

## Cafeterias and Vending

- The University Hospital cafeteria is open 24 hours a day.
- The West Complex Cafeteria (Wahoo West) is open Monday through Friday from 7 a.m. to 2:30 p.m.
- Vending machines, microwaves and coffee shops are in both cafeterias.
- There is a "Patient Nourishment Room" on each unit. Talk with your nurse if you would like something to eat or drink.

## Cell Phones

For patient safety, cell phone use may be limited to certain areas to avoid interfering with the operation of some medical equipment. Please ask your healthcare team if cell phone use is allowed on your unit.

## Chapel

An interfaith chapel is on the first floor of University Hospital. It is open for quiet reflection. Ask your nurse for a Chaplain, religious materials and supportive services, or dial '0' and ask for the on-call Chaplain.

## Foreign/Sign Language Interpreters

Free interpreter services, video phone/TTY/TDD are available for patients and families with limited ability to speak or read English or who are deaf or hearing impaired.

Call **434.982.1794** for more information.

## Gift Shop

In the University Hospital lobby, the gift shop is open Monday through Friday from 8 a.m. to 8 p.m, and Saturday/Sunday from 9 a.m. to 5 p.m. The store offers a variety of:

- Gifts
- Snacks
- Flowers
- Mylar balloons
- Cards
- Books
- Phone cards
- Toiletries
- Gift cards for the cafeteria or the gift shop

The gift shop can be reached at **434.924.2447**.



### Health Sciences Library

At the Claude Moore Health Sciences Library (located between University Hospital and the West Complex) visitors and patients can access health information on the computer, check out books or just take a break. The library can be reached at **434.924.5444**.

### Patient and Guest Services

Patient and Guest Services is located in the main hospital lobby. Please ask for help with anything you need at the Information Desk or call **434.924.1122**.

Staff can help you:

- Find local lodging
- Get wireless Internet access in the hospital
- Find items in lost and found
- Answer questions about services in the area

### Advance Directives

Advance Directives are legal documents for you to make your healthcare decisions known. Our booklet, "Talking about your Health Care Choices", contains an Advance

Directive form and instructions. It is in the front pocket of this handbook, or we will be glad to give you a copy. Your completed form will be placed in your medical record.

### Blood Donations

If you, your friends or family members wish to donate blood, detailed information can be found at [vablood.org](http://vablood.org) or by calling **434.243.2999**.

### Organ and Tissue Donation

We encourage you to talk about organ and tissue donation with your doctor, family and friends. Under Virginia law, your wish to be an organ or tissue donor must be honored. Information can be found at [save7lives.org](http://save7lives.org) or by calling LifeNet, Virginia's organ procurement agency, at **434.296.7910** (toll-free **800.847.7831**).

### Smoking and Tobacco

We are proud to have a tobacco-free environment. This means that smoking and tobacco use are not permitted on UVA Medical Center grounds or inside the buildings.



# Your Safety and Comfort

You are asked to inform staff if you wish to leave the patient care unit for any reasons other than tests or procedures.

## Remember to SPEAK UP:

- Speak up if you have questions or concerns.
- Pay attention to the care you get.
- Educate yourself about your illness.
- Ask a trusted family member or friend to be your advocate or Care Partner.
- Know what medicines you take and why you take them. Keep an up-to-date list.
- Use soap or alcohol gel to clean your hands. It's OK to ask everyone who enters your room if they have washed their hands.
- Participate in decisions about your care.

## Family Activated Rapid Response

If you, your visitors or Care Partners notice a change in your condition, tell your nurse or doctor right away. If you are still concerned after speaking with a healthcare professional, call **4.2222** from a hospital phone or **434.924.2222** from a cell phone. The operator will ask for the caller's name, the patient's name, the room number and the nature of the concern. A specially trained team will respond to provide help.

## Hospital Delirium

Delirium is a condition that sometimes develops in the hospital and is described as acute confusion and being unable to pay attention to your surroundings or instructions. It is often caused by the medical conditions that you are hospitalized for, or can happen after surgery.

### To prevent and recognize this condition we:

- Check on you regularly
- Consider the medicines prescribed to you
- Encourage your family's or Care Partners' involvement
- Make certain you have helpful items, like your glasses or hearing aids

## For Your Safe Mobility: Fall Prevention Program

At UVA, the safety of our patients is very important to us. We strive for positive experiences and outcomes, and this includes partnering with patients to reduce their risk of falling.

Patients feeling weak, taking certain medications and adjusting to a new place can be more likely to experience a fall. For this reason, we use a variety of items like bright yellow wristbands, socks, blankets and signs to alert caregivers of special patient safety needs.



Getting up and moving around are important to your health. Together with your family and Care Partners, we can help you move around safely.

### To prevent falls, we recommend that you:

- Ask your caregivers about our Fall Prevention Program.
- Let your nurse or doctor know if you have fallen recently or if you use a cane or a walker at home.
- Follow our instructions for getting into and out of bed or a chair, walking around and using the bathroom.
- Keep frequently used items within easy reach. If you cannot reach something, press the call button and a caregiver will be in to help you.
- Sit up for a minute before standing or getting out of bed.
- Ask your doctor or nurse for help if you feel weak or dizzy.
- Use a cane or walker for getting up and/or walking if you need them.



- Do not use rolling tables, IV poles or other furniture for support.
- Wear your glasses and hearing aids.
- Wear low-heeled, nonskid shoes or slippers when moving around.
- Let us know if you see anything that might be a safety hazard, like liquid spills, uneven walkways, clutter or cords on the floor.

**We will ask you questions to identify your risk for falling. Then we may:**

- Ask you to wear a yellow wristband to alert your caregivers to help you move around.
- Offer help getting into and out of your bed, chair or car.
- Use lift equipment to move you safely.
- Recommend physical therapy or occupational therapy.
- Use a bed or chair alarm so we can respond more quickly to your movements.
- Ask your doctor or pharmacist to talk with you about medicines that can make you sleepy and increase your risk for falls.

Thank you for being our partner in patient safety. If you have any questions or concerns, please let us know how we can help. Your needs are important to us.

### Skin Health

When patients are very ill and do not move around well, they become in danger of developing sores on their skin. We look at your skin regularly and encourage turning and movement. We turn patients who cannot turn themselves. We may use special equipment to help move or lift you.

### Preventing Infections

Infections can hinder the healing process and can make healthy family members sick. Here are some quick guidelines to follow to prevent the spread of infection:

- Visitors should come to the hospital only if they feel well.
- Anyone entering or leaving the room should clean their hands. Hand sanitizer/alcohol foam can be found on the wall outside patient rooms.
- If you cannot get out of bed to wash your hands, ask your nurse for hand cleaner.
- Bathrooms in patient rooms are for patients only. Everyone else should use public restrooms.

### Isolation Precautions

In the hospital, isolation precautions are used to help stop the spread of germs from one person to another. We post cards outside the door with directions. **Everyone** who enters the room must follow these directions *before* and *after* being in the room:

#### ▪ Contact Precautions (Pink Card)

*Germs spread by touching.*

*Before:* Clean hands. Put on gloves and gown.

*After:* Take off gloves and gown. Clean hands.

*Examples:* VRE & LRE: Enterococcus is a normal bacteria (germ) in the bowel (gut) but when it spreads to other parts of the body it can cause infection.

MRSA: Staphylococcus aureus is a normal bacteria (germ) that lives on human skin but when it spreads to other parts of the body it can cause infection. These bacteria are resistant to antibiotics.

#### ▪ Droplet Precautions (Teal Card)

*Germs spread when the patient sneezes, coughs, cries or talks.*

*Before:* Clean hands. Put on yellow mask.

*After:* Take off mask. Clean hands.

*Examples:* Whooping cough, influenza (for those who can cover their coughs and sneezes).

- **Contact/Droplet Precautions (Orange Card)**

*Germs spread by touch AND when the patient sneezes, coughs, cries or talks.*

*Before:* Clean hands. Put on gloves, cover gown, mask.

*After:* Take off gloves, cover gown, mask. Clean hands.

*Examples:* RSV, influenza (for those who can not cover their coughs and sneezes).

- **Airborne Precautions (Gray Card)**

*Germs spread when the patient sneezes, coughs, cries or talks AND the room needs special air control.*

*Before:* Clean hands. Put on mask (ask nurse which mask to wear).

*After:* Take off mask. Clean hands.

*Example:* Tuberculosis

- **Contact Droplet & Negative Pressure Precautions (Yellow Card)**

*Germs spread by touch AND when the patient sneezes, coughs, cries or talks AND the room needs special air control.*

*Before:* Clean hands. Put on gloves, cover gown, and mask

*After:* Take off gloves, cover gown, mask. Clean hands.

*Example:* Chicken Pox

- **Hand Washing (Green Card)**

In addition to the signs above, use only soap and water to clean hands (not alcohol hand sanitizer).

*Example:* C.diff (Clostridium Difficile) is a kind of bacteria (germ) that is found in the bowel (gut). It can cause belly pain and diarrhea.

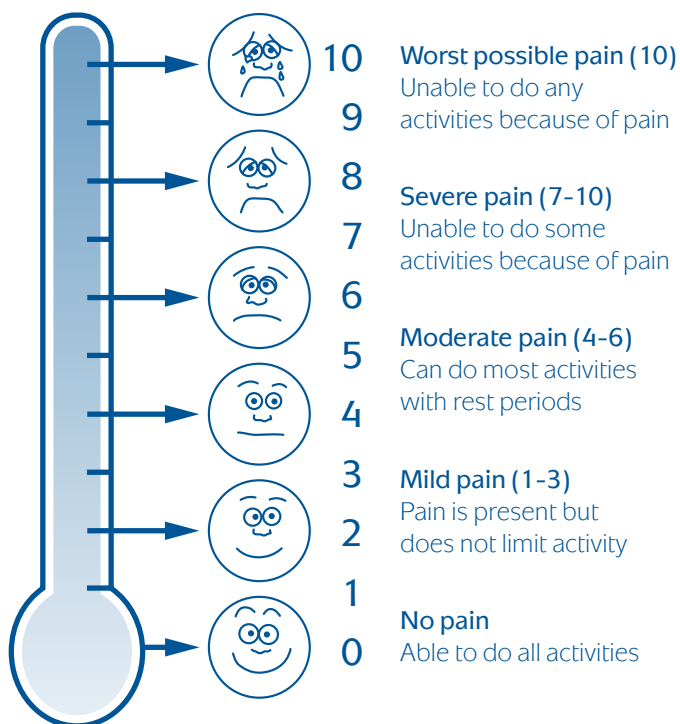
## UVA Pain Rating Scale

### Helping You with Pain Control

Managing pain is an important part of getting well. We believe that providing comfort will help you heal faster, increase your activities and reduce your hospital stay. We want you to be as comfortable as possible with adequate pain relief and minimal side effects from pain medicines or treatments.

Good pain control works best when you and your healthcare team can talk about your pain or discomfort. If you experience pain, please let us know, so it can be treated as quickly as possible. Please do not wait until your need is urgent before you call the nurse.

Your healthcare team will routinely ask you to rate your pain using the UVA Pain Rating Scale. The pain scale is used to measure how much pain you are having and if treatments are helping you by controlling your pain. Discuss pain management therapies with your healthcare team. Because pain is a personal experience, your doctors and nurses will discuss what method is best for you. If you would like additional information, your nurse will gladly contact our Pain Nurse Specialist to assist you.



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# Your Healthcare Team

## Teaching Hospital

At UVA Medical Center, you are the center of your healthcare team. The Medical Center is a network of primary and specialty care services ranging from wellness programs and routine checkups to the most advanced care. The hub of the Medical Center is a hospital with more than 600 beds and a Level I Trauma Center. Care is also offered at clinics throughout Central Virginia. Your team may include students or graduate trainees; as a patient at UVA, you can help contribute to the future of medical care.

For your safety, all staff members wear a UVA Health System picture ID badge listing their name and title. Here is an explanation of some of the titles you see and what they mean:

**Attending Physicians** are medical doctors (MD or DO), usually a specialist in his or her field, who have primary responsibility for your care and treatment.

**Fellows** are doctors who have completed medical school and residency, and are currently training in a specialty.

**Residents** and **Interns** are doctors who have completed medical school and are training under an Attending Physician at all times.

**Nurse Practitioners (NP)** and **Physician Assistants (PA)** have completed special training and work with doctors to provide care and treatment.

**Anesthesiologists** or **Nurse Anesthetists** are providers who will give you anesthesia (medication administered for the relief of pain and sensation) during a surgical procedure.

**Registered Nurses (RN)** coordinate and oversee all of your care.



**Case Managers** work with your care team to coordinate your hospital stay starting with admission, and ensure that you get the services you need, both in the hospital and when you are discharged.

**Licensed Practical Nurses (LPN), Patient Care Assistants (PCA), Technicians (PCT) or Certified Medical Assistants (CMA)** work under the RN to take vital signs and assist with your daily needs.

**Health Unit Coordinators (HUC)** are at the nurses' station to coordinate communication and documentation.

**Chaplains** provide spiritual, emotional and bereavement care, support and comfort. The Chaplain can arrange for a religious ritual or a visit from your spiritual leader.

**Social Workers (BSW, MSW, LCSW)**, help you cope with illness and injury, offer protection against abuse and neglect, and assist with referral for domestic violence resources and safety planning. They also provide the following services: assessment; crisis intervention; general, death and loss counseling; mental health support and referral; substance abuse referral; Advance Directive assistance; and referrals for and education about community resources.

**Registered Dietitians** evaluate your food needs. They provide medical nutrition therapy, which includes diet ideas for your best possible health as well as nutrition support and education.

**Pharmacists** prepare and dispense medicines and consult with the team to be sure you get the greatest benefit from your treatment. They answer questions about medicines and possible reactions.

**Occupational Therapists (OTs)** help you with daily activities (bathing, dressing, toileting), fine motor tasks, developmental skills and splinting.

**Physical Therapists (PTs)** help you move safely and plan for the equipment you will need in the hospital and after discharge.

**Respiratory Therapists (RTs)** help you breathe easier with or without equipment and medicines.

**Speech-Language Pathologists (SLPs)** help you with your speech, language, thinking and swallowing. They will provide you with information and therapy.



**Technicians** perform a wide range of tests and services either in your room or other areas of the hospital.

**Catering Associates** provide food that is balanced, well-prepared and meets your specific needs.

**Housekeepers** clean your room.

**Transporters** safely take you to your care destination.

**Volunteers** donate many hours of service and financial support. You can tell a volunteer by their badge and red uniform. Call **434.924.5251** if you would like to know more about being a volunteer.

### **Ethics Consult Service**

Sometimes you, your family or caregivers face difficult ethical issues about treatment choices. If you find yourself in a difficult situation and would like to speak with someone, ask the operator to page number **1712** and someone will be glad to help you.

### **Palliative Consult Service**

If you have questions or concerns about symptoms including pain or nausea, ask the operator to page number **1539** and a trained professional will assist you.

# Going Home

From the time you arrive, your healthcare team is working to help you return home with your medical needs met. During your hospital stay, staff will work with you and your family or another facility to help you make a smooth transition out of the hospital. We will work with you to identify your needs, including supplies, follow-up visits, community resources and arrival time for your ride home.

Please let us know if you need prescriptions, a written school or work excuse or have any other questions or concerns.

- At discharge your driver should wait with you. Everyone will be taken to the Patient & Guest Services Patient Hub.
- At the Hub, your driver will be asked to get the car and bring it to the patient pick-up area in front of the main hospital.
- A UVA greeter will take you to the patient pick-up area and help you into the car.

## Frequently Asked Questions About Leaving the Hospital

*Who decides when I am ready to leave the hospital?*

Your doctor and healthcare team will work with you to decide the best time for you to go home. Our goal is to discharge you before noon on your discharge day, so you can get home and settled.

*What do I need to do?*

When a discharge date and time is set, make sure someone can bring you home. Before your discharge day, have someone take personal items and gifts home and be sure you have clothes to wear.

*What if I am going to another facility, not home?*

The hospital staff will arrange for you to get to your destination safely and efficiently.

*Will we get instructions before we leave?*

Yes, we will review written discharge instructions about your care, level of activity, follow-up visits, medications, supplies and home services with you. This is the time to get all of your questions answered, so please don't hesitate to ask.

*Will I get medicines or prescriptions before we leave?*

Your doctor may order medications for you to take after you are discharged from the hospital. We encourage you to have these prescriptions filled at your local pharmacy so they know all of the medicines you are taking. Keep a current list of your medicines, allergies and vaccinations.

For all medicines, write down the name, how many (amount), how much (dose), when and why it is taken and anything else special about the medication.

## Patient Satisfaction

When you get home, you may receive a survey asking you about your hospital stay. We ask that you please complete the survey because it is important for us to know how we can continue to improve our services. We value your suggestions.

## Discharge Checklist

Please take a moment to look over the following checklist and make sure you've completed all steps before going home.

I have:

- transportation (wait in room until transporter comes)
- discharge paperwork including prescriptions
- instructions for care after the hospital and all my questions have been answered
- a list of my medicines
- any valuables/medicines put in the safe
- all my personal belongings:
  - glasses    contact lenses    hearing aids
  - car seat    watch/jewelry    other
- personal medical or electronic devices



## About Your Bill

For most services at UVA, you will receive two bills:

- One bill will be from the hospital and will include charges such as room and board, medicine, supplies and radiology and laboratory tests.
- Another bill will come from UVA Physicians Group for services provided by doctors.

Paying these bills is your responsibility. However, as a courtesy, the hospital and UVA Physicians Group will file claims to your insurance company for you at your request.

If you are unable to pay for your care, you may be able to receive help. Ask your social worker about our financial assistance program.

You can also visit:

<http://uvahealth.com/patients-visitors-guide/admissions-insurance-and-bills>. Please call our Financial Screening office at **434.924.5377** or **800.523.4398** to find out more about financial assistance. A completed application will be required, and you will be asked to write down all assets and income.

Our staff can address your questions or concerns about your bills.

- For hospital charges, call **434.924.5377** (toll-free **800.523.4398**)
- For doctor charges, call **434.980.6110** (toll-free **800.868.6600**)





## Partnering with Your Healthcare Team

### Your Care Diary

Caring counts here at UVA Health System. Each of us is committed to providing the very best care to our patients, whether through life-saving treatments or acts of kindness. We know that a patient's family and loved ones are invaluable partners – offering an additional set of eyes and ears, and a different perspective.

With that in mind, we offer you this diary as a useful tool during your care journey. Here, you can record information about your plan of care, care team members, test results, medications, diet restrictions, questions, concerns and more.

We look forward to partnering with you to provide the best possible care for you and your family.

#### Please ask us if you:

- Would like a separate journal
- Need more information
- Have specific needs related to your care

#### This diary is a place to write down:

- The names and roles of your care providers
- Daily goals and activities
- Procedures, tests and therapies that will help you
- Medication and diet recommendations, as well as changes to your care plan
- Your thoughts and concerns
- Questions and notes to your healthcare providers, and their answers to these questions

#### Here are some questions you may want to ask:

- What is wrong? (my diagnosis)
- What might happen next? (my prognosis)
- What medical tests, treatments and medicines do I need? What are my options?
- How do I get help or find out more about taking care of myself after I leave the hospital?
- What can I expect in the future, and do I need follow-up care?



Today's date:

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I am parked at:

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Lee Street Garage, Level \_\_\_\_  11th Street Garage, Level \_\_\_\_

Other \_\_\_\_\_

Care Team names

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Doctors

---

Nurses

---

Other

---

Goals for today

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---

---

Surgery/Procedures/Tests planned for today

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---

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Notes/Questions about

---

---

---

Medicines

---

Diet

---

Activity plan

---

Discharge

---

Thoughts/Questions

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Today's date:

---

I am parked at:

---

Lee Street Garage, Level \_\_\_\_  11th Street Garage, Level \_\_\_\_

Other \_\_\_\_\_

Care Team names

---

Doctors

---

Nurses

---

Other

---

Goals for today

---

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Surgery/Procedures/Tests planned for today

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Notes/Questions about

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Medicines

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Diet

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Activity plan

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Discharge

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Thoughts/Questions

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Today's date:

---

I am parked at:

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Lee Street Garage, Level \_\_\_\_  11th Street Garage, Level \_\_\_\_

Other \_\_\_\_\_

Care Team names

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Doctors

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Nurses

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Other

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Goals for today

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Surgery/Procedures/Tests planned for today

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Notes/Questions about

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Medicines

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Diet

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Activity plan

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Discharge

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Thoughts/Questions

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# Helpful Phone Numbers

## Hospital Operator

"0" from a hospital phone or 434.924.0000 to page a staff member or reach a department

**Blood Donations:** 434.977.8956

## Billing Questions

Hospital charges: 434.924.5377 or 800.523.4398

Physician charges: 434.980.6110 or 800.868.6600

**Organ Procurement (LifeNet):** 434.296.7910

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When using a hospital or clinic phone, dial only the last five digits to reach the following areas:

### Chaplaincy Services

Dial "0" and ask for the on-call Chaplain

### Ethics Consult Service

Dial "0" and ask for page number 1712

### Family Activated Rapid Response

434.924.2222

### Gift Shop

434.924.2447

### Language, Sign Interpreters and Translation Resources

434.982.1794

### Lodging Arrangements

434.924.1299

### Medical Records

434.924.5136

### Parking

434.924.1122

### Patient and Guest Services

434.924.1122

### Patient Information

434.982.1100 (for patient room and phone number)

### Patient Representatives

434.924.8315

### Social Work

434.924.2713

### Volunteer Services

434.924.5251