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
UVA Transitional Care Hospital Opens its Doors to Patients with Complex Medical Issues

Welcome to University of Virginia Transitional Care Hospital. Being a part of UVA Health System allows our patients to receive full access to a wide range of clinical specialties, the latest technology, expertise and services. During your stay, nothing is more important to us than your safety, comfort and well-being.

We specialize in treating individuals with serious and complex medical conditions that require a longer length of stay than is standard at a typical acute care hospital. Our patients’ average length of stay is between 25–28 days. Most individuals in our facility include those who need weaning from ventilators, have complex wounds, or have multiple complex medical issues that require extended daily nursing, therapy, nutritional and physician care.
Your Healthcare Team

In our facility, you and your loved ones are integral members of our interdisciplinary team. You will see and talk with members of your team on a daily basis. This may include:

**Admissions Coordinator**—Verifies insurance benefits and facilitates authorizations that are required. Meets with you to assist with registration forms and review patient handbook.

**Attending Physicians**—Medical Doctors (MD) or Doctors of Osteopathic Medicine (DO) who have the primary responsibility for your care. They may also ask other physicians who have a specialty in various fields to evaluate and treat you during your stay with us. Specialists commonly seen in our facility include kidney doctors, plastic surgeons and pulmonologists.

**Case Managers**—Nurses or social workers who help communicate and coordinate your care with your treatment team. Medicare, Medicaid or your private insurance. They assist you and your loved ones in planning for and coordinating any needs you may have for your discharge from our facility. Speak with your case manager if lodging or services in our area are needed.

**Catering Associates**—Staff who provides a balanced selection of well-prepared food that specifically meets your dietary needs.

**Chaplains** (non-denominational)—Provide spiritual care, support and comfort for you and your loved ones. The chaplain can arrange for a religious ritual or a visit from your spiritual leader.

**Clinical Liaisons**—A liaison who meets with you and reviews your clinical needs before you come to our facility. They are also available to meet with your loved ones, your treating physician and other clinicians to ensure a smooth transition when you come to our facility.
**Director of Quality**—Helps to interpret the rules of healthcare regulation agencies and works with and through the staff to help make sure you receive safe and satisfying care. With input from the entire care team, including our patients and families, the Director of Quality also seeks ways to improve services and outcomes.

**Ethics Consult Service**—Available at times when our patients, their loved ones and our staff face difficult ethical issues about treatment choices. This service is available 24-hours-a-day by dialing “0” and asking the operator to page number 1712.

**Health Unit Coordinators (HUC)**—Assistant located at the Team Station who coordinates communication and documentation.

**Housekeepers**—Keep our facility clean, neat and orderly.

**Nurse Practitioners (NP)/Physician Assistants (PA)**—Clinicians who have completed special training and work with physicians to provide and/or direct your care and treatment.

**Patient Care Assistant (PCA) or Patient Care Technicians (PCT)**—Take vital signs and assist you with your daily needs, with guidance from your RN.

**Pharmacists**—Prepare and dispense your medications and consult with your team to be sure your treatment gives you the most benefit. They can answer your questions about medicines and possible reactions.

**Registered Dieticians (RD)**—Evaluate your nutritional needs and suggest the best types of alternative feedings, if necessary.

**Registered Nurses (RN)/Licensed Practical Nurse (LPN)**—Those who coordinate, implement and/or oversee all of your care.

**Therapists:**

**Massage Therapist**—May work with PT, OT, and RT to assist with therapy or vent weaning, or may provide a massage for relaxation and pain reduction.

**Occupational Therapists (OT)**—Evaluates and works with you to improve independence in basic self-care tasks and in desired activities that you find challenging.

**Physical Therapists (PT)**—Evaluates and works with you to improve your independence with mobility and helps plan for your safe discharge.

**Respiratory Therapists (RT)**—Evaluate, treat and care for patients with breathing or other cardiopulmonary disorders. They help you breathe easier with or without equipment and medicines.

**Speech and Language Pathologists (SLP)**—Help you overcome difficulties in swallowing, speaking and understanding language, as needed.
Your Hospital Stay

Care Partners
A Care Partner is a person(s) you may appoint to stay with you and be involved in your care during your stay in our facility. When you are admitted to our facility, we will ask you to appoint one or two adults to be your Care Partners. You may change your Care Partners at any time during your stay. They will become integral members of your healthcare team and will be able to keep other family/friends/loved ones informed about your care.

Mail, Packages, Balloons and Flowers
These items may be sent directly to:
UVA Transitional Care Hospital
2965 Ivy Road
Charlottesville, VA 22903

*Please note: only mylar balloons, not latex, are permitted in our facility to ensure the safety of all our patients. If mail or packages arrive for you after your discharge, we will have them forwarded to the address we were given at the time of your admission. Please call our main hospital number at 434.243.4394, if you have any questions.*

Friends and family may also send free e-cards now available via our website: uvahealth.com/ecards

Patient Food Services
Catering-To-You allows our Nutrition Services team to bring you the diet ordered by your physician. The Catering Associate will help you make your meal and snack choices daily. If you are given a restricted diet, the associate will talk to you about this. If you arrive late in the evening, talk with a member of your treatment team about your food options.

Patient Rooms
All of our patient rooms are private. Each room is designed to promote healing and comes equipped with the latest innovations in technology to enhance your comfort. Our beds are all electronically operated and equipped with controls for lights, TV and a call system to contact a member of your treatment team. We will review how to use these items when you are introduced to your room. In addition, some of our rooms are specifically adapted to meet the special needs of our bariatric and dialysis patients.

Quiet Time
To help promote healing and reduce stress, we encourage a quiet atmosphere throughout our facility. We offer earplugs or earphones for the bed’s pillow speaker if noise is a problem. If you have any questions or concerns, please speak to a member of your treatment team.

Telephones
We ask that you have friends, family or loved ones call either you or your Care Partner directly to receive information about your condition. You may use the telephone on the bed to make a call 24-hours-a-day. These phones do not accept calls between 10 p.m. and 8 a.m. to allow for your rest. To dial an outside number, dial “9” then your number. To make a long distance collect call, dial “1-0” and then the area code and number. If you need further assistance, call our hospital operator by dialing “0.”

Cell Phones
To ensure the safety of our patients, cell phone use is permissible only in certain areas.
Television/Music
At each bed, you have access to cable channels from Comcast. Ask us for help with closed captions or head-phones to use with the bed control. The full television channel guide can be found on page 13 of this booklet. Speakers are located in the room for music. Please ask for assistance.

Your Belongings
During your admission process, we will make a list of the belongings you brought with you to our facility. We ask that you send home any valuables and home medications you brought with you. A small safe is available for your valuables if they cannot be taken home. If you have eyeglasses, dentures or hearing aids, they should be kept visible and accessible to you. Patient belonging bags will be provided to you for storing these items. If you bring in electronic devices such as laptops or cell phones, they are the responsibility of you and your Care Partner. Any devices you use in your bed must be used on battery power only.

Our Hospital and Services

Lobby
Our lobby is the central hub for our services. Visitors are met by our receptionist at the front desk where they can receive their visitor pass between the hours of 8 a.m. and 4 p.m. If the receptionist is off duty, please obtain a visitor pass from the team station on the unit. From our lobby area, you can be directed to our public restrooms, dining area, patient rooms and to UVA Imaging Center also located on the first floor of our building.

Food Services
The Outtakés Café is located on the first floor of our Transitional Care Hospital, where we offer a variety of prepared food options and vending services in a comfortable dining atmosphere. The café is open Mon. – Fri. from 8 a.m. to 4 p.m. Vending is available 24/7. You may also enjoy your meal or snack on our outdoor patio, or on any of the picnic tables or benches on the premises.

Foreign/Sign Language Services
Free interpreter services are available through the use of our Cyrcam telephones and TDD. These services are available for our patients and their loved ones who have a limited ability to speak or read English, or who are deaf or hearing impaired. Ask a team member for information on how to access these services.
Family Quiet Room
A designated quiet room is located on the second floor of TCH. This room is available 24-hours-a-day for prayer or quiet thought. A chaplain is on site or on call 24/7.

Blood Donations
Blood donation services are available on the main campus of the UVA Medical Center. The blood donor room is located in the lobby of the West Complex. If you or your loved ones would like to donate blood, go to vablood.org or call 434.243.2999 for more information.

Organ/Tissue Donation
We encourage you to talk about organ/tissue donation with your doctor, family and friends. Under Virginia law, your wish to be an organ/tissue donor must be honored. Detailed information is at: Save7lives.org or by calling LifeNet, Virginia’s organ procurement agency, at 434.296.7910 (toll-free 800.847.7831).

Gift Shop
The gift shop is located off the lobby on the first floor of University Hospital, on the main campus of the UVA Medical Center. The shop is open Mon. - Fri. from 8 a.m. to 8 p.m. and on Saturday and Sunday from 9 a.m. to 5 p.m.

Shuttle
We provide a shuttle to and from UVA Medical Center approximately every 45 minutes, Mon. - Fri. from 8:38 a.m. - 4:53 p.m. A taxi service is also available when the shuttle is not running.

Patient and Family Library
At the UVA Patient and Family Library, you can find practical, accurate information about your or a loved one’s condition with the help of dedicated staff, three computer stations and print materials. You can also sign up for and check MyChart®, an online resource where UVA patients can view their health information and connect with care providers. Additionally, the library offers a quiet space to take a break. It is located adjacent to the information desk in the University hospital.
Your Safety and Comfort

Communication
At UVA Transitional Care Hospital, we take every opportunity possible to involve you and your Care Partner in your care. We believe good communication is key to keeping you safe. Unless contraindicated (e.g. you are sleeping), our nursing staff will give their shift report at your bedside so you are able to hear an update and ask questions about your care.

Our physicians and interdisciplinary team review your care daily and establish your plan of care for the next 24 hours. Once a week we will review your plan of care and establish weekly goals toward discharge. You are always invited to participate with the team when they round. This plan will be reviewed with you and you are encouraged to ask questions at any point during your stay.

Some questions to consider include:

- What is wrong? (My diagnosis)
- What might happen next? (My prognosis)
- What medical tests, treatment plans and medicines do I need?
- How do I get help or more information about taking care of myself after leaving the hospital?
- What can I expect in the future?
- Will I need follow-up care?

Advance Directives
Advance Directives are legal documents you can use to make your healthcare decisions known. This booklet contains an Advance Directive form and instructions in the back pocket. You can also ask your Case Manager to provide you with one.

Patient Identification
When you are admitted to Transitional Care Hospital, you will receive a band to wear on your wrist. This band will have your name, date of birth and medical record number. To keep you safe, our staff will confirm your name and date of birth before giving you any medications or performing any procedures.

Staff Identification
Members of your treatment team will identify themselves and their role in our facility when they enter your room. They will also explain why they have come to see you. Our staff also wear a name badge to identify who they are and what they do. These name tags are worn above the waist so you may be able to read them clearly. If you are unable to read a nametag, please feel free to ask.

Preventing Falls
Feeling weak, taking certain medicines and being in an unfamiliar place can make you more likely to fall. Ask us about our “Fall Prevention Program” and:

- Follow our instructions about getting in and out of bed or walking around.
- Ask for help if you feel weak or dizzy.
- Wear low-heeled, non-skid shoes or slippers.
- Keep personal items in easy reach. If you cannot reach something you need, press the call button for help.
- Let us know if you see anything that might be a safety hazard – like liquid spills or suspicious smoke.

Preventing Infections
Infection prevention is very important. We use gloves, gowns, masks and eye protection based on your condition. Patients, visitors and staff must follow any instructions posted at your door.

- Your visitors should come to the hospital only if they feel well.
- Anyone coming in contact with you should wash or cleanse their hands upon entering and exiting your room. Hand cleaner/alcohol gel can be found outside the patient rooms and is routinely used by staff to cleanse their hands.
- If you cannot get out of bed to wash your hands, ask your nurse for hand cleaner.
Pain Management

Your comfort is important to us. Members of your treatment team will ask you about your pain and discuss a goal to optimize your physical and emotional comfort. We use a tool called the “UVA Pain Management Scale” when we ask you about pain.

At any time, please tell your team member:
- When you started feeling pain and how long it lasted
- Where you feel the pain
- How strong the pain is and how it feels (sharp, dull or ache)
- What you are unable to do because of the pain
- What makes your pain better and what makes it worse

Additional Safety Tips

There are many things you can do to be an informed, active participant in your healthcare and to increase your healthcare safety.

- Learn as much as possible about your illness and treatment options. Write down your questions and practice asking them (see page 7 of the handbook).
- Pay attention to and report your symptoms – pain, nausea, drowsiness, etc. – or if something just doesn’t “feel right.”
- Let your healthcare team know about all your medicines, including over-the-counter or herbas, allergies and any reactions to medicines or treatments.
- Be sure healthcare providers correctly identify you by looking at your ID bracelet and asking your name and date of birth.
- Ask healthcare providers to say who they are and explain what they are doing.
- Ask a family member or friend to be with you when talking with your doctor or others to help recall what was said, to take notes, or to ask questions. They can also help us know your specific needs.
- Pay attention to your care and make sure you are getting the right treatments and medicines.
- You are the center of your healthcare team. Ask about anything you do not understand.
- If you are having surgery or a procedure, staff will work together to ensure your safety. Members of the nursing staff will regularly ask you if your needs are being met.

Tobacco and Smoke-Free Zone

UVA hospital grounds and buildings are tobacco and smoke-free.

Speak Up for Safety

We support the “Speak Up for Safety.” Please refer to the booklet.
Discharge Planning

From the time you are admitted to UVA Transitional Care Hospital, we will work with you to plan for your discharge day. This is the day you will either be discharged home from our facility or successfully transition to another level of care. Your team will work closely with you and your loved ones to ensure your discharge needs are identified and met. We will work with your local vendors, service providers and community resources to meet your needs after discharge.

Frequently Asked Questions about Discharge Day:

Who decides when I am ready to leave the hospital?
Your doctor and the healthcare team will work with you to decide the best time for your discharge. Our goal for your discharge is before noon so you can get home and get settled before evening.

What do I need to do?
When a discharge date is set, make sure someone can bring you home and have home care ready. Before your discharge day, have someone take your items and gifts home and bring loose-fitting clothes for you to wear home.

What if I am going to another facility, not home?
The hospital staff will make arrangements for you to get to the other facility.

Will I get instructions before I leave?
Yes, we will review written discharge instructions with you about your care, level of activity, follow-up visits, medicine, supplies, and services. This is the time to get all of your questions answered. Will I get medicines or prescriptions before I leave? Your doctor may order medicines 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 and allergies and vaccinations. For all medicines write down the name, how many (amount), how much (dose), when and why it is taken, and anything special. UVA is making it easier for you to keep track of this information through a new online tool known as MyChart. Learn more at mychartuva.com.

Who can I call if I have questions about possible home health services?
During regular business hours, your case manager can help you understand your Home Health choices and services.
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 throughout the course of your care, except at times when the presence of visitors is detrimental to your care.
- 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.

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.
About Your Bill

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

- One bill will be from the hospital and include charges such as room and board, medicine, supplies, and radiology and laboratory tests.
- Another bill will come from UVA Physicians Group (UPG) for services provided by doctors.
- Paying these bills is your responsibility. However, as a courtesy, the hospital and UPG will file claims to your insurance company for you at your request.

Unable to Pay Your Bill?
If you are unable to pay for your care, you may be able to receive help.

- Your Case Manager can tell you about our financial assistance program.
- You can also visit uvahealth.com and click on “patient and visitor info.”
- Please call our Financial Screening office at 434.924.5377 or 800.523.4398 to ask for or find out more about financial assistance.
- A completed application will be required, and you will be asked to write down all assets and income.

Questions or Concerns?
Our staff can address your questions or concerns about your bills.

- For hospital charges, call 434.924.5377

Concerns or Complaints

At UVA Transitional Care Hospital, we strive to create an atmosphere of openness and hospitality. Your concerns, complaints, and compliments are very important to us. If you have unresolved concerns or complaints, or you would like to give a testimonial about a positive experience, our leadership team wants to hear from you. Please call our main hospital number at 434.243.4394 and ask to speak with a director. In addition, you always have the right to contact the agencies listed below to register a complaint if you are not completely satisfied with our response. Voicing concerns or complaints will not result in negative effects in your care so you are encouraged to speak freely — we want to hear from you.

Office of Licensure and Certification
Virginia Department of Health
9960 Mayland Drive, Suite 401
Richmond, VA 23233
800.955.1819/804.367.2106
Fax: 804.527.4503
Email: complaints@vdh.virginia.gov
vdh.state.va.us/OLC

Office of Quality Monitoring,
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800.994.6610
Fax: 630.792.5636
Email: complaints@jointcommission.org
jointcommission.org

Office for Civil Rights, DHHS
150 S. Independence Mall West, Suite 372
Philadelphia, PA 19106-3499
215.861.4440/215.861.4441
Fax: 215.861.4431
UVA Transitional Care Hospital TV Channel Guide

3 W WAV 16 (ABC)  
4 WVIR 29 (NBC)  
5 QVC  
6 WCAV 19 (CBS)  
7 WHJ 41 (PBS)  
8 The Comcast Network  
9 WAHU 27 (Fox)  
10 Cville Go. Access  
11 WWPT 51 (PBS)  
12 WVIR 29 (CW)  
13 Public Access  
14 Local Education  
15 C-SPAN  
16 Home Shopping Network  
18 WTTG 5 (Fox DC)  
19 Jewelry TV  
20 TBN  
21 CNBC  
22 MASN2  
23 MSNBC  
24 CNN  
25 CNN Headline News  
26 Fox News  
27 The Weather Channel  
28 USA  
29 A&E  
30 Lifetime  
31 E!  
32 BET  
33 POP Network  
34 TBS  
35 ESPN  
36 ESPN2  
37 Comcast SportsNet  
38 The Golf Channel  
39 NBC Sports  
40 TNT  
41 Spike TV  
42 ABC Family  
43 Disney Channel  
44 Cartoon Network  
45 Nickelodeon  
46 Animal Planet  
47 Discovery Channel  
48 TLC  
49 Hallmark Channel  
50 Travel Channel  
51 TV Land  
52 Bravo  
53 Oxygen  
54 AMC  
55 Hallmark  
56 Syfy  
57 FX  
58 truTV  
59 History Channel  
60 Food Network  
61 HGTV  
62 Comedy Central  
63 MTV  
64 VH1w  
66 BIO  
67 History 2  
68 Style  
69 LMN  
70 MASN

Helpful Phone Numbers

Hospital Operator  
“0” from a hospital phone or 434.982.1100

Transitional Care Hospital Front Desk: 434.243.4394

Blood Donations: 434.977.8956 or 434.243.2999

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 or 800.847.7831

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

Care Management  
434.924.9126

Chaplain Office  
434.243.1254

Compliance and Privacy Office  
434.924.2938  
(for HIPAA privacy concerns)

Ethics Consult Service  
Dial “0” and ask for pager number 1712

Health Sciences Library  
434.924.1607

Lodging Arrangements  
434.924.1299

Medical Records  
434.924.5136  
(voicemail – leave a message)

Patient Information  
434.982.1100 (for patient room and phone number)

University Hospital Gift Shop  
434.924.2447