WELCOME TO THE WESTERN MARYLAND REGIONAL MEDICAL CENTER.

We believe a quality patient care experience comes from patient-centered care. This means everyone involved in your care will work with you and your family to coordinate your treatment and provide education and support to improve your health and well-being after you leave the hospital.

We also want to make this the best experience possible for you and your family. This patient guide gives you information about what to expect during your hospital stay. It explains the many people involved in your care and the services available to make you more comfortable while you are here. It also includes important information about other services that may be helpful after you leave the hospital.

Everyone will strive to make your stay as pleasant as possible. I sincerely hope that your experience will encourage you to recommend us to your family and friends for their health care needs.

Thank you for choosing the Western Maryland Health System. We are pleased to have the opportunity to provide your care and look forward to partnering with you to improve your health and well-being.

Sincerely,

Barry P. Ronan
President and CEO
**Mission Statement**
We are dedicated to providing patient-centered care and improving the health and well-being of people in the communities we serve.

**CORE VALUES**

**Integrity:**
Demonstrate honesty and straightforwardness in all relationships

**Innovation:**
Pursue continuous improvement through creative new ideas, methods and practices

**Compassion:**
Show care and kindness to all we serve and with whom we work

**Accountability:**
Ensure effective stewardship of the community’s trust

**Respect:**
Demonstrate a high regard for the dignity and worth of each person

**Excellence:**
Strive for superior performance in all that we do

*Caring for What Matters Most*
**Hospitalist**

While you are a patient at WMHS, a team of physicians, called hospitalists, may be managing your care. A hospitalist can be a physician, nurse practitioner or physician assistant who focuses on the care of hospitalized patients. You may see more than one hospitalist team member from admission through discharge. Hospitalists are committed to your care 24 hours a day, 7 days a week. Your primary care physician will be notified of your admission and discharge. After discharge you will return to the care of your primary care physician. Please share any comments and questions with your hospitalist, or contact the hospitalist office, at 240-964-8564.

**Medical Evaluation Team (MET)**

You know your loved one better than anyone else does, and we appreciate your help in noticing the signs that something may be wrong. We encourage you to play an active role in your loved one’s care. Please do not hesitate to talk with the patient’s nurse, nurse manager or house supervisor if you have any questions or concerns.

If you think your loved one’s condition is becoming worse, please talk with the nurse about contacting the MET. You can also contact the MET yourself if you think your loved one is in immediate danger of a medical emergency by calling “0” and asking the Operator to get the MET. The MET team will arrive within minutes and begin to assess the patient’s condition.

**Department of Patient Experience and Culture**

The Department of Patient Experience and Culture is here to support compassionate, quality, patient-centered care. If you or your family have any concerns, complaints, compliments, suggestions or questions about the quality of care you are receiving within WMHS, please speak with the charge nurse or nurse manager on your unit or contact our department at 240-964-5673 or by dialing 45673 on your bedside phone. Your health care experience is our priority. You may also contact the House Supervisor who is on duty 24 hours a day, 7 days a week by dialing “0” and asking the operator to connect you.
During your stay, there will be a team of people always providing you with care. To help you identify the various members of the team, employees from each department wear different color uniforms. Here’s a handy guide to who’s who.

YOUR HEALTH CARE TEAM

- **REGISTERED NURSES (RNS) AND LPNS**: Navy Blue/White Scrubs
- **CERTIFIED NURSING ASSISTANTS (CNA)**: Medium Blue Scrubs
- **DIETARY**: Black and White Uniforms
- **RADIOLOGY TEAM**: Olive Green Scrubs
- **RESPIRATORY THERAPISTS**: Gray Scrubs with Gray/Printed Tops
- **PHLEBOTOMISTS (LAB)**: Blue and Black Uniforms
- **HOUSEKEEPING (ENVIRONMENTAL SERVICES)**: Brown and Khaki Uniforms
- **FACILITIES (MAINTENANCE)**: Dark Blue Pants and Light Blue Shirts
- **UNIT SECRETARY**: Khaki Pants and Burgundy Tops
- **SECURITY**: Navy Blue Pants and French Blue Shirts
- **PATIENT TRANSPORTERS**: Black Pants and Yellow Polo Shirts

- **CARDIOLOGY**: Black and Red Uniforms

- **SECURITY**: Navy Blue Pants and French Blue Shirts
WHAT TO EXPECT DURING YOUR HOSPITAL STAY

You and your family are the center of the “Perfect Circle of Care,” surrounded by an unending circle of caregivers whose goal is to create a seamless positive experience. These providers include all those administering or contributing services within our healthcare system. The “Perfect Circle of Care” involves EVS, dietary, nursing, medical staff, pharmacy, transportation, care coordination, radiology, administration, and the list is ongoing. This team approach to creating a culture of compassionate, patient and family centered care is our priority.

If you have any questions, please let us know. Unasked or unanswered questions can add to the stress of being in the hospital. Your comfort and confidence in your care are very important to us.

High-Quality Hospital Care

Our first priority is to provide you with the care you need, when you need it, with skill, compassion and respect. You have the right to know the identity of providers, nurses and others involved in your care. You also have the right to know when they are students, residents or other trainees.

Purposeful Hourly Rounding

Our nurses and nursing assistants will be rounding every hour throughout the day and every two hours throughout the night. This will allow us to keep track of your comfort and pain, and offer in assisting you to the bathroom or changing your position in bed.

Bedside Reporting

Our nursing staff begin and end their shift by rounding at your bedside. This gives you a chance to meet the nurse taking over your care, ask questions and share important information with your nurses. Nurse bedside shift report does not replace the conversation you have with your provider or hospitalist. They will talk to you about your health, follow up on any tests or lab work that was ordered, check your IVs, wounds, bandages and ask what you hope to do during the next shift. You are encouraged to ask questions and share concerns.

Patient Education - A new diagnosis can be very frightening, but learning about it helps you make informed decisions about your treatment. Nurses, dietitians, respiratory therapists and many others will talk with you and answer your questions.

Medication Education - Routine medication education is provided by your nursing staff. Pharmacists are available to assist with education for patients taking multiple medicines and/or complex medicines.

Palliative Care - Optimizing quality of life at any point in a serious illness whether receiving curative treatment or transitioning to a focus of comfort is important. Palliative Care provides support for physical, emotional and spiritual discomfort. Palliative Care provides relief of symptoms including pain, shortness of breath, fatigue, constipation, nausea and sleep apnea. Pain and other symptoms affect your quality of life, and the stress can have a big impact on your family. The Palliative Care team can help.
Involvement in Your Care

Often decisions about your care are made before you go to the hospital. Other times, especially in emergencies, those decisions are made during your hospital stay. When decisions are being made, discuss your medical condition and information about medically appropriate treatments with your provider. Make sure you understand the benefits and risks of each treatment; whether your treatment is experimental or part of a research study; what you can reasonably expect from your treatment and any long-term effects it might have on your quality of life; what you and your family will need to do after you leave the hospital; the financial consequences of using uncovered services or out-of-network providers. Please tell your caregivers if you need more information about treatment choices.

When you enter the hospital, you sign a general consent to treatment. You may be asked to confirm in writing that you understand what is planned and agree to it. This process protects your right to consent to or refuse a treatment. Your provider will explain the medical consequences of refusing recommended treatment. It also protects your right to decide if you want to participate in a research study.

Your caregivers need complete and correct information about your health and coverage so they can make good decisions about your care. You may have health care goals, values or spiritual beliefs that are important to your well-being. They will be taken into account as much as possible throughout your hospital stay. Make sure your provider, family and care team know your wishes. If you have a signed health care power of attorney stating who should speak for you if you become unable to make health care decisions for yourself or a living will or advance directive that states your wishes about end-of-life care, give copies to your provider, your family and your care team. If you or your family needs help in making these decisions, counselors, chaplains and others are available to help.
WHAT TO EXPECT

AFTER DISCHARGE

To determine where improvements are needed, WMHS takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The survey measures your experience with the quality of your care. It is designed to be a standardization tool for measuring and reporting experience across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. This is a phone survey conducted by an outside vendor called HealthStream Research. Please take the time to honestly answer the questions. Your feedback is valuable.

You and your family are part of the team

Communicate – It’s your health; don’t be afraid to ask your providers and nurses questions.

Participate – You are the center of your health care team so ask questions, understand your treatment plan and medications, and communicate with your providers and nurses.

Appreciate – There are hundreds of people in the hospital who need help; please be patient as providers and nurses attend to everyone.
Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything.

- Tell your nurse or provider if something does not seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask and look for their ID badge.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Do not be afraid to gently remind a nurse or provider to wash their hands.
- Know what time of the day you normally receive a medicine. If it doesn’t happen, bring this to the attention of your nurse or provider.
- Make sure your nurse or provider confirms your identity, that is, checks your wristband and asks your name before he/she gives you any medicine or treatment.

Speak up if you have questions or concerns, if you still do not understand, ask again. It’s your body and you have a right to know.

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your provider, nurse or other health care professional tells you. Have them clarify.
- Do not be afraid to ask about safety. If you are having surgery, for example, participate in marking the area that is to be operated on.
- Do not be afraid to tell the nurse or provider if you think you are about to receive the wrong medicine.
- Do not hesitate to tell a health care professional if you think he/she has confused you with another person.

The staff at Western Maryland Health System is committed to providing you with the safest care possible. As a patient, you play a vital role in making your care safe by being an active, involved and informed member of your health care team. “Speak Up” is a collaborative effort between WMHS and The Joint Commission that provides simple advice on how YOU can help make your visit a good, safe experience.
Educate yourself about your illness. Learn about the medical tests you are undergoing and your treatment plan.

- Gather information about your condition.
- Write down important facts your provider tells you. Ask your provider if he/she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your provider or nurse to explain.
- Make sure you know how to work any equipment that is being used in your care. If you will use oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or can write down information being discussed.
- If you would feel more comfortable, ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and who to call for help.

Know what medicines you take and why you take them. Medicine errors are the most common health care mistake.

- Ask about the purpose of the medicine and ask for written information about it, including its brand and generic names. Also ask about the side effects of all medications.
- If you do not recognize a medicine, double-check that it is for you. Ask about medication that you are to take by mouth before you swallow it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it does not seem to be dripping properly (too fast or slow).
- Whenever you are going to receive a new medicine, tell your providers and nurses about allergies you have, or negative reactions you have had to other medications in the past.
- If you are taking multiple medications, ask your provider or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs, too.
- Make sure you can read the handwriting on prescriptions written by your provider. If you cannot read it, the pharmacist may not be able to either.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your provider and other caregivers.
Use the call light.

- Before attempting to get out of bed or your chair, call for staff assistance.
- If items are not within your reach, call for staff assistance.
- If medical equipment in your room is alarming, call for staff assistance.
- If you have questions, concerns or just need to talk, call for staff assistance.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your provider should agree on what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last and how it may make you feel.
- Do not be afraid to ask for a second opinion. If you are unsure of a recommendation, ask to talk with another provider.
- Before you leave the hospital, ask about follow-up care and make sure that you understand all of the instructions.
Your safety is our number one priority. To prevent falls and fall-related injuries, we need your help.

Your knowledge, participation and cooperation with the hospital fall prevention program will help to keep you safe from falls.

**What can you, or your loved one, do to help prevent a fall while staying at WMHS?**
- Tell the nurse if you have a history of falls
- Wear your glasses and/or hearing aid when awake
- Use the call light before attempting to get out of bed and wait for staff to come and help you
- Only walk with your loved one if it’s safe to do so, otherwise allow staff to assist you when walking
- Rise slowly from the bed or chair when getting up. Sit for a few seconds before you stand
- Use your walker or cane for support no matter how short the walking distance may seem
- Wear the treaded slippers provided or wear non-skid footwear when out of bed
- Do not lean or support yourself with rolling equipment such as IV poles or your bedside table
- Make certain the call light and other needed items are within reach before family or staff exits the room

**Family Members:**
- Notify the nurse before leaving the patient unaccompanied if he or she is confused
- Consider staying at the bedside with the patient, even during the night, if he or she is confused

**What we will do to help prevent you from falling:**
- Assess you for your risk of falling upon admission and during your stay
- Implement preventative measures to help prevent you from a fall while in our hospital
- Provide you with treaded slippers and any other recommended equipment (such as walker or bedside commode) that will make it safer for you to move about
- Assist you with getting in and out of bed and using the restroom as needed
- Make certain the call light and other needed items are within reach before exiting your room
- Show you how to use your call light and remind you when to call for help
- Respond to your calls for assistance in a timely manner and round to ensure your needs are being met
- We will remain with you while toileting or performing personal hygiene if you are high risk for falls
- When applicable, we will provide beds and chairs equipped with a call device for staff assistance.
PAIN MANAGEMENT

Know your report of pain will be taken seriously and be treated with dignity and respect by all health care professionals.

Have your pain thoroughly assessed and promptly treated.

Be informed by your provider about what may be causing your pain, possible treatments and the risk, benefit and cost of each.

Be referred to a pain specialist if your pain persists.

Get clear, prompt answers to your questions, have time to make decisions and refuse a particular type of treatment if you choose.

Ask your provider/nurse what to expect with painful procedures.

WMHS is committed to a proactive approach to pain management through appropriate assessment and interventions based on the patient’s report of pain. WMHS acknowledges that the ability of each patient to achieve maximum benefit and recovery is based in part on how successfully pain is controlled.

We will inform the patient at their initial evaluation that relief of pain is an important part of their care. Health care providers will respond to reports of pain in a timely manner and will ask as part of their regular assessment about the presence, quality and intensity of pain, and use the patient’s self-report as their primary indicator of pain. Health care professionals will work with the patient to establish a goal for pain relief and implement a plan to achieve said goal.

Unfortunately, you may have some pain. We will do all we can to treat your pain safely so that you can be as comfortable as possible.

MANAGING YOUR PAIN

Help your provider/nurse measure your pain by using the pain management scale and by letting them know what is an acceptable pain level for you.

Ask for pain relief when your pain first begins and tell the provider/nurse about any pain that will not go away.

Let your nurse know if you experience any side effects after the pain medication is given.

Understand that the nursing staff may wake you up to determine any side effects from the pain medication you may have been given.

Feel free to discuss any fears or concerns you may have about your pain medications with your provider/nurse.

NO PAIN

1-3 CAN BE IGNORED

4-5 INTERFERES WITH TASKS

6-7 INTERFERES WITH CONCENTRATION

8-9 INTERFERES WITH BASIC NEEDS

10 UNBEARABLE

0 NO PAIN

12
**Call Light**
When you are admitted to your room you will be shown how to use the call light button. Please use the call light button whenever you need to contact your health care team. Let them know if your need is urgent and someone will come immediately. If it is not urgent, you may have to wait. Your caregiver may be assisting another patient, but will respond as soon as possible. For example, you may need assistance in getting to the bathroom or need a bedpan.

**Television**
Televisions are provided to all patients. A complete listing of TV stations can be found on page 29. The Relaxation Channel is located on channel 78.

**Phone**
There is a telephone at each bedside, except in the Intensive Care Unit (ICU). To make a local call, dial “9” then the number you wish to call.

**Wifi**
Internet access is available at no charge throughout the WMHS Campus for guests who have devices that can receive wireless signals.
Visiting Hours

Visitors are welcome to see patients 24 hours a day at WMHS. Visits with loved ones are extremely important to the well-being of our patients. Due to the nature of the care provided, there are defined visiting hours for the Behavioral Health Unit and the Special Care Nursery.

The main entrances to the hospital will be secured between 8:30 p.m. and 5:30 a.m. Anyone coming to the hospital during these hours should enter through the Emergency Department in order to receive a hospital-issued visitor's badge from WMHS Safety and Security staff.

If you would like to refuse or restrict your visitors, please advise a member of your health care team.

Visiting Guidelines

- The number of visitors may be restricted based on the patient’s needs at the discretion of the nursing staff.
- Children under the age of 12 must be accompanied by an adult at all times.
- Those staying overnight should register with security located by the Emergency Department entrance.
- Visitors who have an illness, such as a cold or gastrointestinal flu, are encouraged not to visit.
- Visitors should wash their hands before and after their visit.
- Visitors may be asked to step out of the room for brief periods so that the staff can provide care for the patient. A guest lounge is available on each floor.

Valet Parking is available in two locations

**Main Entrance** - free (absolutely no tipping)

Hours of Operation:
Mon–Fri 6 a.m.-6 p.m.

**Medical Arts Building** (side)

Hours of Operation:
Mon–Fri  6 a.m.-5 p.m.

- Please allow 10 minutes to retrieve your vehicle.
- After hours keys can be obtained by calling: **240-964-7275**.
HOSPITAL SERVICES

Therapies
During your stay at WMHS, your Therapy Service team may consist of many different certified licensed professionals. Each one may assess your individual needs, once referred to by your physician, and work together to develop personal goals specific to your condition. Our team creates an individual plan of care specific to your therapy needs. These services may start in the hospital and continue in our Comprehensive Inpatient Rehabilitation Unit and Outpatient Physical Therapy Clinic.

Occupational Therapists – assist with the limitations of activities of daily living, and provide training in the use of adaptive equipment to encourage your optimal level of independence

Physical Therapists – address strength, range of motion, balance and coordination to improve physical function and mobility skills

Speech-Language Pathologists – help enhance communication, cognitive skills and swallowing function

Ambulation Assistants – assist patients without mobility restrictions to maintain their endurance and functional independence during their hospital stay

Pet Therapy – certified therapy dogs and volunteer handlers can improve the well-being of the patient
**Pastoral Care**

Chaplains and Pastoral Care staff are available 7 days a week, 24 hours a day. Pastoral Care professionals are specifically trained to work within the health system to provide spiritual care with deep respect for your own religious beliefs and faith traditions. To request the services of a chaplain, please inform your nurse or dial “0” for the operator from your bedside phone. Services available are pastoral visitations, sacrament ministry, religious services, support groups, chapel, bibles and religious literature.

**Behavioral Health Crisis Services**

WMHS has a full continuum of care to address Behavioral Health issues.

- A Crisis Hotline to address urgent or emergency needs; **CRISIS HOTLINE: 240-964-1399**
- Counselors available 24 hours per day, 365 days per year to provide face-to-face or crisis line intervention
- Behavioral Health discharge planning including referrals to outpatient community resources
- Traditional non-emergency behavioral health services are also available

WMHS – Behavioral Health Program: **240-964-8585**

**Ethics Committee**

Many of today’s health care decisions are difficult and very complex. This is especially true when decisions concern limiting or withdrawing medical treatment and determining what is in the best interest of the patient. The Ethics Committee can provide support and assistance to any patient and/or their family by facilitating candid discussion to clarify issues, improve communication and develop an appropriate plan of care. All consultations are confidential. To request a meeting, call **240-964-8544** (weekdays) or **240-964-1920** (evenings & weekends).

**Advance Directives**

The Patient Self-Determination Act and the Maryland Health Care Decision Act (1993) are laws intended to protect your right to make decisions about your medical care, including the right to accept or refuse treatment. WMHS supports and respects your fundamental right to make health care decisions regarding your care. You have the right to make an advance directive, such as a living will or durable power of attorney for health care, and to choose someone else to make health care decisions if you are unable. For assistance in creating an Advance Directive or for more information, ask a member of your health care team.

**Notice of Privacy Practice**

Your privacy is important to us and we are committed to protecting health information about you. We follow the Health Insurance Portability Accountability Act (HIPAA) privacy standards. A copy of the WMHS Notice of Privacy Practices is available at the Nurses Station where you are a patient, or can be viewed at [www.wmhs.com](http://www.wmhs.com) under the patient/visitor tab.
Access to Your Medical Records

If you would like to review your medical records, please ask your caregiver. Medical Records can be reached at 240-964-8444.

Patient Safety

The staff at Western Maryland Health System strives to provide you with the best care possible at all times. If at anytime, though, you believe your care is not meeting your needs, please let us know by requesting to speak with the Nurse Manager, House Supervisor or the Patient Safety Officer.

WMHS Patient Safety Officer: 240-964-2196
The Joint Commission: 800-994-6610
Maryland Department of Health & Mental Hygiene: 877-402-8218
Maryland Board of Pharmacy: 800-542-4964 | www.mdmop.org

Patient Portal

The WMHS Patient Portal allows you to view part of your electronic medical record online from anywhere you have an Internet connection. It’s easy and free to sign up. Tell us you would like to sign up and provide us with your email address. You will receive an email with your personal registration code to get started. Log on to www.wmhs.com to access the WMHS Patient Portal. It is located under Quick Links on the homepage. Click on the link and follow the easy step-by-step instructions, which include creating a unique username and password. In your portal, you will be able to see lab results, diagnostic reports, appointments, medications, allergies and discharge instructions.

Language, Deaf and Hard-of-Hearing Services

Please tell the registration or nursing staff if you are in need of these services.

Food Services

Our goal is to provide you with a healthy, well-balanced meal that will help with your treatment and recovery. Your physician may have ordered a specific diet for you to follow while you are a patient in the hospital. If your diet is not restricted, you will select your meals with the help of a host/hostess.

Some medications and/or diet restrictions may alter your taste buds.

There are items available on each patient care unit if you would like a snack between meals. Please check with your nurse to ask for a snack.
One Dream Gift Shop
Located on the first floor of the hospital, this gift shop is operated by the Western Maryland Health System Auxiliary. Proceeds from the shop are used to provide equipment and services for the hospital. Purchases can be delivered throughout WMHS.

Hours of Operation:
Monday-Friday 9 a.m.-5 p.m.
Saturday-Sunday 12 p.m.-4 p.m.

Cafeteria
- The cafeteria is located on the 2nd floor.
- Hours of operation are: 4:30 a.m.-8 p.m.
- Hot food is not available from 10 a.m.-11 a.m.

ATM
- ATM is located on the 2nd floor.
- See map on page 25 for location.
PREPARING FOR DISCHARGE

Care Coordination

Help with Treatment and Discharge/Transition Planning

Being in the hospital and getting ready to go home can be a frightening and stressful experience. We have a Care Coordination team here to help.

Communication between you, your support person, provider and our team is very important when thinking about your plans after you leave the hospital. Most patients stay in the hospital for about three days; therefore there are many things that must occur to ensure you have an appropriate plan in place to transition to your next level of care – whether that be home, home with outside services, assisted living or a skilled nursing facility for rehabilitation.

The Care Coordination Team includes nurses and social workers who work closely with and assist patients and families with planning for your discharge/transition from the hospital. They may include your physician, nurses and other support staff who care for you while you are a patient in the hospital. Most patients need some assistance after leaving the hospital so it is important that we identify who your support person will be as well as any additional services needed. There are many options for you, depending on your condition and needs, such as:

**Home Care** – provides short-term skilled nursing care in your home a few hours per week

**Skilled Nursing Facility** – provides short or long-term residential care; many patients take advantage of the specialized rehabilitation services

**Community Health Workers** – non-licensed staff that can provide safety checks, assist with arranging transportation and assist in accessing community resources

**Center for Clinical Resources (CCR)** – individualized care for patients with diabetes, heart failure and respiratory diseases such as COPD; A pharmacist is available to monitor blood levels and adjust Coumadin, as well as assist patients who have questions about their medicines

**Wound Center** – provides specialized care for complex wounds

**Hospice Home Care** - provides comfort, support and symptom management to patients and their families for management of end of life conditions
Communication About Your Discharge Day

Your Nursing and Care Coordination team will be working with your provider from your first hospital day to prepare you for discharge. Clear communication with you and your support person is very important to ensure you have everything in place for a smooth transition. Discharge day is very busy and can be overwhelming, so do not hesitate to ask the staff to repeat anything about your discharge instructions you do not understand. This process, depending on your individual needs, usually takes several hours.

In order to help your discharge day be easier, WMHS and Pharmacare will deliver, at your request, a 30-day supply of most medications to your bedside. This service is provided as a convenience so that you do not have to stop at the pharmacy on your way home. After the 30-day supply is finished, your prescriptions can be transferred to the pharmacy of your choice. Copays and medicines will be billed to you and your insurance as applicable. WMHS provides care to all patients, regardless of your ability to pay.

Communication After Discharge

It is very important that you follow the discharge instructions given to you by your provider and nurse. Additionally, we will give you an appointment to follow up with your provider soon after discharge. It is proven that if you see your provider within a few days after discharge, you are less likely to have to come back to the hospital. If you do not have a primary care provider, the WMHS team can help you find a provider. In the meantime, we have primary care practices that hold appointment times for discharged patients so you can be seen within a few days of discharge.

For those patients going home who do not need home care, you will receive a phone call from one of our CareLink nurses 48-72 hours after you are discharged. This is a very brief call to answer any questions and ensure that you have what you need for a smooth transition back to home.

We want to ensure you are in the center of our “Perfect Circle of Care,” and that starts when you enter our door and continues until you have safely transitioned to your destination. Please do not hesitate to ask questions of your Nursing and Care Coordination staff or any other WMHS team member. You can contact the Care Coordination staff by calling 240-964-1090 during regular business hours and 240-964-4949 during all other times.

Transition Care Clinic

The Transition Care Clinic (TCC) is located in the Medical Arts Center (MAC) and is staffed by Nurse Practitioners. You may be seen once or a few times following discharge from the hospital in the event your primary care provider cannot see you in the first week following discharge. The TCC is a resource available to make sure you understand your medications, and that the post discharge plan started in the hospital is understood and followed. The TCC is a bridge from your hospital stay back to the home environment and does not replace your primary care provider. Arrangements for follow up care in the TCC will be coordinated by the Care Coordination Team with you and your family prior to your discharge.
Hospital Financial Assistance Policy

The Western Maryland Health System provides care to all patients seeking care, regardless of their ability to pay. A patient’s ability to pay is based on a review, which is done by a member of the Health System’s Business Office.

WMHS has certified counselors available to provide information about Qualified Health Plan options and Insurance Affordability Programs. Counselors can be reached by calling 240-964-8435.

In accordance with Maryland law, WMHS has a financial assistance policy and you may be entitled to receive financial assistance with the cost of medically necessary hospital services if you qualify. WMHS meets or exceeds the state’s legal requirement by providing financial assistance based on income established by and published by the Federal Government each year. In order to determine eligibility for assistance, you will be required to provide certain financial information.

If you want to get more information concerning your rights and obligations or to apply for financial assistance, you can call the business office at 240-964-1728 or download the uniform financial assistance application at www.hscrc.state.md.us/consumers_uniform.cfm.

The WMHS/Maryland Uniform Financial Assistance Form is also available on our website at www.wmhs.com.

If you want more information or to apply for Maryland Medical Assistance, you may contact the Department of Social Services at 1-800-332-6347; TTY: 1-800-925-4434; or Internet www.dhr.state.md.us.

West Virginia residents may contact 1-800-642-8589 or www.wvdhhr.org.

Pennsylvania residents may contact 1-800-692-7492 or www.compass.state.pa.us.

Important Billing Information

Services provided by the following medical specialists are NOT included in the hospital bill you will receive from WMHS:

Anesthesiologists
Cardiologists
Emergency Department Providers
Hospitalists

Neonatologists
Observation Unit Providers
Pathologists
Radiologists

These providers may be involved in your care or the interpretation of your test results. They are required by law to bill separately for their professional services. These specialists may not necessarily participate in the same insurance plans as the hospital.
DISCRIMINATION IS AGAINST THE LAW

Western Maryland Health System (WMHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation or gender identity.

WMHS does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation or gender identity. WMHS values the diversity and inclusion of our patients, their visitors, employees, physicians, volunteers, students and others.

WMHS:
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 the Hospital Operator at **240.964.7000**.

If you believe that WMHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sexual orientation or gender identity, *you can file a grievance with*:

WMHS Corporate Compliance Officer
12400 Willowbrook Road
Cumberland, MD 212502
240.964.8105.

You can file a grievance in person, over the phone, by mail, fax or by completing this form. If you need help filing a grievance, the WMHS Corporate Compliance Officer 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, D.C. 20201
1-800-868-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html
Amharic
ማስታወሻ: የሚናገሩት የትርጉም እርዳታ ውድጅቶች፣ በነጻ እያግዝዎት የተዘጋጀተዋል፡ ወደ ወደ ያከተለው ቁጥር ይደውሉ 1-240-964-7000

Arabic
BAB: اذا كنت بحاجة إلى مساعدة باللغة العربية، الرجاء الاتصال ب 1-240-964-7000

Chinese
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-240-964-7000

Farsi
با استفاده از برنامه فارسی، شما می‌توانید بایدهایی را در زبان فارسی بپرسید. مثلاً می‌توانید به 1-240-964-7000 تماس بگیرید.

French
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-240-964-7000

German
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlosen sprachlichen Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-240-964-7000

Hindi
द्वारा: आप हिंदी बोलते हैं, तो भाषा सहायता सेवाओं के पूरक हैं। कॉल 1-240-964-7000

Ibo/Yoruba
Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-240-964-7000

Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-240-964-7000

Russian
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-240-964-7000

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-240-964-7000

Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-240-964-7000

Urdu
کریئ کال، بیمن دستیاب میں مفت خدمات کی مدد کی ہوئی تک آپ تو بیہ بنے پولیٹی اردو آپ اگر: 1-240-964-7000

Vietnamese
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-240-964-7000
Western Maryland Regional Medical Center
12500 Willowbrook Road in Cumberland
Easy Access from Exit 44 off Interstate 68
Western Maryland Health System is a smoke-free campus. Alcohol, illicit drugs and weapons are prohibited.
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Western Maryland Health System is a smoke-free campus. Alcohol, illicit drugs and weapons are prohibited.
Western Maryland Health System Foundation connects those who can give to those who are in need. Sometimes that means covering the cost of medication; sometimes that means investments in remarkable million-dollar technology. Any and every gift can help someone when they need it most.

How can you give?

Show your appreciation for a caregiver who has been especially good to you. We would be honored to carry your message of gratitude to them, and they would be delighted to hear from you!

Make a gift to any particular area of the hospital:

- Area of Most Need
- Behavioral & Emotional Health
- Dialysis
- Healthcare Scholarships
- The Heart Institute
- Labor and Delivery, or Nursery
- Schwab Family Cancer Center
- Any Specific Hospital Unit

Although you may not realize this, charitable contributions have played an essential role during your stay at WMHS.

**DONATIONS SUPPORT:**

1. **CAPITAL**
   - Structural advancement to better serve you.

2. **EQUIPMENT & TECHNOLOGY**
   - Bringing technology close to home.

3. **SCHOLARSHIPS**
   - Investing in our brightest professionals to care for you.

4. **PATIENT NEEDS**
   - Responding to personal patient and family needs.

Western Maryland Health System Foundation

Did you notice any silver plaques or other donor recognition on the wall during your hospital stay? This is our way of recognizing some of our most loyal donors, and you could have one, too!

Join us in our efforts to support the work, mission, and values of Western Maryland Health System. We will be delighted to help you carry out any one-time gifts or long-term pledges, exactly as you wish.

wmhs.com/Foundation

**240-964-8003**

foundation@wmhs.com
| TV CHANNEL LIST |
|-----------------
| 2 WMHS Information Channel |
| 3 WDCA (My Washington) |
| 4 ION |
| 5 WTTG-Fox (Washington) |
| 6 WNPB-PBS (Morgantown) |
| 7 WJLA-ABC (Washington) |
| 8 Photo Classifieds |
| 9 WUSA-CBS (Washington) |
| 10 WDCW-CW (Washington) |
| 11 WWPB-PBS (Hagerstown) |
| 12 WHAG (Hagerstown) |
| 13 WJZ-CBS (Baltimore) |
| 14 QVC |
| 15 WJAL-IND (Hagerstown) |
| 17 WJAC-NBC (Johnstown) |
| 18 C-SPAN2 |
| 19 C-SPAN |
| 20 Message Channel |
| 21 Inspiration Network |
| 22 Home Shopping Network |
| 23 EWTN |
| 24 TBS |
| 25 USA |
| 26 TNT |
| 27 Lifetime |
| 28 VH-1 |
| 29 Spike TV |
| 30 AMC |
| 31 Root Sports |
| 32 CNN |
| 33 HLN |
| 34 Pivot |
| 35 ESPN |
| 36 ESPN2 |
| 37 OWN |
| 38 ABC Family |
| 39 Comedy Central |
| 40 Oxygen |
| 41 A&E |
| 42 MTV |
| 43 CNBC |
| 44 BET |
| 45 Animal Planet |
| 46 Travel Channel |
| 47 LMN |
| 48 CRTC / MASN2 |
| 49 Trinity |
| 50 Discovery Channel |
| 51 FX |
| 52 Fox News Channel |
| 53 Disney Channel |
| 54 Disney XD |
| 55 E! |
| 56 CMT |
| 57 Food Network |
| 58 The Learning Channel (TLC) |
| 59 Cartoon Network |
| 60 HGTV |
| 62 The Weather Channel |
| 63 Nickelodeon |
| 64 Fox Sports 1 |
| 65 NBC Sports Network |
| 66 The Outdoor Channel |
| 67 Bravo |
| 68 MSNBC |
| 69 Syfy |
| 70 History |
| 71 Golf Channel |
| 72 TV Land |
| 73 National Graphic |
| 74 truTV |
| 75 Hallmark Channel |
| 76 Esquire Network |
| 78 WMHS Relaxation Channel |
| 97 ACCTV |
| 98 WWCP Fox 8 (Johnstown) |
| 99 Jewelry TV |