

Patient Handbook



University 
Medical Center
New Orleans
LCMC Health

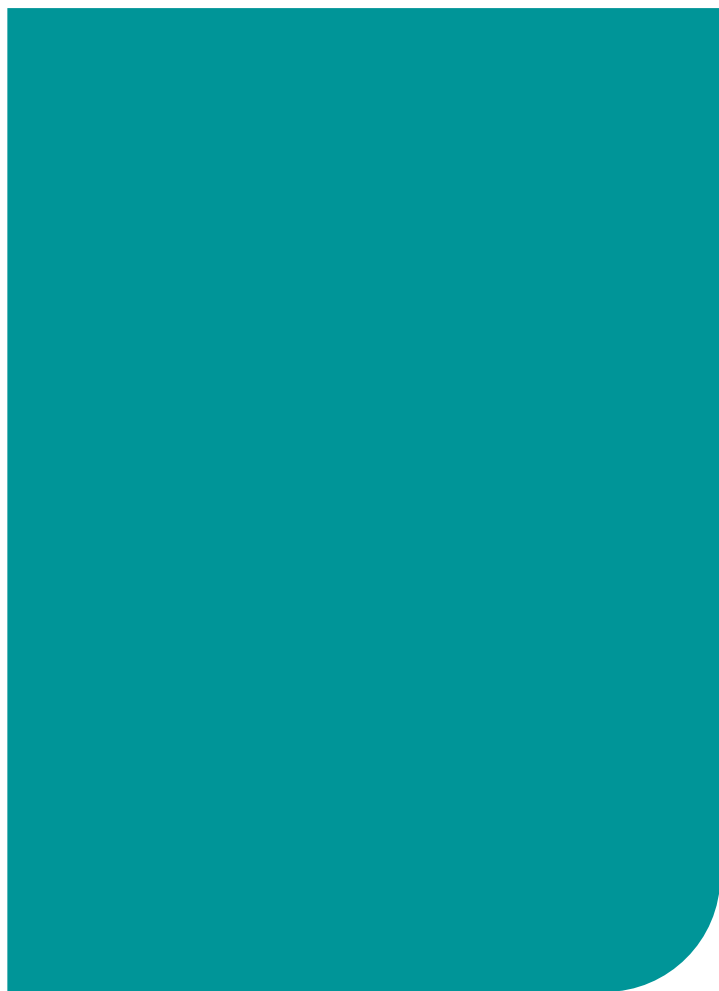


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Welcome

Thank you for choosing University Medical Center New Orleans for your healthcare needs.

Here at University Medical Center New Orleans, a part of LCMC Health, we go the extra mile to make your hospital stay feel as comfortable as possible. From our beginnings as Charity Hospital, to our amazing new facility, we've always been a hospital built for—and by—New Orleans.

Today, we're home of the Rev. Avery C. Alexander Academic Research Hospital, and the largest training center for health professionals in Louisiana. That means you can count on us to bring the latest and greatest expertise to your care.

This patient guide has been designed to assist you and your loved ones during your stay. We hope you will take time to become familiar with the information in the guide. If you have questions, please talk to any of your caregivers.

We look forward to being your trusted healthcare provider for many years to come.

Mission

University Medical Center New Orleans will provide exceptional patient-centered care and a world-class academic experience through advanced research, leading technology, and innovation.

Vision

University Medical Center New Orleans will be a leading world-class academic medical center and the destination of choice for exceptional healthcare.

Campus map

The University Medical Center campus includes:

- Patient Towers 1 (Orange), 2 (Green), and 3 (Purple)
- Diagnostic & Treatment Building (Hospital)
- Ambulatory Care Building (Clinic)
- Primary Care Center
(first floor of the Parking Garage at 2003 Tulane Ave.)



For your convenience

ATM Locations

- First floor: Corridor across from PJ's Coffee (near Patient Tower 3)
- Lobby Information Desk (near Patient Tower 1)
- First floor, Clinic Building near Walgreens Pharmacy
- Second floor, Emergency waiting area (next to Triage 6)

Cafeteria

The University Medical Center Café, located on the first floor of the hospital near Patient Tower 3, offers a wide selection of menu choices daily, including hot meals, soups, salads, and grab-and-go items. All visitors are welcome to dine in the cafeteria. We ask that patients who are admitted to the hospital not use the cafeteria since they may be on special diets. The cafeteria is open daily 6:30 am–6:30 pm. Hours will vary on holidays.

Coffee shop

PJ's Coffee of New Orleans is open daily from 6 am–1 am Monday–Friday and 6 am–9 pm, Saturday and Sunday. It is located near the cafeteria across from Patient Tower 3.

Frozen yogurt

Menchie's Frozen Yogurt, located near the University Medical Center cafeteria, features a variety yogurt flavors and toppings. The yogurt and



toppings are self-serve and sold by weight. Cash and credit cards accepted. Open Monday–Saturday, 11 am–7 pm.

Chapel

Our Chapel is located on the first floor of the Hospital Building near the atrium (main lobby). The chapel is open from 6:30 am–9 pm seven days a week, providing a quiet and sacred space for prayer and/or meditation. Catholic Mass is held daily at Noon, except Saturdays. See posted schedule for dates.

Gift shop

Rudiger's Gift Shop & Boutique is located on the first floor of the Hospital Building near Patient Tower 1. Open 8:30 am–7 pm on weekdays; 10 am–4 pm weekends. Phone: 504.702.2353

Flowers

Flowers are delivered to patient rooms by individual florists, including through Rudiger's Gift Shop. Flowers are not allowed in Intensive Care Units and may not be allowed on the Burn Unit, depending on patient condition.

Hotels

We have partner rates at several hotels in the New Orleans area for family members and guests needing a place to stay overnight. Visit umcno.org/accommodations for information.

Pharmacy

Walgreens offers a full-service pharmacy for prescription needs and accepts most insurances, including Medicare, Medicaid, commercial plans, and discounts for eligible patients. Walgreens services include immunizations as well as bedside delivery of your medications at discharge. Walgreens is located in the Clinic Building on the first floor. For more information, including pharmacy hours, call 504.758.3718.

Parking

Patient and guest parking is available in the parking garage at 2001 Tulane Ave. Patient parking tickets will be validated in the area where you receive care. Visitor parking is available in the garage at an hourly rate. Long-term rates are available for guests visiting patients hospitalized for extended periods of time. To purchase extended parking, visit the parking office on the second floor of the Diagnostic & Treatment Building

(Hospital), room 2673, or call 504.702.2037. Office hours are 8–10 am and 2–4 pm Monday–Friday.

Mobile device charging stations

Complimentary stations for charging cell phones and other mobile devices are available in the following locations:

- Fourth floor, inpatient surgery waiting room (Hospital Building across from Tower 2)
- Fourth floor, outpatient surgery waiting room (Hospital Building near lobby side)
- Second floor, Emergency waiting area (Hospital Building) – two locations

Please keep a close watch of your cell phone while using the charging stations. University Medical Center is not responsible for lost or stolen phones.

Vending machines

There are vending machines in three locations on the University Medical Center New Orleans campus.

- Hospital Building – First floor in the cafeteria area
- Clinic Building – First floor in the clinic area
- Hospital Building – Second floor near Emergency

Wi-Fi access

University Medical Center has a guest Wi-Fi system for our patients and their family members. To gain access from your mobile device, select UMC-Guest in your Wi-Fi connection options. Open your web browser and click "Accept" on the disclaimer screen.



10 things you need to know about your stay

- 1. Armbands:** Upon admission, you will receive a patient ID armband. For your safety, your armband must be worn at all times when you are in our care. This ID is used to identify you whenever patient care is provided. This armband must be removed at discharge.
- 2. Leaving the unit:** For your safety, we ask that you remain in the unit unless escorted for diagnostic testing. If you leave the unit for any other reason, you must notify staff in advance. Failure to return to the Patient Care Unit within an hour may result in you losing your inpatient bed and being discharged Against Medical Leave. Smoking or vaping is not allowed anywhere on our campus.
- 3. Rapid Response Team:** If you or your family members notice a change in your condition that our staff may not see, contact the nurse right away. In the event of a medical emergency, University Medical Center offers patients and families a Rapid Response call line. Reach the Rapid Response Line by calling extension 25000 from a hospital phone or 504.702.5000 from a cell phone. The operator will ask for the caller's name, room number, patient's name, and patient concern.
- 4. Patient meals:** If you're in a general patient care unit, you can place your meal order from our Treat Yourself menu by calling extension 23085. Breakfast is served from 6:30–10 am; lunch is served between 10:45 am–3 pm and dinner is served between 3:45–6:30 pm.

- 5. Visiting hours:** We welcome visitors between 8 am–8:30 pm, but please ask them to not visit if they have a cold, fever, or a contagious illness. One adult (age 18 and older) family member, loved one, or health care partner is allowed to stay with patients overnight. Children 10 or older can visit during visitation hours in General Patient Care and Critical Care Units. See the Visitor Guideline section on page 17 for more information on patient visitation and limits on visitation.
- 6. Interpreter services:** Interpreter services are available to assist patients who are deaf, hearing impaired, or have difficulty speaking or understanding English. If any of these services are needed, please notify a staff member or call the hospital operator at 504.702.3000.
- 7. Housekeeping services:** Patient rooms are cleaned daily between 7 am and 3:30 pm. If you are in need of service, please call 504.702.4750.
- 8. Patient room numbering:** Patient units are in the three patient towers. The room numbering system at University Medical Center works like this:
 - The first number is the **floor** number
 - The second number is the **tower** number
 - The next two-digit number is the patient **room** number
 - Example: Room 6324 is Floor 6 of Tower 3 in Room 24
- 9. Electrical devices:** Using home electrical devices is discouraged. Our Biomedical department must approve all electrical devices, such as home ventilators, prior to use to make sure they are safe. Please notify your nurse if you must use these devices in the hospital so they can coordinate with our Biomed team.
- 10. Phone calls:** A telephone is on the table next to your bed. Your family and friends can call you through the operator by dialing 504.702.3000. If they know your room number, they can dial 504.702.5555, where they will be asked to enter the room number. To dial a department extension within the hospital, if the number begins with 702, you can dial 2 + the last four digits of the number.

Speak up!

Speak up is a team effort between University Medical Center and The Joint Commission, a nonprofit organization that accredits and certifies healthcare organizations, to encourage you to help us prevent medical errors.

As a patient, you can make your care safer by being an active, involved, informed part of your healthcare team and by asking questions.

Speak up if you have questions or concerns about your care. If you don't understand, ask again or ask to receive the information in the language you prefer. You have a right to understand your care.

Pay attention to the care you are receiving. Always make sure you are receiving the right treatments and medicines by the appropriate healthcare professionals. Tell your nurse if something doesn't seem right.

Educate yourself about your illness. Learn about the medical tests you receive and your treatment plan. If your treatment involves medical equipment you will be going home with, practice with your healthcare team. Write down questions for your Care Team and keep notes about your care.

Ask a trusted family member or friend to be your advocate. Ask that your advocate be educated so that he or she can help in your care once you go home.

Know what medicines you take and why you take them. Ask about the side effects of medication.

Use a hospital or clinic like University Medical Center New Orleans that is certified and has completed a rigorous program to ensure safety and quality.

Participate in all decisions about your treatment. You are the center of your healthcare team. Discuss any cultural, ethnic, or religious based special needs with your team.

Quick guide to your visit

Important phone numbers

Main hospital number

504.702.3000

Billing questions

888.273.1896

Monday–Friday

8 am–4:30 pm

Burn Center

504.702.2876

Case Management/ Social Services

504.702.4114

Financial Counseling

504.702.3500

Monday–Friday

8 am–4:30 pm

Menu selection

504.702.3085

Hospital Public Safety

504.702.3108

Gift Shop

504.702.2353

Patient Access (Appointments)

504.702.5700

Patient experience

504.702.3600

Pathology/Laboratory

504.702.3495

Pharmacy (Walgreens)

504.758.3718

Primary Care Center

504.962.6120

Rehabilitation

504.702.5064

Respiratory Care

504.702.4653

Room cleaning

504.702.4750

Spiritual Care

504.702.3064

Note: When calling any of these numbers (except Pharmacy and the Primary Care Center) from your room, dial only the last 5 digits. Need a primary care physician? Contact **504.962.6120** for an appointment.

View our clinic directory at umcno.org/UMC_clinics.

For more information on the resources available at University Medical Center New Orleans, visit umcno.org/services.



Patient meals

Our menu has been carefully planned by dietitians and chefs to meet your needs and aid in your treatment and recovery. All meals are made fresh daily. You can order your meal from our Treat Yourself Room Service menu by calling 23085. If you are a patient in the Intensive Care Unit or if your room is in Tower 1, Floor 5, a dietary team member will come to your room to take your order.

Breakfast: 6:30–10:00 am
Lunch: 10:45 am–3:00 pm
Dinner: 3:45–6:30 pm

If you need a menu, please contact a member of the Food and Nutrition Services team at extension 23085 from your room or 504.702.3085 from a cell phone.

Visiting hours

Visiting hours are **8 am–8:30 pm** in our General Patient Care Units and ICU Units.

Visitors to the Behavioral Health Unit must first check in with Hospital Public Safety to get a visitor's pass. Visiting hours in this unit are **6:30 am–7:30 pm** on Monday–Friday (except holidays) and from **1–3 pm** on weekends and holidays.

Language services and sign language interpretation

If you or your family member prefer to communicate in a language other than English, we provide qualified interpreters and information translated into languages other than English. Sign language, oral interpreters, text telephone (TTY), and other appropriate auxiliary aids and services are available free of

charge to people who are deaf or hard-of-hearing.

If you need these services, please notify a staff member or call the Communications Department at 504.702.3000.

When you need help right away

If you or your family members notice a change in your condition that our staff might not see, please talk to your nurse right away.

If the issue is a medical emergency and you need help right away, call our Rapid Response line by dialing 25000 from a hospital phone or 504.702.5000 from a cell phone. The operator will ask for the patient's caller's name, room number, patient's name, and patient concern.

If the issue is not urgent, but you need to speak to someone, please contact the Charge Nurse, Unit Director or Hospital Operator at 504.702.3000 to reach the House Supervisor.

LCMC Health Patient Portal

We invite you to sign up for the LCMC Health Patient Portal at myLCMHealth.org. This online resource gives you access to portions of your medical record. With LCMC Health Patient Portal, you can view your test results, health history, and after visit summaries from a computer or mobile device. You can also request prescription renewals and communicate electronically

with your doctor. You will receive instructions for signing up during discharge.

Patient and family concerns

If at any time you or your family has a concern about your care that you want to speak with someone about your concerns, you can contact the Charge Nurse, Unit Director, or Hospital Operator at 504.702.3000 to reach the House Supervisor. You may also reach the Patient Experience Office by calling 504.702.3600. We want you to know that you are a partner in care.

Smoke-free campus

To protect our patients, visitors, and staff, our entire campus, including the building, courtyards, parking lots, and garage, are tobacco-free. For patients who need help and want a cigarette, a nicotine patch can be prescribed for you while you are in the hospital. Please let your nurse know if you are having problems with not being able to smoke while you are in the hospital. If you are interested in kicking your smoking habit, we offer free adult counseling sessions for all patients. You can call our Smoking Cessation Coordinator at 504.702.5178.

Spiritual Care

If you would like a visit from our Chaplain, please call 504.702.3064.

Our commitment to diverse populations

University Medical Center is committed to meeting the needs of the diverse population that we serve. We do not discriminate on the basis of race, creed, color, national origin, religion, age, sex, sexual orientation, disability, or handicap in any of our activities or operations. For people with disabilities, we provide qualified sign language interpreters and written information written in alternative formats in a timely manner free of charge.

If you prefer to communicate with us in a language other than English, we will provide qualified interpreters and translation services in a timely manner free of charge. If you need these services, please contact us at 504.702.3000.

If you feel that we have failed to provide these services, you can file a grievance with our Patient Experience team by calling: 504.702-3600 or emailing: UMCFeedback@LCMCHHealth.org.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights (OCR):

1. Electronically through the OCR Complaint Portal:
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
2. By mail:
200 Independence Avenue
SW Room 509F
HHH Building
Washington, D.C. 20201
3. By telephone:
800.368.1019 (TDD)
800.537.7697 (TDD)

Language accommodations for diverse populations

ATENCIÓN: Si habla Español, tiene a su disposición servicios gratuitos de asistencia lingüística.

ATTENTION: Si vous parlez Français, des services d'aide linguistique vous sont proposés gratuitement.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

Paunawa: kung nagsasalita ka ng tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

ATENÇÃO: Se fala Português, encontram-se disponíveis serviços linguísticos, grátis.

ກະລຸນາ ສັງເກດ: ຖ້າ ທ່ານເວົ້າພາສາລາວ, ການ ຊ່ວຍເຫຼືອ ດ້ານພາສາ, ທີ່ບໍ່ມີ ຄ່າໃຊ້ຈ່າຍ, ແ ມີ ມາ ທັນ ທານ.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

رادربخت: تامدخك كى ددمك نايز وك با وت، سيب ے تلوي ودر ا با رگا
با اينسد نيم ت فم

ACHTUNG: Wenn sie deutsch sprechen, stehen ihnen kostenlos sprachliche hilfsdienstleistungen zur verfügung.

امش ى ارب ناگيار هجوت: ترو صدى نايز ت ليهست، دينك م وگنگ ى سراف نايز هيد رگا

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร

Your privacy

Protecting your health information is important to us. University Medical Center participates in one or more shared electronic health records systems and other patient, information “Shared Systems,” and may electronically share health information for treatment, payment or healthcare operations and other purposes permitted under the Health Insurance Portability and Accountability Act (HIPAA) with other participants of the Shared Systems. This allows a doctor whose patient is receiving services at other facilities that utilize the shared systems efficient access to medical information necessary for the treatment of that patient.

Health information exchange

University Medical Center belongs to the Greater New Orleans Health Information Exchange (GNOHIE), which allows other providers who care for you who are also on the exchange to see your health records, including your health history, your medications, test results, surgery reports, hospital discharge notes, and other health information in order to assist them in making decisions about your care.

If you do not want GNOHIE to share your records, you can opt out of GNOHIE at any time by calling toll free 1.855.446.6443 (1.855.4GNOHIE) or visiting their website at gnohie.org.

While you are here

Stay informed

The more you know about your illness and your treatment plan, the more you can take an active role in your care and recovery. We want to involve and educate you and your family during your stay. Please feel free to ask questions as many times as you need to in order to understand your treatment and care plan. Please read our consent forms carefully and ask to have anything you don't understand explained to you before signing.

Personal items and valuables

We encourage you to send all valuables and unnecessary items home as soon as possible with a family member. If you are unable to do so, University Medical Center's Public Safety Office has a safe that may be used to store valuables. To request that your valuables be placed in the hospital safe, ask your nurse to contact Public Safety. When you are ready to be discharged, please tell a hospital staff member if you have valuables with Public Safety, so they may arrange a delivery to your room. If you do not pick up your valuables when you leave the hospital, you will need to go to the Public Safety Department to pick them up. You may call Public Safety at 504.702.3108. The hospital is only responsible for valuables placed in the hospital safe. You'll be asked to sign a confirmation when you place and retrieve your valuables.

Service animals

University Medical Center welcomes your service animal in many areas of our facility during your inpatient and outpatient stay. As defined by the Americans with Disabilities Acts, service animals are dogs that have been individually trained to do work or perform tasks for people with disabilities. You must be in full control of the service animal at all times. You must be able to make arrangements to have the service animal fed, exercised and toileted without the involvement of staff members. Service animals are not allowed in the Intensive Care Unit, Burn Unit or Surgical and Procedural areas. Service animals must also be current on all shots.

A guide to your hospital room



1. Hospital bed

Your bed can be adjusted by using the controls. Should you need assistance, please call your nurse.

2. Overbed table

3. Hand-held call bell

4. Oxygen flow meter

5. Fold-down sofa

Calling your nurse

A nurse call button is located on each patient's bedside. When the button is pressed, the nursing station is alerted that you need assistance, and a light will flash above your door. A staff member will respond to your signal as soon as possible.

Television

Television sets are provided free of charge in each room. The remote control is at bedside. Please be considerate of other patients by playing TV sets softly and by turning off your set at bedtime.

Channels

2 Religious	21 HGTV
3 CBS (WWL)	22 GSN
4 CNBC	23 History
5 MSNBC	24 FOX News
6 UNIVISION	25 TNT
7 NBC (WDSU)	26 SEC
8 WGN	27 SEC 2
9 FOX (WVUE)	28 USA
10 POP	29 CNN
11 ABC (WGNO)	30 Disney Channel
12 PBS (WYES)	31 Nickelodeon
13 CW (WNOL)	32 FOX Sports 1
14 Cartoon Network	33 HLN
15 Freeform	34 Lifetime
16 Telemundo (KGLA)	35 ESPN
17 TBS	36 ESPN2
18 Weather	37 Velocity
19 Travel	77 WLAE (Catholic Channel)
20 Food Network	

Visitor guidelines

Visitors are important to your healing. For the comfort of other patients, we ask that you limit the number of visitors and follow hospital rules. Guests shouldn't be sick with colds, flu, or other contagious diseases and must follow our infection control policies. To prevent the spread of germs from outside and prevent infection, visitors should not sit on your bed and should wash their hands upon entering and exiting your room. If you are on isolation because of infection, your visitors will be required to check with the nurse first.

- Visiting hours are 8 am–8:30 pm
- Two visitors are allowed at a time per patient
- Visitors must be 10 years or older
- One visitor, 18 years or older, per patient is allowed to stay overnight. Your room has a fold-out sofa where your support person can sleep. A staff member can explain how the sofa folds out and where to find the linens

There are times when patient visitation may be limited, including:

- A court order limiting or restraining contact
- Behavior that may cause a risk or threat to the patient, staff, or others
- Disruptive behavior
- The need to limit the number of visitors at any one time
- Infection risks
- Restrictions because of an infectious disease outbreak
- Substance abuse treatment protocols
- Patient's need for privacy or rest
- When the healthcare provider believes it is in the best interest of the patient to limit visitation during a treatment or procedure

Behavioral Health Unit

All visitors to the Behavioral Health Unit must first check in with Hospital Public Safety and obtain a visitor's pass. Visitation hours are:

- Monday–Friday, excluding holidays, from 6:30–7:30 pm
- Weekends and holidays from 1–3 pm

If you are visiting the Behavioral Health Unit, please check in with Hospital Public Safety to get a visitor's pass. You'll need to provide the correct patient identification number to receive a pass. Wear the pass at all times during your visit and return it to Hospital Public Safety when your visit ends.

Your health and safety



Medication safety

When you are admitted to the hospital, you will be asked for your medication history. It is important that you discuss all of the medication you are taking so that any interactions with other medications or contraindications can be avoided.

This includes:

- Prescription medication
- Over-the-counter medication (ex: aspirin, cold medicine)
- Vitamins
- Herbal products
- Dietary supplements
- Recreational drugs

Our staff is dedicated to providing you with high-quality care in a safe environment. We want to work with you and your family to lower your risk of harm and keep you safe during your stay.

Armbands

You will be given an arm band with your name, date of birth, and medical record number. This armband must be worn at all times during your stay.

Patient ID

For your safety, we may ask you several times for the same information. This will help make sure we have not missed important information to provide safe medical care. Please be patient.

Make sure your nurse or doctor checks your armband before giving you any medication. Know what time you should get a dose and if you do not get it, Speak Up. Make sure you understand why you are taking each medication.

Tell your nurse or doctor if you don't feel well after taking medicine. Ask for help immediately if you think you are having a side effect or reaction.

Eight ways to prevent infection

1. Clean your hands before eating food, after using the restroom or bedpan, after blowing your nose, and after coming into contact with someone who is sick
2. Ask your visitors to clean their hands when they enter your room

3. Make sure your doctors, nurses, and other hospital staff clean their hands before they treat you. Don't be afraid to Speak Up—ask them if they have cleaned their hands or request they put on clean gloves
4. Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow
5. If your visitor is sick, ask them to stay home. Don't shake hands or touch others who are sick
6. If you have an IV catheter or drainage tube, let your nurse know right away if the dressing gets loose or wet or if the catheter/tube becomes loose or disconnects
7. If you have diabetes, be sure that you and your doctor discuss the best ways to control



your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection

8. Stay up-to-date with vaccines to help protect yourself and others you're in contact with

Preventing injuries from falls

In the hospital, you may have a higher risk of falling due to your illness, surgery, or medications. Please call for help when getting out of bed if you feel unsteady. If you are at risk for falling, a green armband will be given to you and a sign will be placed on your door to alert staff.

To reduce your risk of falling:

- Use your call button when getting out of bed or going to the bathroom when you feel unsteady
- Do not walk in the dark
- Don't leave your hospital room
- Make sure you keep your walkway clear, especially the walkway to the bathroom
- Wear non-slip shoes or socks
- Lower the height of the bed and the side rails
- Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish, or confused. Ask how to reduce these side effects or if you can take another medicine

Preparing for surgery

Before your procedure:

- Ask for written information about your procedure
- Ask about the scheduling process for your procedure
- Ask about the check-in process for your procedure
- Ask which medicines you can or cannot take before your surgery
- Ask what you can or cannot eat or drink before surgery
- Ask if you can wear nail polish, dentures, etc.
- Ask someone to take you to and from the hospital, and if possible, to stay with you during your surgery
- Ask how your family will be updated and notified of your status
- Ask when your family will be allowed to be with you
- Leave valuables at home

The staff will:

- Ask you to review and sign an Informed Consent. Read it carefully. It will list your name, the kind of surgery you will have, and the risks associated with your surgery. You will be able to ask questions. If you do not understand or if the information does not appear to be correct, Speak Up
- For your safety, the staff may ask you the same questions many times
- Before your surgery, a doctor may mark the spot on your body to be operated on
- During surgery, the team will perform a "time out" to make sure they are doing the right procedure on the right body part on the right patient
- After surgery, talk with your doctor or nurse concerning your pain. Make sure you understand all post-surgery instructions, how to take care of your wound, what medicine you must take, what you can and cannot do, when you need to follow-up with your doctor, who to call if you have questions, and when you can start normal activities like work and exercise
- Make sure you wash your hands before and after caring for your wound. Tell your doctor right away if you have any symptoms of an infection, such as abnormal redness, swelling, or pain at the surgery site, unusual drainage, or fever

For more information about your safety during surgery, visit umcno.org/patientsafety

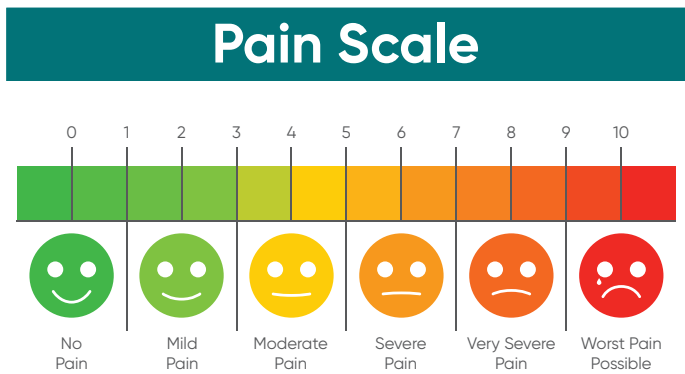
Your care and treatment

Bedside shift report

Our nursing units participate in bedside shift reports to promote good communication. At each nursing shift change, usually around 7 am and 7 pm, your nurse will introduce your new nurse to you. The team will talk about your progress, medicine, and tests scheduled for the day. If you have any questions during this bedside shift report, don't hesitate to ask them. Please inform staff if you wish not to have visitors during report.

Understanding and managing your pain

We want to make you as comfortable as possible during your stay and help you manage pain you may be having. Our staff will ask you for your pain using a scale of 0–10 with a face chart (see below). On this scale, "0" means no pain and "10" is pain as bad as it can be.



If your pain suddenly gets worse, is not relieved by pain medication, or other methods of pain control, or if you have any side effects, notify your nurse or doctor immediately. Other methods in addition to medication can help you control your pain. They include aromatherapy, breathing exercises, heat or cold, massage, meditation, music, physical activity, and relaxation techniques.

To reduce the risks associated with opioid use, we try to use non-habit forming medications like acetaminophen or ibuprofen as well as treatments such as patches, ice packs, and heating packs to help you with managing pain.

By law, there is a limited amount of pain medication that we can prescribe when you are discharged from the hospital.

Palliative Care team

Our Palliative Care team supports the needs of patients going through serious illnesses. The focus is to ease the suffering that results from illness and to reduce caregiver stress. It is offered alongside other treatments to help you cope with your serious illness. You can call 504.702.3669 or email UMCPalliativeMedicine@LCMHealth.org to request a consult. Our team will work with your physicians to coordinate a referral.

The ABCs of antibiotics

A (Ask)

“Are these antibiotics necessary?” and “What can I do to feel better?”

B (Bacteria)

Antibiotics do not kill viruses. They only kill bacteria.

C (Complete the Course)

Take all of your antibiotics exactly as prescribed (even if you are feeling better).

Did you know?

- Antibiotics are drugs used to treat bacterial infections. Using antibiotics the wrong way can lead to antibiotic-resistant infections that cause illness or death. This is why healthcare providers are being more careful when prescribing antibiotics
- Antibiotics cause one out of five Emergency Department visits for drug-related side effects
- Antibiotics can lead to severe forms of diarrhea that can be life-threatening, especially in elderly patients

How can I help prevent antibiotic resistance?

- Take antibiotics exactly as your healthcare provider instructs
- Only take antibiotics prescribed
- Do not save antibiotics for the next illness or share them with others
- Do not pressure your healthcare provider for antibiotics

Is an antibiotic needed?

Illness	Virus	Bacteria
Colds or flu	No	
Whooping cough		Yes
Strep throat		Yes
Most ear aches	No	

Staying active

We encourage you to keep active as much as possible while you are in the hospital. Every little bit helps. Try sitting up to eat meals, when you have visitors, or walk around your room if you can. Please ask your nurse if you need help getting out of bed or returning to bed. For your safety, do not leave your unit on your own or leave the hospital grounds.

Coping with your feelings

We understand that you may have strong emotions while you are in the hospital. If you feel overwhelmed and need to emotional support, please tell your nurse or another member of our team. He or she can help determine the resources available to assist you.

Your patient care team

During your stay, you will have a healthcare team with many members, including physicians, specialists, nurses, and technicians. Because University Medical Center is an academic medical center, residents, doctors, medical students, nursing students, and other medical career students may be involved in your care.

If people you do not know enter your room to provide care, please feel free to ask who they are and what services they are providing.

Each person providing patient care will have a visible ID badge. University Medical Center works with LSU Health Systems, Tulane University, and other educational partners, so ID badges may represent these organizations.

Team member	Role
Attending physicians	The attending physician supervises your treatment and directs the team that is closely involved in your care. The attending physician may be assisted by other doctors, residents, and fellows or medical students.
Registered nurses	These licensed professionals manage and monitor your care in the hospital.
Hospitalists	These board-certified physicians specialize in caring for patients in the hospital.
Nurse practitioners/ Physician assistants	These licensed professionals work closely with your attending physician to provide you care during your stay.
Dietitians	These professionals manage and monitor your care in the hospital.

Team member	Role
Physical, Occupational, Respiratory and Speech Therapists	These highly trained professionals design your rehab program to assist in your recovery.
Care Coordination team	Our social workers and nurse managers work with your care team to create a discharge plan for your care after you leave the hospital.
Patient Care Technician	Assistants who support your nurse in your care.
Environmental Services (EVS) workers	Team members who keep our hospital and patient rooms clean.
Food Services workers	Team members who deliver your food to you at mealtimes.
Imaging Technologists	These professionals perform imaging exams to diagnose your conditions. They work with radiologists.
Phlebotomists	These authorized staff members draw your blood for different laboratory tests.

Who wears what at University Medical Center

- Registered Nurses – navy blue scrubs
- Patient Care Technicians – teal blue scrubs
- Laboratory and Non-invasive Cardiology team members – royal blue scrubs
- Respiratory Therapists – steel grey scrubs
- Patient Access team members – black blazers and teal shirts
- Radiology staff – black scrubs
- Unit Secretaries – sandstone scrubs
- Rehabilitation Therapy staff – galaxy blue scrubs
- Pharmacists – caribbean blue scrubs
- Patient Escort workers – wine scrubs
- Medical Assistants – hunter green
- Case Management and Social Workers – black pants and caribbean blue shirts
- Volunteers – black or khaki pants and white polo shirts

Communicating a concern

Your satisfaction is important to us. Our goal is to **always** be responsive to patient needs. We value your input and would like to address any issues or concerns as soon as possible. If at any time during your stay you want to communicate a concern or problem, there are several ways to do so:

- Speak directly to your nurse or doctor
- Call the Patient Experience office at 504.702.3600
- If after hours, you may also speak to the House Supervisor by calling the Hospital Operator at 504.702.3000

We strive to address all complaints as soon as possible. If we are unable to address the complaint quickly, or if a complaint is sent in writing, we will send a written acknowledgment and response within 10 days of receiving your concern.

If your concern is not resolved to your liking, you may also contact: Louisiana Department of Health (LDH), by mail to Health Standards Section, P.O. Box 3767, Baton Rouge, LA 70821, email: hhs.mail@la.gov, by phone to 225.342.0138 or 866.280.7737, or by fax to 225.342.5073.

You may also contact The Joint Commission via the website jointcommission.org using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website, by fax to 630.792.5636 or by mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

Advanced Directives

You have the right to make decisions about the healthcare you receive now and in the future. The best way to make a decision about your future healthcare is by completing an "Advanced Directive," a document allowing a person to give direction about future medical care or to designate another person to do so if the patient is unable to make decisions.

The most common types of Advanced Directives are Living Wills, Durable Powers of Attorney for Healthcare, and Do Not Resuscitate (DNR) Orders. If you already have an Advanced Directive or wish more information, please notify your doctor or nurse. Our Social Services department can assist you.

Patient rights & responsibilities

Your rights

- You have the right to receive considerate, respectful, and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- You have the right to be told the names of your doctors, nurses, and all health care team members directing and/or providing your care.
- You have the right to have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital.
- You have the right to have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety, or health. You have the right to deny visitation at any time.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- You have the right to have your pain assessed and to be involved in decisions about treating your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required and to have restrictions on your freedom kept to the minimum needed to protect other people.
- You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort during any type of exam.
- You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of these resources.
- You, your family, and friends, with your permission, have the right to participate in decisions about your care, your treatment, and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- You have the right to agree or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
- You have the right to communication that you can

understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.

- You have the right to make an Advance Directive and appoint someone to make healthcare decisions for you if you are unable. If you do not have an Advance Directive, we can provide you with information and help you complete one.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility, or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need
- You have the right to receive detailed information about your hospital and physician charges.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law.
- You have the right to see or get a copy of your medical records. You may add information to your medical record by contacting the Medical Records department.
- You have the right to request a list of people to whom your personal health information was disclosed.
- You have the right to give or refuse consent for recordings, photographs, films, or other

images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment.

- You have the right to withdraw consent up until a reasonable time before the item is used.
- You have the right to be given a statement of your legal rights under the Mental Health Act and information about available advocacy services and grievance procedures at the time that the Order of Authorization for Temporary Admission is made
- You have the right to seek a review by a Mental Health Tribunal against being on an order
- If you or a family member needs to discuss an ethical issue related to your care, a member of the Ethics Service is available by pager at all times. To reach a member, dial 504.702.3000
- You have the right to spiritual services
- You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager, or a department manager. You may also contact the Executive Lead – Patient Experience at 504.702.3600
- If your concern is not resolved to your liking, you may also contact: Louisiana Department of Health (LDH), by mail to Health Standards Section, P.O. Box 3767, Baton Rouge, LA 70821, email: hhs.mail@la.gov, by phone to 225.342.0138 or 866.280.7737, or by fax to 225.342.5073. You may also contact The Joint Commission via

the website jointcommission.org using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website, by fax to 630.792.5636 or by mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

Your responsibilities

- You are expected to provide complete and accurate information, including your full name, address, and home telephone number, date of birth, Social Security number, insurance carrier, and employer when it is required.
- You should provide the hospital or your doctor with a copy of your Advance Directive if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor.
- You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- You are asked to please leave valuables at home and bring only necessary items for your hospital stay.
- You are expected to treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- You have the responsibility to keep appointments, be on time, and call your health care provider if you cannot keep your appointments.
- You have the responsibility to voice your concerns about the care you receive. If you have a problem or complaint, you should talk with your nurse, doctor, nurse manager, and/or a department manager. You may also contact the Executive Lead – Patient Experience at 504.702.3600.

Preparing for discharge

Hospital discharge information

Your doctor will let you know when you are ready to be discharged. Please arrange for someone to pick you up at the designated time. Do not leave your belongings in the room. If you have placed valuables with Hospital Public Safety, please notify your nurse so that they can be delivered to you.

You will get written instructions on medication, treatment, diet, and follow-up visits upon discharge. If you do not understand the instructions, Speak Up. Make sure you understand the purpose of each medication. If you need language assistance, please ask for an interpreter.

Our Case Management/Social Services department can help you and your family by providing you with information on community services, resources, and programs. You can call a case manager at 504.702.4114.

To make, confirm or reschedule an appointment, please call the Scheduling Office at 504.702.5700 or the phone number on your discharge paper. A representative is available at any time to take your call.

For your convenience, there is a comfortable discharge waiting area located on the 1st Floor. This area is designated for patients/families who are waiting for transportation home.

Paying for your care

University Medical Center accepts all patients needing healthcare services. To assist you in paying for the health services provided by the team at University Medical Center, the hospital accepts payment from Medicare, Medicaid, Medicaid Commercial, and many other health insurance plans. Typically, these insurers require the patient to pay part of the hospital bill, including co-pays and deductibles, or a deposit at time of service.

Residents of Louisiana may be eligible for financial assistance. You are encouraged to visit the Financial Counseling area in the first lobby of the hospital for screening. You will be required to complete an application to be screened prior to your participation. Please contact Financial Counseling at 504.702.3500. For those who are without coverage for all or a significant part of their bill, payment arrangements may be requested by calling 504.702.2081.

If you are covered by Medicare and have limited resources, you may be eligible for additional assistance. You should contact Financial Counseling office at 504.702.3500.

University Medical Center New Orleans will bill you for all hospital services. Your doctor and the other doctors who provide you care while you are in the hospital will bill you separately. If you have questions about your University Medical Center New Orleans hospital bill or if you would like a detailed hospital bill, you may call 504.702.2081.

When calling for an appointment or arriving for services, please have your full name, date of birth, mailing address, telephone number, insurance card and identification available.

LCMC Health Patient Portal

We invite you to sign up for the LCMC Health Patient Portal, free, online patient portal that provides you convenient access to your medical record. Stay connected to your health from anywhere by accessing LCMC Health Patient Portal via web or app.

When you are discharged, you will be given an activation code to set up your account in LCMC Health Patient Portal. To activate your account, visit mylcmchealth.org and select "Sign Up Now" for the one-time enrollment process.

Request an activation code online: Visit mylcmchealth.org. Within a week, you should receive an email or letter with an activation code and instructions on how to activate your account.

If you require technical support, have questions regarding features, or navigating in the portal, after account activation, call us at 866.662.6161 or email MyChart@LCMCHealth.org.

Remember, LCMC Health Patient Portal should never be used for urgent medical needs. For medical emergencies, always dial 911.

Request a copy of your medical record

You may request a copy of your record by contacting the Release of Information office at 504.702.2079. If you have any questions, contact the office Monday–Friday between 8 am–5 pm.

Thank you for trusting us with your care.

University Medical Center New Orleans

2000 Canal St.

New Orleans, LA 70112

umcno.org