Dear Patient,

Welcome to University Hospital and the James Graham Brown Cancer Center - proud members of UofL Health Care. We are pleased that you and your physician have selected us to provide your medical care.

OUR PROMISE TO YOU

Our mission is to guide, facilitate, educate, communicate and support all efforts to embrace patient- and family-centered care at University Hospital. Below is our Promise statement to you:

WE PROMISE

Dignity and Respect

We promise to listen to and honor your perspectives and choices. We will integrate your knowledge, experiences, values, beliefs and cultural backgrounds into the planning and delivery of your health care.

Information Sharing

We promise to communicate and share complete and unbiased information with you and your family in ways that are affirming and useful. We will give you timely, complete and accurate information so that you are prepared to make the health care decisions that are best for you.

Participation

We promise to encourage and support your participation in your care and decision making at the level you choose.

Collaboration

We invite you to help us make hospital-wide changes and improvements in how we care for patients, in policies and program development, as well as in our facility planning and design. If you feel you are not receiving excellent customer service, please notify our Patient and Family Relations Department at 562-3775.
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**VISION/MISSION/BRAND CULTURE/PROMISE**

**VISION**

University of Louisville Hospital and the James Graham Brown Cancer Center will be the health care providers of choice for the most advanced, safe, comprehensive and compassionate patient- and family-centered health care and cancer care, respectively.

**MISSION**

*For our patients:* As an academic medical center, we will provide the most advanced, safe and comprehensive health care options available. The care and services we provide will be patient- and family-centered in both inpatient and outpatient environments.

*For the community:* We will be a resource for identifying public health needs and designing plans to address those needs. We will be the premier provider of excellent evidence-based health care, delivered with compassion and respect, regardless of a patient's ability to pay.

*For the at-risk and underserved:* We will be a resource for health education, preventive and medical care, disease control and innovative treatments to populations at risk or to those in geographic areas where advanced medical care is not available.

*For University of Louisville Health and Sciences Center:* We will provide a rich environment for the training of tomorrow’s healthcare professionals, with an emphasis on patient and family centered care and evidence based medicine.

*Brand Culture Statement:* All employees of University of Louisville Hospital and the James Graham Brown Cancer Center, individually and collectively, create and function as part of an environment in which patients and families are included in all decisions related to patient care. This relationship between us and our patients and families is a nurturing and respectful partnership. The care experience is open with respect to sharing of information and clinical direction with the patients and families. As an academic medical center, we offer a wide range of treatment options for patients. We communicate these options to patients and their families clearly and effectively. We do all of this with virtue, leadership and a genuine desire to partner with our patients and families to bring about better health care outcomes and experiences. It is this positive culture that ultimately translates into positive patient experience.
THANK YOU FOR CHOOSING UNIVERSITY HOSPITAL.

W E L C O M E to University Hospital / James Graham Brown Cancer Center.

Your health and comfort are our top priority.

Our commitment to your well-being reaches beyond providing you with the highest quality diagnostic and therapeutic services available in Louisville and beyond. We have adopted a care philosophy that recognizes and honors that you are a whole person, not just a patient.

Patient- and Family-Centered Care is a concept that recognizes the vital role that families play in ensuring the health and well-being of infants, children, adolescents and family members of all ages. This approach acknowledges that emotional, social, and developmental support are integral components of health care. The entire UofL Health Care organization has embraced the “PFCC” approach to care. (Read more about Patient- and Family-Centered Care on page 3.)

Please Ask – is a focus of our clinical team to engage you in the safety and quality of your care. If you ever have a question about a treatment, a medicine or a procedure related to your care, you are empowered and encouraged to stop us to ask. (Read more about Please Ask on page 7.)

We consider it a privilege to serve as a partner in your health care. Thank you for choosing UofL Health Care.

Sincerely,
Mark Pfeifer, M.D.
Chief Medical Officer
# Telephone Directory

**University Hospital** .......................................................... 562-3000

- Patient Information ......................................................... 562-3030
- In-House Operator ......................................................... Dial “0”
- Front Lobby Concierge .................................................. 562-4970
- Financial Advocates ....................................................... 502-217-8277
- Toll Free ........................................................................ 855-217-8277
- Patient & Family Relations Department ......................... 562-3775
- Information Services (WI-FI) ......................................... 562-3636
- Security .......................................................................... 562-3518

### Coordination

- Care Management Main Line ........................................ 562-3008
- Business Office ............................................................ 562-3226
- Chaplain Services .......................................................... 562-4114
- Dining on Call .............................................................. 562-6325

### Executive Offices

- President & CEO ............................................................ 562-4002
- Admissions Department ................................................. 502-562-4960
- Nursing Administration .................................................. 562-3922
- Gift Shop ........................................................................ 562-3426
- Outpatient Pharmacy ..................................................... 562-3571
- Parking (6:00 a.m.-11:00 p.m.) ....................................... 562-3968
- Patient Billing (Post Discharge) ..................................... 562-3226
- Patient Rooms ............................................................... Dial 562-4 + Room #
- Public Relations ............................................................. 562-400
Our Family-Presence Policy

With the help of our Care Advisory Team (comprised of previous patients and family members), several opportunities were identified that now make it easier for families to have accessibility to the facility after hours and to their loved ones around the clock:

• During admission, patients are asked to define their “family” and other “Partners in Care” and how they will be involved in care and decision-making. The hospital honors patients’ choices in their selection.

• Partners in Care are any individuals the patient deems as integral in the process of caring and recovery from illness. These individuals receive a blue wristband identifying them as a key person in their loved one’s care. As such, they are given flexibility throughout hospitalization to stay overnight without any additional steps needed.

• During a hospital stay or an emergency room visit, families and other partners in care are encouraged to be present and participate in care, care planning, and decision-making, according to patient-identified preferences.

• Families and other Partners in Care are welcome 24 hours a day according to patient preference; however, the number of people welcomed at the bedside at any one time will be determined in collaboration with caregivers, patient and family to reduce patient risk and disruptive behaviors, to ensure there is no compromise to the safe delivery of care.

• Children supervised by an adult are welcomed and are expected to remain with the supervising adult. Children’s behavior is monitored by the responsible adult and the nursing staff to ensure a safe and restful environment for the patient.

• All Partners in Care and any guest of the patient must adhere to the hospital’s infection control policies, which include: absence of any communicable infection or disease, avoiding food storage in patient rooms or waiting room and adherence to isolation policies.

After-Hours Policy

• At 9:00 p.m. each evening, an overhead announcement is made stating that we will be “securing the hospital for the evening.”

• Anyone, other than identified Partners in Care, who is planning on staying the night with a patient, will need to go to the unit nurses’ station for an overnight badge.

• At 9:30 p.m., the main lobby doors are secured. All late-night guests will need to enter through the pedway, where security is located, or through the Emergency Department.

Parking

• One inpatient parking pass is issued for a week at the time of patient admission. The pass is renewable for the time of patient’s stay. If families require additional parking passes, they are available at the parking garage. The fee is $10 for seven days. Please dial 562-3968 for information.

• Short-term parking is available in the parking garage at Madison and Jackson Streets at an hourly rate.

• Handicapped accessible spaces are available in the garage. Please note that the garage will only accept cash.

• Parking meters are available on all bordering streets around University of Louisville and the James Graham Brown Cancer Center. Operating hours for all city of Louisville meters are 7:00 a.m. to 6:00 p.m., Monday through Saturday. After 6:00 p.m. and on Sundays, parking is free.

• Parking validation is NOT available.
Please Ask

At University Hospital and the James Graham Brown Cancer Center, we want you to ask questions. Please ask us if...

- We’ve washed our hands before providing care.
- You have a question about medications.
- You don’t understand your physician’s plan of care for you.
- You have a question about what a nurse or other staff member is doing.

Patient Identification Wristband

Each patient gets an identification band (ID band) when checking into University Hospital. The band contains important information about your care that helps us meet your individual needs. Please wear the band throughout your stay. If your band is removed, falls off or becomes uncomfortable, let your nurse know immediately.

Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need assistance and a light flashes above your door. A staff member will promptly respond to your signal.

White Board

Your white board is a communication tool for your plan of care as outlined by your care team. Some of the information that may be displayed include: nursing staff and physician names and schedule, patient room number and scheduled exam information. You may notice additions or changes to this information during shift changes. Please ask your care team if you have any questions about the information on your white board.

During the Night

We want you to be safe during your stay. Strange surroundings and sleeping medications may create a falling hazard. Please use your call button for assistance during the night. We understand that it can sometimes be embarrassing to ask for help to go to the bathroom; but for safety’s sake, please ask for assistance.

Your Valuables and Personal Belongings

The hospital does not assume responsibility for loss or damage to valuables, money or other personal property. Please send your valuables home with family members or friends. If this is not possible, please ask your nurse or the admitting representative to put your valuables in the hospital safe.

Valuables removed by patients, family members or hospital staff in the Emergency Department or Operating Room are documented and placed in the hospital safe. Upon your discharge, you may retrieve your items at the Admissions Office off the front lobby during regular business hours of Monday through Friday from 7:30 a.m. to 5:00 p.m. If you need your items outside of business hours, have your nurse notify the house supervisor to assist you. Proper identification is required.

Eyeglasses, contact lenses and dentures should be kept in protective containers when not in use. Please do not place valuables, money or other personal property on your meal tray, in your bed or on your tray table.

If you want more information on any aspect of your visit with us, please ask. We want you to be informed, involved and comfortable with your health care experience.

So, please ask!
Caring for Me and My Pain

PAIN MANAGEMENT

The identification and treatment of pain is an important part of each plan of care. You have the right to have your pain assessed and to be involved in decisions about treating your pain. The amount of pain people experience varies. No two people are alike and we all react differently to pain. Good pain relief speeds recovery and can help prevent complications. We cannot guarantee to get rid of your pain completely, but will do our best to keep you as comfortable as possible.

You may be concerned about drug addiction and/or tolerance. If you have these concerns, share them with your doctor or nurse. These concerns should not prevent you from using medications to effectively relieve your pain.

University of Louisville Hospital has a team of pain specialists which are available to help with pain management at your doctor’s request.

RATING YOUR PAIN LEVEL

Help doctors and nurses measure your pain.

You will be asked to rate your pain on a scale of 1-10. Zero is equal to ‘no pain’ and (10) is equal to ‘the most severe pain’. You may also set a pain control goal, such as having pain that is no worse than (2) on the scale. Reporting your pain as a number helps the doctors and nurses know how well your treatment is working and whether to make changes.

You will be asked to rate your pain level through one of the scales below:

Medications

All medications you take while you are in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. To ensure your safety, patients are not permitted to administer their own drugs or keep personal medications in their rooms unless ordered to do so by their physician. All medications must be identified and properly labeled by the hospital pharmacy.

Please ask the following questions about any medication you are given:

1) What is the name of my medication?
2) What is it used for?
3) How will this drug interact with other medication I am taking?
4) Should I expect any side effects, and what should I do if I experience a side effect?
5) What should I do if I miss a dose either in the hospital or at home?
Prescriptions given to you upon discharge can be conveniently filled at the following on-campus pharmacies. Several nearby off-campus pharmacies have also been included for your convenience.

**ON-CAMPUS**

- **The Ambulatory Care Building (ACB)**
  - 530 South Jackson Street, first floor
  - 9:00 a.m. - 5:00 p.m. (Monday - Friday)
  - Pharmacy: 562-3571

- **UofL Hospital Outpatient Center**
  - 401 East Chestnut Street, Suite 180
  - 8:30 a.m. - 5:00 p.m. (Monday - Friday)
  - Pharmacy: 813-6100

- **The Brown Cancer Center**
  - 529 South Jackson Street, second floor
  - 9:00 a.m. - 5:00 p.m. (Monday - Friday)
  - Pharmacy: 561-7379

**OFF-CAMPUS**

- **Walgreens**
  - 200 E. Broadway
  - Louisville, KY 40202
  - 8:00 a.m. - 10:00 p.m. (Monday - Friday)
  - 9:00 a.m. - 6:00 p.m. (Saturday)
  - 10:00 a.m. - 6:00 p.m. (Sunday)
  - 502-568-4864

- **CVS**
  - 432 S. 4th Street
  - Louisville, KY 40202
  - 9:00 a.m. - 6:00 p.m. (Monday - Friday)
  - Closed Saturday & Sunday
  - 502-589-1846

- **Kroger**
  - 924 S. Second Street
  - Louisville, KY 40203
  - 8:00 a.m. - 9:00 p.m. (Monday - Friday)
  - 9:00 a.m. - 6:00 p.m. (Saturday)
  - Noon - 6:00 p.m. (Sunday)
  - 502-589-9394

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**For Your Safety and Security**

Our patients’ safety is of the utmost importance. Please make sure you familiarize yourself with the following information so you can enjoy a safe stay.

**SECURITY ASSISTANCE**

Security staff is happy to escort visitors to their cars 24 hours-a-day, 7 days a week.

To contact Security: Internally, dial: ext. 3518
Outside the hospital, dial: 562-3518

**Your Hospital Team**

**THE MEDICAL STAFF**

The physician who admits you is responsible for directing your care while you are a patient in the hospital. Additional medical support team members may include nursing staff, physical therapists and dieticians, who should all introduce themselves and be wearing an identifying name badge. Your physician, as the coordinator for your treatment program, should be consulted if you have questions about your illness.

**THE NURSING STAFF**

Nursing care is provided 24 hours-a-day under the supervision of a professional registered nurse. The registered nurse may be assisted by licensed practical nurses and clinical assistants in providing your daily care. A clinical manager has leadership responsibility for each unit. Please feel free to contact your care nurse and/or your clinical manager if you have questions or concerns about your care or hospital stay. We encourage our staff to introduce themselves so that you will know who is taking care of you. Please get to know them by name.
**DIETICIANS**

The hospital maintains a staff of registered dieticians to meet your dietary needs during your stay. If you have questions about your meals or diet, please dial ext. 4116.

**PASTORAL SERVICES**

University Hospital believes that total patient care demands attention to the spiritual as well as the physical and emotional needs of each patient. Members of the Pastoral Services staff are available to assist you, whatever your religious affiliation. The department consists of chaplains who have specialized training for hospital ministry. Others who help are lay men and women who have special training.

Your priest, minister or rabbi is always welcome to visit while you are a patient. An ecumenical worship service is conducted in the second floor chapel on Sunday at 9:30 a.m. You are welcome to attend the worship service if you are able to come. The chapel is open 24 hours for you and your family’s use.

**CARE COORDINATION**

Social Workers/Discharge Planning Social workers are available to each patient care area and are trained to help patients and family members deal with financial, social, and emotional problems that relate to illness or hospitalization. Members of the Care Coordination Department primarily engage in discharge planning and arrange and coordinate any services that may be needed following hospitalization. Your nurse can arrange a consultation upon request.

**Your Accommodations**

**YOUR ROOM**

Your room at University Hospital is based on your admitting diagnosis and the bed availability on the day of your admission. While we seek to meet the requests of every patient, we cannot guarantee placement in a private room.

**TELEPHONES**

- Telephones are provided in each room, except in the intensive care units.
- Patient rooms can be called directly by dialing 502-562-4 + 3 digit room number.
- Patients are able to receive calls in their rooms from 7:00 a.m. to 9:30 p.m. At night, the phones are turned off for incoming calls; callers will only receive a busy signal.
- You are able to make local outgoing calls at any time; just dial “9” and the number.
- To make a long distance call from a patient room, you must dial collect or use a calling card. Collect calls can be made through your long distance carrier. Dial 81 + their toll free number. Use BellSouth by dialing 81-0 or call other services, such as 1-800-CALL-ATT or 1-800-COLLECT.
- To make a long-distance call within the “502” area code, dial 8 + 1 + 0. Pause about 30 seconds, and the operator will assist you. To make a long-distance call outside the “502” area code, dial 8 + 1 + 0 + 0. Pause, and the operator will assist you.
- Callers can reach you by dialing area code” 502” (if long-distance) then 562-4 + your room number.

**TELEVISION**

Color television sets are provided in each room. Please be considerate of other patients by playing the TV sets softly and by turning off your set when you are out of the room and while you and others sleep. Channel 8, the Patient Education Channel, is directly accessible from patient rooms. The educational programming provides easy-to-understand information on the most common diseases and medical conditions. A wide variety of topics, ranging from cancer and diabetes to smoking cessation, wellness, and pain management, are available.

Channel 14, The Newborn Channel, offers new parents educational programming on baby care and post-partum topics. The Newborn Channel is also available in Spanish on channel 11.
OVERNIGHT PERSONAL CARE KITS

Some complimentary personal items, such as a toothbrush, toothpaste, comb, soap and shampoo, are provided. Additional items are available through the Outtakes Gift Shop in the hospital lobby.

OVERNIGHT ACCOMMODATIONS

Many area hotels and motels offer discounted rates for patient families and visitors. Please see the following list of area hotels and contact information. For more information, please call our Patient and Family Relations Department at ext: 3775, Monday through Friday from 7:00 a.m. to 4:00 p.m. If the need arises after hours, please ask your nurse for assistance.

LOCAL AREA HOTEL LISTING

Offering special rates to families of UofL Health Care patients – please ask for applicable UofL discounts. Hotel rates are based on availability, and subject to change.

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitality House</td>
<td>120 West Broadway Street</td>
<td>502-625-1360</td>
<td><a href="http://www.hhlouisville.org">www.hhlouisville.org</a></td>
</tr>
<tr>
<td>Holiday Inn-Lakeview</td>
<td>505 Mariott Drive</td>
<td>812-283-4411</td>
<td><a href="http://www.holidayinn.com">www.holidayinn.com</a></td>
</tr>
<tr>
<td>Hotel Louisville-Downtown</td>
<td>120 West Broadway Street</td>
<td>502-582-2241</td>
<td></td>
</tr>
<tr>
<td>Residence Inn-Marriott</td>
<td>333 East Market Street</td>
<td>502-589-8998</td>
<td><a href="http://www.marriott.com">www.marriott.com</a></td>
</tr>
<tr>
<td>SpringHill Suites Louisville Downtown</td>
<td>132 E. Jefferson St.</td>
<td>502-569-7373</td>
<td></td>
</tr>
<tr>
<td>Galt House</td>
<td>4th Street &amp; River Road</td>
<td>502-589-5200</td>
<td><a href="http://www.galthouse.com">www.galthouse.com</a></td>
</tr>
<tr>
<td>Camberly Brown Hotel</td>
<td>335 W. Broadway</td>
<td>502-583-1234</td>
<td><a href="http://www.brownhotel.com">www.brownhotel.com</a></td>
</tr>
<tr>
<td>Seelbach Hotel</td>
<td>500 Fourth Avenue</td>
<td>502-585-3200</td>
<td><a href="http://www.seelbachhilton.com">www.seelbachhilton.com</a></td>
</tr>
<tr>
<td>Days Inn-Louisville Central</td>
<td>1620 Arthur Street</td>
<td>502-636-3781</td>
<td><a href="http://www.daysinn.com">www.daysinn.com</a></td>
</tr>
<tr>
<td>Econo Lodge</td>
<td>401 South 2nd Street</td>
<td>502-583-2841</td>
<td><a href="http://www.econolodge.com">www.econolodge.com</a></td>
</tr>
<tr>
<td>Hampton Inn</td>
<td>101 East Jefferson Street</td>
<td>502-585-2200</td>
<td><a href="http://www.hamptoninn.com">www.hamptoninn.com</a></td>
</tr>
<tr>
<td>Ronald McDonald House</td>
<td>550 South 1st Street</td>
<td>502-581-1416</td>
<td><a href="http://www.rmhc-kentuckiana.org">www.rmhc-kentuckiana.org</a></td>
</tr>
<tr>
<td>Fern Valley Hotel &amp; Conference Center</td>
<td>2715 Fern Valley Road</td>
<td>502-964-3311</td>
<td><a href="http://www.fernvalleyhotel.com">www.fernvalleyhotel.com</a></td>
</tr>
</tbody>
</table>

Galt House
4th Street & River Road
Louisville, KY
502-589-5200
www.galthouse.com

Overnight Accommodations

Many area hotels and motels offer discounted rates for patient families and visitors. Please see the following list of area hotels and contact information. For more information, please call our Patient and Family Relations Department at ext: 3775, Monday through Friday from 7:00 a.m. to 4:00 p.m. If the need arises after hours, please ask your nurse for assistance.

Local Area Hotel Listing

Offering special rates to families of UofL Health Care patients – please ask for applicable UofL discounts. Hotel rates are based on availability, and subject to change.
Helpful Phone Numbers

Chaplaincy Services
502-562-3417

Page a Chaplain
502-562-4114

University Hospital
502-562-3000

University of Louisville Patient & Family Relations Dept.
502-562-3775

James Graham Brown Cancer Ctr.
1-866-530-5516
502-562-4673

James Graham Brown Cancer Ctr. Resource Center
502-562-4158

UofL Health Care Outpatient Ctr.
502-813-6720

UofL Health Care's Social Services
502-562-3008

American Cancer Society
502-584-6782

Chamberlin Edmonds
502-562-3328

Crisis & Information
502-589-4313

Medicaid Office
502-595-4141

Domestic Abuse & Rape Hotline
502-581-7222

TARC (Bus Transit)
502-585-1234

YELLOW CAB
502-636-5511

Text a ride
502-416-1119

Online:
Yellowcablouisville.com

Directions to University Hospital

502-562-3000

530 S. Jackson Street, Louisville, KY 40202

Directions from the North
- Take I-65 South to Exit 136C Jefferson St./Brook St.
- Follow signs to Brook St.
- Turn right onto S. Brook St. at the end of the ramp
- Turn right onto Market St.
- Turn right onto S. Preston St.
- Turn left onto E. Chestnut St.
- Turn left onto S. Jackson St.
- Turn left onto Madison St.
- Parking is on the right

Directions from the South
- Take I-65 North to Exit 136A E. Broadway/S. Brook St
- Follow S. Brook St. to first intersection
- Turn right onto Broadway
- Turn left onto S. Jackson St.
- Turn Left onto Madison St.
- Parking is on right

Directions From the East
- Take I-71 West to I-65 South
- Take I-65 South to Exit 136C Jefferson St./Brook St.
- Follow signs to Brook St.
- Turn right onto S. Brook St. at the end of the ramp
- Turn right onto Market St.
- Turn right onto S. Preston St.
- Turn left onto E. Chestnut St.
- Turn left onto S. Jackson St.
- Turn left onto Madison St.
- Parking is on right

Directions from the West
- Take I-64 East to I-65 South
- Take I-65 South to Exit 136C Jefferson St./Brook St.
- Follow signs to Brook St.
- Turn right onto S. Brook St. at the end of the ramp
- Turn right onto Market St.
- Turn right onto S. Preston St.
- Turn left onto E. Chestnut St.
- Turn left onto S. Jackson St.
- Turn left onto Madison St.
- Parking is on right
**Food and Nutrition Services**

**PATIENT MEALS**

Preparing your menu is an integral part of meeting your health care needs. As part of your care, your physician may prescribe a modified therapeutic diet. Registered dieticians are available to help you understand your modified diet and will provide information about restrictions and meal planning as needed.

The nursing unit that you are on determines what meal service program that is provided for you. There are two meal service programs available which include Dining on Call and Catering to You. Your nurse will inform you of which meal service program is available for you.

**DINING ON CALL**

Dining On Call is designed after the room service concept and allows you to choose the food you want to eat at the time you want to eat during the hours of operation. Dining On Call is open from 6:30 a.m. to 6:30 p.m. Your nurse will provide you with a restaurant style menu. Foods are prepared fresh to order! You simply dial MEAL (6325) on your phone to place your order from the menu. A call center representative will ensure your selections meet our prescribed diet. Within 45 minutes of ordering, your meal will be delivered. If you forget to call, we will call you to make sure you get a meal.

**CATERING TO YOU**

If you are on a nursing unit which provides Catering To You meal service, a catering associate will visit you and provide you with a menu. The catering associate will assist you with your menu selections. You will receive personalized service for all of your meals!

Our goal is to provide excellent meal service. Please let us know if you have any questions by calling our Senior Director of Food & Nutrition at 562-3541.

**GUEST DINING OPTIONS**

**Patio Café**

The Patio Café is located in the Ambulatory Care Building basement. It offers cafeteria-style dining, fresh salads made to order, grill, Italian station and deli. Dine-in and carry-out available.

Sunday - Saturday: 6:30 a.m. - 10:30 a.m.
11:00 a.m. - 2:00 a.m.

**Outtakes Gift Shop**

Outtakes Gift Shop is located in the University Hospital main lobby. The gift shop offers salads, sandwiches, wraps and other prepackaged snacks.

Monday - Friday: 7:30 a.m. - 6:00 p.m.
Saturday & Sunday: 9:00 a.m. - 3:00 p.m.

**Guest Meals**

Family and friends can order a meal to eat with a patient in the patient’s room. Guest meals are available for breakfast, lunch or dinner, and are served with the patient’s tray. Meals must be ordered and paid for in advance. Vouchers may be purchased at Patio Café or Outtakes.
Floor Plan: University of Louisville Hospital

BASEMENT
Cafeteria
Care Coordination
Endoscopy
Neurodiagnostics
- EEG
- EMG
Pathology
Radiology
- Dept. Offices
- Interventional Vascular Radiology
- MRI
- Nuclear Medicine
- Ultrasound
Rowntree Medical Library
Volunteer Services

FIRST FLOOR
Admissions
Cashier
Emergency Psychiatry Services
Emergency Dept
Emergency Medicine Dept Offices
Gift Shop
Information Desk
Lab/Blood Bank
Pathology Dept. Academic Offices

SECOND FLOOR
Anesthesiology Dept. Academic Offices
Chapel
Chaplaincy (Pedway)
Patient & Family Relations (Pedway)
One Day Surgery Unit
Operating Room
Pedway to Parking Garage
Post Anesthesia Care Unit

THIRD FLOOR
3 Core – Neonatal Intensive Care Unit
3 East - Antepartum
- Labor and Delivery
3 South – OB/GYN
3 West – Newborn Nursery
Orthopedics Dept. Academic Offices (Pedway)

FOURTH FLOOR
Mechanical

FIFTH FLOOR
5 Core – Burn Unit
5 East – General Psychiatry
5 West – Intensive Care Unit
5 South – Private Med/Surgical Unit

SIXTH FLOOR
6 Core – Dialysis
6 East – Bone Marrow/Oncology
6 West – Medical Intensive Care Unit
6 South – MedOne Unit
Nursing Resource and Research Development Center

SEVENTH FLOOR
7 Core – Cardiac Cath Lab
7 East – Medical Surgical Unit
7 South – Progressive Care Unit
7 West – Coronary Care Unit

EIGHTH FLOOR
8 Core – Cardiopulmonary
8 East – Medical Surgical Unit
8 South – Seizure Monitoring
8 West – Surgical Intensive Care Unit

NINTH FLOOR
9 Core – Stroke Intensive Care Unit
9 East – Neuro/Ortho Med-Surg
9 West – Surgical Intensive Care Unit
9 South – Progressive Care Unit
Floor Plan: Ambulatory Care Building

BASEMENT
Health Information Management
Infection Control
Medical Staff Services
Nursing Education
Clinical Quality Patient Safety
Trauma Institute

FIRST FLOOR
Family Medicine – UPA
Lab
Orthopedics/Neurosurgery/Podiatry/Spine – UPA
Retail Pharmacy
Psychiatry – UPA
Radiology
Administration – UPA
Corporate Compliance
Risk Management

SECOND FLOOR
Dental / Oral Surgery Clinic – UPA
OB/GYN Chief’s Office
OB/GYN Dept. Academic Offices
Pain Clinic
Surgery Clinics, including Trauma, Hand, etc. – UPA
Surgery Dept. Academic Offices
Telemedicine – UPA
WINGS Clinic – UPA

THIRD FLOOR
Medicine Dept. Academic Offices
Medicine Clinics, including AIM, Cardiology, Pulmonary, etc. – UPA
OB/GYN Clinic – UPA
OB/GYN Dept. Academic Offices
Palliative Care

University of Louisville Hospital
James Graham Brown Cancer Center
Patient and Family Services

CARINGBRIDGE

CaringBridge® (www.caringbridge.com) is a site used by more than 20 million families for comfort and support during difficult times. It allows you to create a website for yourself or a loved one to keep family and friends, throughout the country and the world, updated on your particular situation. Likewise, it allows those friends and family to send their support by writing in your guestbook. CaringBridge® is not owned or maintained by University Medical Center.

CONCIERGE SERVICES

Our concierge services team (x 4057) provides visitors with helpful information and assistance upon entering the hospital lobby. Concierge services are available during the following times:

Monday - Friday: 6:00 a.m. - 9:30 p.m.
Saturday: 11:00 a.m. - 7:00 p.m. Sunday: Noon - 7:00 p.m.

Services provided:
- Assist visitors in locating patient rooms.
- Escort patients to areas for outpatient procedures.
- Assist visitors with hotel, dining and transportation needs.
- Provide directions for hospital campus and downtown facilities.
- Process parking pass renewals.

GIFT SHOP

Outtakes Gift Shop – 562-3426

The gift shop is conveniently located in the hospital lobby, and is open Monday through Friday from 7:30 a.m. to 6:00 p.m., and Saturday through Sunday 9:00 a.m. to 3:00 p.m. (hours are subject to change). Outtakes provides a wide variety of gift items, including fresh flowers, inspirational readings, greeting cards, newspapers and magazines. Snacks, sandwiches, coffee, and bottled beverages are available as well.

LANGUAGE SERVICES

LIMITED-ENGLISH PROFICIENT (LEP) PATIENTS AND FAMILIES

In recognition of the area’s diverse cultural makeup, we offer interpreters and a 24 hour, 7 days-a-week telephone interpretation system to assist University Hospital patients and their families with the variety of languages in our community. This free service includes full-time staff Spanish interpreters.

We also offer:
- Face-to-face and over the phone interpretation services for foreign languages.
- Translation of critical documents for patients and families.

SERVICES FOR THE DEAF / HARD OF HEARING

Both face-to-face interpretation and Video Remote Interpreting (VRI) services are available for patients and families who are deaf or hard of hearing.

In addition, we offer telecommunication devices (TDD machines), volume control telephones and closed caption televisions for patients who are deaf/hard of hearing. Your nurse can make a request for the installation of additional equipment in your room.

EN ESPAÑOL

University Hospital ofrece servicios de interpretación a los pacientes y familias que hablan español. Si necesita ayuda en español, por favor llámenos: Teléfono: 502-562-3734 / 502-217-8355

University of Louisville Hospital
James Graham Brown Cancer Center
HealthCare
MAIL AND FLOWERS
Mail, flowers, and gifts that arrive at the hospital for you will be delivered to your bedside daily. For health reasons, live flowers and plants are not allowed in the Intensive Care Units or in the Burn Unit. After discharge, all items are forwarded to the patient’s home address.

Mail should be addressed as follows: “Patient Name”
University Hospital
530 S. Jackson St.
Louisville, KY 40202

MONEY MACHINES
There are Republic Bank ATMs conveniently located in the following areas:

- First floor hospital lobby, directly across from the Admission Office.
- Ambulatory Care Building (ACB) in the basement by the elevators close to the cafeteria.

NEWSPAPERS
The Courier Journal and USA Today are both available in vending machines in front of the hospital. The Courier Journal is also available in the Outtakes Gift Shop, located in the hospital lobby.

NOTARY PUBLIC
Notary Public services are available at no charge for hospital business only. Call Care Coordination at ext. 3204 during regular business hours, which are Monday through Friday, 8:00 a.m. to 4:30 p.m. Dial “0” after hours on weekends and holidays. Please ask for the Administrative Supervisor for assistance. In many cases, the Administrative Supervisor can act as your Notary Public.

PATIENT EDUCATION
University Hospital has many teaching documents to help you understand your diagnosis and treatment options. If you need any educational materials related to your illness or condition, please ask your nurse for assistance.

SMOKING
University Hospital and the James Graham Brown Cancer Center are smoke-free campuses. All indoor and outdoor locations around the hospital are considered non-smoking areas for the health and wellness of our patients, their families, our employees and the community we serve. If you are a smoker, please ask your physician about aids for quitting.

WAITING AREAS
For the convenience of our guests, there are lounge areas located on each patient floor.

WEBNURSERY®
We love celebrating all the beautiful babies that are delivered at our hospital! Webnursery is an online service that enables family and friends to search for newborn baby photos or send messages of congratulations. There are several ways to search: baby’s birthdate, Mom’s last name or city and state. A list matching your search parameters helps you find Mom & baby. Make your selection and login to view at www.our365.com/newbornportraits.aspx.

WI-FI AVAILABILITY
Stay connected during your visit to University Hospital. Free wireless internet service is available to patients and guests on our open access network. Call Information Services at 562-3637 to speak with a technician who can walk you through the set-up process. If you need further assistance, we’ll be happy to send a technician over to troubleshoot or answer any questions you may have.
**Going Home**

**YOUR DISCHARGE**

When your doctor decides you are ready to leave the hospital, a discharge order will be written. You should make arrangements with a family member or friend to help you when it’s time to go home.

**VALUABLES**

As you collect all your belongings, be sure to double-check closets and drawers. If you have any valuables stored in the hospital safe, you can obtain them at Admissions in the hospital lobby, open Monday through Friday, from 7:30 a.m. to 5:00 p.m. On Saturday and Sunday the House Manager will need to be contacted by your nurse to return your valuables. Proper identification is required.

**MEDICAL RECORDS REQUEST**

Our Health Information Management Office is located in the basement, near the elevators. The office is open from 8:00 a.m. to 4:30 p.m., Monday through Friday, to assist with records requests for outpatients or discharged patients. All inpatient requests should be initiated by the nursing staff. Please contact your nurse for assistance.

**DISCHARGE PLANNING**

Your discharge planning begins on the day of admission to University Hospital. Our goal is to make the discharge process as smooth as possible and to avoid the inconvenience of delays. With your assistance and cooperation, we will have all arrangements and any required paperwork completed prior to discharge time.

Your service team (social worker, case manager, nurses, physicians, and therapy staff) will be working with you throughout your hospital stay to prepare you for discharge. The following needs will be assessed and coordinated as needed:

- Transportation on the day of discharge
- Nursing home placement
- Home care services
- Rehabilitation facility placement or referral
- Medical equipment or supplies
- Community resources
- Medication

**PATIENT/FAMILY RESPONSIBILITIES**

A smooth and coordinated discharge process is assured when patients and family members work with the University of Louisville Hospital throughout the hospital stay.

- Inform your social worker of any discharge needs as soon as possible.
- Make arrangements to leave University of Louisville Hospital on the expected date of discharge.

If you have any questions about your discharge plans, contact your social worker or case manager, or call the University of Louisville Care Coordination Department at 562-3008.

**UNIVERSITY OF LOUISVILLE HOSPITAL CARE COORDINATION RESPONSIBILITIES**

The University of Louisville Hospital staff will work with you to make this transition as smooth as possible. If you are going:

- Home: We will provide you with discharge instructions and information on medications and treatments needed upon discharge.
• Home with home care services: We will provide a report of your status to the home health agency. Your physician will give the home health agency treatment orders.

• To a facility: We will provide a report of your status to the facility prior to discharge. Your physician will give the facility treatment orders. Your social worker will arrange for transportation to the facility, if needed.

FOLLOW-UP CARE AFTER YOU ARE DISCHARGED

If you need follow-up care after you leave the hospital, UofL Physicians Associates has offices conveniently located in the Outpatient Center on the corner of Preston and Chestnut (401 East Chestnut Street, one block west of the hospital).

For more information or assistance in scheduling an appointment, call the Information Center at 562-4000 to speak with a patient service representative. Please ask for a “patient information booklet.” The physicians and staff of University Physicians Associates look forward to serving you.

Hospital Bills and Insurance

IF YOU HAVE HEALTH INSURANCE, MEDICARE OR MEDICAI

University Hospital will file all hospital charges with your insurance company as a courtesy to you. We will need a copy of your insurance identification card and a picture ID.

For maximum benefit coverage, it is necessary to comply with criteria established by your insurance carrier. Be aware that many insurance companies require pre-authorization, second opinions, deductibles and co-pays as part of their contract with you. Charges not covered by insurance are your responsibility.

Deductibles and/or co-pays are expected prior to testing, treatment and discharge. Admission specialists are available to assist you if you need to make arrangements for payment. Their offices are on the first floor of the hospital, or you may dial ext. 4960.

IF YOU DO NOT HAVE INSURANCE

University Hospital has a program for patients who need medical care but have insufficient income to pay the bill. The Quality and Charity Care Trust (QCCT) is available for Jefferson County, Kentucky residents who are U.S. citizens. Financial advocates located in the Admissions department are available to discuss financial concerns regarding your hospital bill and how to apply for this program and other available resources. Their offices are on the first floor of the hospital, or you may call 502-217-8277 or 855-217-8277 (toll-free).

If you have been advised that you do not qualify for QCCT, you may call the hospital for help or clarification at 502-941-3381.

Patient Rights and Responsibilities

The following statements are a summary of your rights and responsibilities as a patient:

A PATIENT HAS THE RIGHT TO:

• Treatment, care and services within the hospital’s capacity and mission and in compliance with law and regulation.
• Have cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
• Personal dignity.
• Pastoral and other spiritual services.
• Participate in developing, implementing and revising the care plan.
• Make informed decisions regarding care.
• Formulate advance directives and to have providers comply with these directives.
• Have family or a representative and his/her physician notified promptly of admission.
• Personal privacy.
• Receive care in a safe setting.
• Have access to protective and advocacy services.
• Be free from all forms of abuse or harassment.
• Confidentiality of clinical records including limiting the release or disclosure of patient information.
• Pain management.
• Access information contained in his/her clinical record within a reasonable timeframe, and the right to request amendment to, and receive an accounting of disclosures of the information.
• Be free from restraints or seclusion that are not medically necessary or used as a means of coercion, discipline, staff convenience or retaliation.
• An environment that preserves dignity and contributes to positive self-image.
• Receive adequate information about the person(s) responsible for the delivery of the patient’s care.

PATIENT RESPONSIBILITIES INCLUDE:
1. Providing a complete and accurate history of past health information and history.
2. Asking questions about care and what is expected.
3. Following the treatment plan recommended by the primary practitioner responsible for coordinated plan of care.
4. Accepting consequences of not following instructions, or refusing prescribed treatment.
5. Following hospital rules and regulations affecting patient care and conduct.
6. Respectful and considerate of the rights and properties of the hospital, staff and other patients.
7. Informing and providing the hospital of Advance Directives and the appointment of a surrogate in his/her behalf.
8. Meeting financial obligations of health care as promptly as possible.

UNIVERSITY HOSPITAL WAIVER OF RESPONSIBILITY FOR VALUABLES
The Hospital cannot assume responsibility for loss or damage to valuables, money or other personal property. Please send your valuables home with family members or friends. If this is not possible, please ask your nurse or the admitting representative to put your valuables in the hospital’s safe. Valuables removed in the Emergency Department or Operating Room are documented and placed in the hospital’s safe. Upon your discharge, you may retrieve your items at the Admissions Office off of the front lobby. Proper identification is required.

ORGAN DONATION INFORMATION
University Hospital participates fully in an organ/tissue donation program, as required by Kentucky and Federal law and by The Joint Commission. The organ procurement agency used is:

Kentucky Organ Donor Affiliates (KODA)
106 East Broadway
Louisville, KY 40202
502-581-9511 or 800-525-3456

Please consult with your physician or the Social Services staff if you would like any information about this program.
Respecting Your Wishes

ADVANCE DIRECTIVES

If you are 18 or older and mentally competent, you have the right to make decisions about your medical care. Advance Directives are legal forms that help you do that. There are three kinds of Advance Directives:

A **LIVING WILL** lets you state your wishes about medical care or choose another person(s) to make medical decisions for you if you lose the ability to do so.

A **HEALTH CARE POWER OF ATTORNEY** lets you name a person to make health care decisions for you if you become unable to decide for yourself.

An **ADVANCE DIRECTIVE FOR MENTAL HEALTH TREATMENT** allows you to give instructions and preferences about mental health treatment. You may select someone to make these decisions for you if you lose the ability to decide for yourself. This document automatically expires in two years.

If you already have a Kentucky directive, we must have a copy in order to follow your wishes. If you cannot give us a copy, we will be happy to complete another form for you, in the event that one is needed while you are in University Hospital.

If you have an Advance Directive from another state, it cannot be used in Kentucky. We will be happy to help you complete a Kentucky form so that your wishes can be followed.

If you want to complete an Advance Directive, or have questions, talk to your nurse, physician, social worker, patient and visitor relations representatives or Chaplaincy Services staff. Your nurse can also help you find someone to notarize your form.

Your Health Care Experience

University Hospital is committed to providing an excellent health care experience. All hospital team members have a responsibility to help resolve patient and/or family concerns, and have been empowered to do so. We believe all patients have the right to voice concerns and ask questions about the care they receive without being afraid their care will be affected.

If you have a complaint, discuss it with the staff member who is working with you. If that person is unable to address your complaint, please ask to speak to the director or clinical manager of the unit. If they cannot help you, contact our Patient and Family Relations Department at 562-3775.

To file a formal grievance, send a letter stating your concerns to the address below. Please state in your letter that you are filing a formal grievance and include specific details regarding your concern.

Patient and Family Relations Department
University Hospital
530 South Jackson Street
Louisville, KY 40202

If you want to file a formal grievance by telephone, contact the Patient and Family Relations Department at 562-3775. A specialist will document your concerns, and an investigation will take place. You will receive a follow-up from a staff member regarding the results of our internal investigation. Emergent concerns are addressed immediately.

If you prefer, you may also contact:
Kentucky Cabinet for Health Services Office of Inspector General
Division of Licensing and Regulations 908 West Broadway
Louisville, KY 40203 502-595-4079

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181 800-994-6610
complaint@jointcommission.org

University of Louisville Hospital
James Graham Brown Cancer Center

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AN IMPORTANT MESSAGE FROM MEDICARE ABOUT YOUR RIGHTS

If you are a Medicare beneficiary and you have a specific concern or question about your rights, please contact Health Care Excel (the Medicare Quality Improvement Organization for Kentucky) at 1-800-288-1499.

YOUR OPINIONS ARE IMPORTANT TO US

The information you provide helps us know what we are doing right and what needs improvement. After your discharge, you may receive a survey requesting your feedback. Please take a few minutes to fill it out and return it in the postage paid envelope.

Giving Back Opportunities

GRATEFUL PATIENT PROGRAM

Giving Makes a Difference!

University Hospital and the James Graham Brown Cancer Center are not-for-profit healthcare organizations that provide the most advanced options in health care to our region. Your charitable gift of any size can make a difference for the patients and families we serve every day. Gifts from individuals and organizations assist us in providing an exceptional experience to those we care for throughout our community.

Thank you for considering a gift to honor a caregiver or show your gratitude for the care and compassion you have experienced while a patient with us. Please contact the Development Office at 562-8021 for more information.

SHARE YOUR STORY

Patients and families are encouraged to share their experiences with us at www.stories.uoflhealthcare.org. Here you will find various entries from patients and hospital staff alike, covering many topics of interest within the hospital. Look for the “Share Your Story” tab on the right side of the blog page to submit yours. You also have the opportunity to sign up to receive news, updates and more stories from UofL Health Care.

VOLUNTEER OPPORTUNITIES

Here’s your opportunity to make a difference! Volunteer opportunities are available at:

- University of Louisville Hospital
- The James Graham Brown Cancer Center
- The UofL Health Care Outpatient Center

Call us today at 502-562-3416 to learn more. We’d love to have you become a valued member of our Volunteer Services Team!