

# MY UAB MEDICINE TOOLKIT



**UAB** MEDICINE

Knowledge that will change your world

# WELCOME

Welcome to UAB Hospital, and thank you for choosing us to care for you or your loved one.

UAB Hospital is ranked nationally by *U.S. News & World Report* as a leader in health care. Our goal is to provide compassionate care that respects and supports your individual needs. We understand how stressful hospitalization can be, and we want to ensure that we provide a safe and comfortable healing environment for you and your family.

This Toolkit provides important information about your stay at UAB Hospital. We encourage you and your family to participate in your care. Please ask questions to the members of your care team. The *My Workbook* section in the Toolkit is provided to write notes and reminders for you and your care team. If you need additional assistance, please dial \*55 on any hospital phone, and Guest Services will assist you.

Again, welcome to UAB Hospital and thank you for allowing us to serve you. We are here to provide you and your family exceptional service that complements our clinical expertise.



A handwritten signature in black ink that reads "Will Ferniany". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Will Ferniany, PhD  
CEO, UAB Health System

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## OUR MISSION

To improve the health and well-being of society, particularly the citizens of Alabama, by providing innovative health services of exceptional value that are patient- and family-centered, a superior environment for the education of health professionals, and support for research that advances medical science.

## WHY UAB

UAB Medicine is committed to providing the highest quality health care and is rated among the best medical centers in the nation. Among our outstanding programs are:

- Nationally ranked cardiovascular center offering the full spectrum of heart and vascular services
- National Cancer Institute-designated Comprehensive Cancer Center providing advanced cancer care and cutting-edge cancer research
- Adult Level 1 trauma center equipped to handle our region's most complex emergencies
- Highest level (IV) Regional Neonatal Intensive Care Unit in Alabama
- National leader in transplants through the UAB transplant program
- Only Magnet-designated facility in Alabama, the highest national recognition for nursing excellence

# YOUR RIGHTS & RESPONSIBILITIES

As our patient, we respect and honor your rights. Please review the Patient Rights & Responsibilities form in the *Reference* section to understand your rights and responsibilities as a patient at UAB Hospital.

## Advance Care Planning

It can be difficult for doctors and loved ones to know what kind of treatment you want if you are unable to tell them. The best way to make sure your wishes are respected is to discuss them with your health care provider and your loved ones while you're healthy and then fill out an Advance Directive form. Please refer to the Advance Care Planning page in the *Reference* section for information about how to develop an advance care plan.

Once completed, copies of your plan should be given to your health care provider and to those closest to you, so they can help carry out your wishes. If you already have an advance directive, please provide a copy to your nurse or physician.

## KNOW YOUR CARE TEAM

UAB Hospital is a teaching hospital, and a team of health care providers will take care of you. All physicians and staff are required to wear a photo identification badge that displays their name and title. All members of the care team are expected to introduce themselves and explain their role in your care and what you can expect.

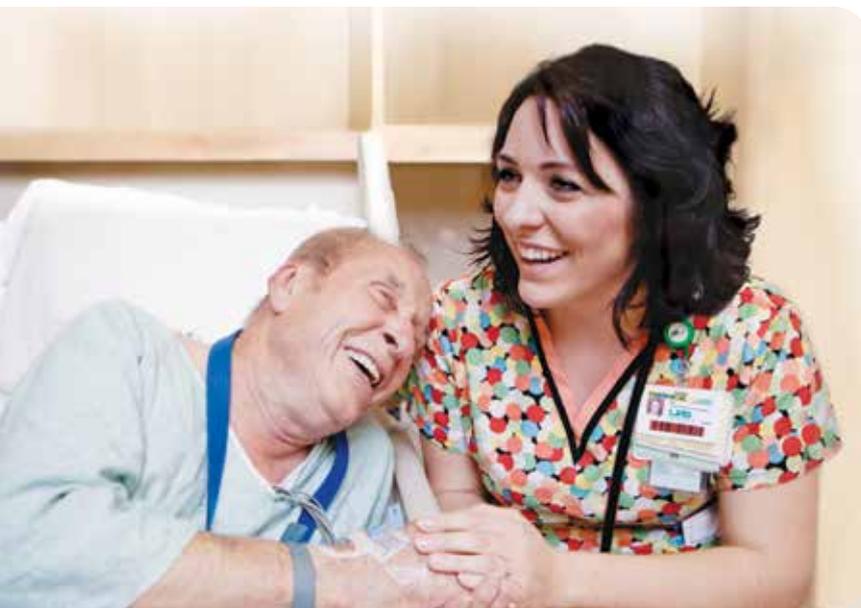


## Physicians

Your care will be coordinated by an attending physician alongside other physicians, who may include:

- **Consulting Physician** – may see you at the request of your attending physician for specialized needs
- **Fellow Physician** – a medical doctor pursuing in-depth knowledge in a specialized area of medicine
- **Resident Physician** – a medical doctor enrolled in an educational program to expand his or her knowledge prior to practicing alone
- **Medical Student** – may observe your care or assist in limited ways

Although your physician team may change during your stay, we expect all physicians to introduce themselves when they join the team.



## Registered Nurse (RN)

UAB Hospital is recognized for nursing excellence and is the only hospital in the state of Alabama that holds Magnet status, a national designation for providing the highest level of nursing care. Your nurse will be your main contact in the coordination of your care. Your nurse is the first person you should ask if you have a problem or question.

## Nurse Manager / Assistant Nurse Manager

The Nurse Manager of each unit is responsible for overseeing the operations of that unit. If you have any concerns, comments, or compliments about your care or the unit, please speak with the Nurse Manager or Assistant Nurse Manager.

## Patient Care Technician (PCT)

Patient Care Technicians will assist clinical staff in many of your daily patient care needs.

## Unit Secretaries (US)

The Unit Secretary helps coordinate the unit by answering the phones, assisting in supply management, answering patient call lights, and organizing forms and charts.

## Pharmacists

Pharmacists prepare medication and monitor drug therapy for side effects, allergies, and food and drug interaction. They may visit to discuss medications with you.

## Registered Dietitian

A Registered Dietitian may evaluate your nutritional needs and work with your care team for any diet modifications to improve your health.

## Care Management & Social Services

Care Managers and Medical Social Workers will assist you in the discharge planning and care coordination process.

## Pastoral Care

Hospitalization can be emotionally and spiritually challenging for patients, families, and guests. Our chaplain team is available 24 hours a day, seven days a week, to provide emotional and spiritual support specific to your faith and spiritual tradition. Please contact your nurse or dial \*55 to request a visit by a Chaplain or dial (205) 934-4254 between 8:00 am and 4:00 pm, Monday through Friday.

## Housekeeping & Food Service

Our Environmental Services team will keep your room clean and tidy. Food Services will assist with your meal delivery and tray setup.

Other members of your care team may include radiology technicians, respiratory therapists, physical therapists, occupational therapists, and speech therapists.





## DURING YOUR STAY

UAB Medicine aims to exceed expectations in all aspects of your patient experience. Please ask questions and speak up to participate in your care.

### Important Points to Consider

- Who will be my support person while in the hospital?
- Did I tell my health care providers about all of the prescription medications, over-the-counter medications, and vitamins or supplements that I take?
- Do I know who is taking care of me (doctors, nurses, patient care technicians)? Write this information down in the *My Workbook* section.
- Do I have what might help make me more comfortable?
  - Music player and earphones
  - Extra socks or pajamas
  - Pen and paper
  - Toiletries

# YOUR SAFETY AND SECURITY

- **Condition-HELP (5-6000)**

You know your loved one best. That's why UAB offers Condition-HELP, an important patient safety initiative that gives families an immediate voice in their loved one's care. Please notify our rapid-response emergency team by dialing 5-6000 from any UAB phone if you feel there is a breakdown in communication and your loved one is in danger of a medical emergency. Condition-HELP is available 24 hours a day, seven days a week.

Your medical team is your first point of contact, and you should only use Condition-HELP after you have spoken to them.

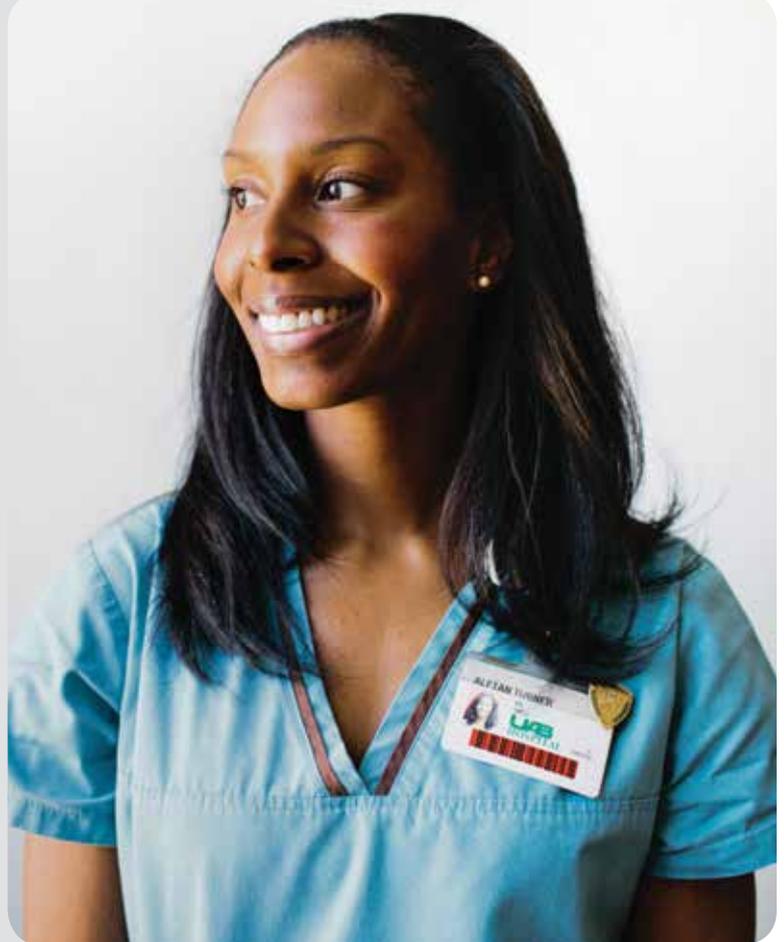
**When to call:** Trouble breathing • Confusion  
• Inability to talk • Weakness or numbness  
• Unable to wake up • Breakdown in how care is given • Urgent need is not being addressed

**For our RNICU and CCN patients:**

The bond between a parent and child is extremely special. You sense and see changes in your baby that allow you to serve as their voice. When you call Condition-HELP, the emergency team will evaluate the situation, and if further care is needed, they will notify a neonatal specialist.

- **ID Bracelet**

You will be given an ID bracelet with your name, date of birth, and medical record number when you are admitted to the hospital. The ID bracelet ensures we are providing care to the right patient at the right time. Make sure your care team knows who you are and checks your ID bracelet before examination and treatment. Additional ID bands may be added for specific needs such as being at risk for falls. For your safety, please do not remove the bracelet(s) until you are discharged from the hospital.



- **Medications**

Tell your care team about any and all medications you are taking, including prescriptions, over-the-counter medication, and any herbal, vitamin, or nutritional. Carry a list of your medications, dosages, and supplements at all times and make sure your care team is aware of any allergies.

While in the hospital, please do not take any of your medications from home without first talking with your care team. Your physician or nurse should discuss any new medications or changes in medications with you. Use the Medications page in the *My Workbook* section to write down your medications, any new medications, instructions, or questions you may have.



### • Hand Hygiene

We require all staff to clean their hands prior to entering a patient room and before any hands-on care. Cleaning our hands is the most important precaution we can take to prevent the spread of infection. We encourage families and guests to frequently clean their hands with the hand rub provided throughout the hospital. Ask anyone who has contact with you if they have cleaned their hands – do not be shy. They will not mind. Help us by being a partner in your care!

### • Preventing Falls

Fall prevention is important to us and your safety is our priority. Certain factors can increase your risk for falling. Let your care team know if you have a history of falling and always call for assistance, especially if you feel lightheaded, weak, or unsteady on your feet. Your care team will assist you in daily activities such as personal hygiene, walking, and getting out of bed.

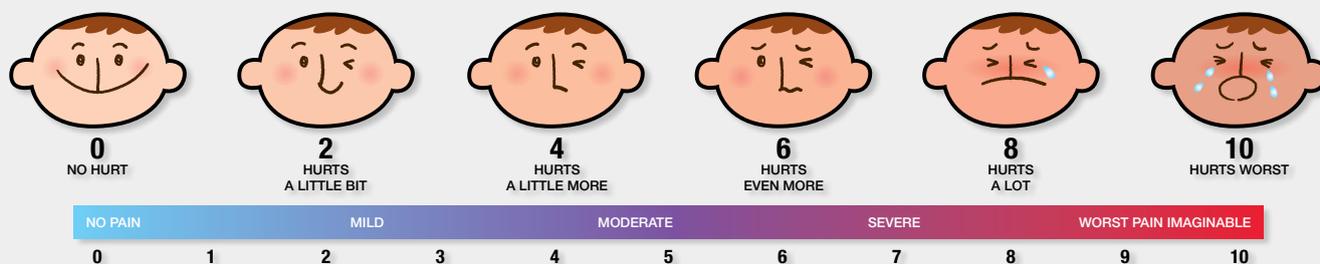
### • Pressure Ulcer Prevention

Lying in bed for long periods of time without moving can lead to pressure ulcers or damage to the skin, also called bed sores. To prevent pressure ulcers, your care team will help you get out of bed, keep you clean and dry, and make sure you get enough nutrition. If you are unable to turn or get up, they will turn you frequently. Pressure relieving devices such as foam dressings, wedges and boots may also be used.

### • Pain Management

Make sure you tell us if you have pain. We want to know so we can control it during your stay. Additional ways to control pain may include relaxation techniques, hot or cold therapy, and deep breathing exercises. Please let us know what works best for you so that we can help! You can also tune to channel 116 on your television, which provides relaxing images and music to help ease discomfort and pain.

Remember! You are not complaining when you tell us about your pain. Pain relief is important to your recovery.



If you or your family have any patient safety concerns or questions during your stay, you are encouraged to contact the Patient Safety Office at (205) 996-SAFE (7233) or your Patient Advocate by calling \*55 on any hospital phone.

# PARTICIPATE IN YOUR CARE PLAN

Here are some ways you can be involved:

- Listen carefully when the risks, benefits, and alternatives of any procedure are being explained – repeat what the doctors and nurses say in your own words and take notes.
- Ask any questions you have – speak up if something is unclear or confusing and keep asking until you understand.
- Only agree to those things that you fully understand.
- Remember that you have many rights as a patient including the right to refuse any treatments.
- Provide complete and accurate information about your medical history, conditions, and allergies.
- Let us know if you are participating in a research study.
- If you are having surgery, participate with the care team in marking your surgical site.
- Tell us who your family members or friends are and how you want them to be involved.
- Use the *My Workbook* section of this Toolkit to write down any questions, notes, or information.

## WHAT TO EXPECT

### Rounding

Nursing and clinical staff will visit you throughout the day to make sure you are comfortable and all your care needs are met. We call this “hourly rounding”, and we will round on you once each hour while you are awake and every two hours through the night. We will ask about your pain and any other discomfort you may be experiencing. We will also assist you to the restroom and make sure you have everything you need within reach. If at any time during your stay you feel you are not getting very good care, please let us know. Speak up! This is your time to ask questions and be an advocate for yourself or your loved one.

### Quiet Time

A calm and healing environment can support the patient’s sleep, health and overall recovery. While we try to decrease noise, feel free to close your door when resting and notify us if we are being too loud. Tune to channel 116 on your television, which provides music to help you relax.

## MAKING YOUR STAY MORE COMFORTABLE

### Valuables

Every hospital visit is unique. Please check with your care team regarding what might be appropriate to bring or keep with you while in the hospital. We urge you to leave any valuables at home or send them home with family members. We know that trips to the hospital are not always expected. Therefore, if you have any valuables needing to be secured in the hospital safe, please let your nurse know and they will be able to assist. UAB is not responsible for valuables kept in patient rooms.





## Music Therapy

As a service to you, UAB Music Therapists provide live music at the bedside to promote healing and ease pain, anxiety, and depression. You or a member of your care team can request Music Therapy by dialing \*55.

## Pet Therapy

In partnership with local non-profit agency Hand-in-Paw, your physician can order Pet Therapy if your medical condition permits. A visit from their certified therapy dogs (and occasionally cats) combats boredom and loneliness, provides a welcome distraction from medical procedures, and even supports physical and occupational therapy. To request a visit, call \*55.

## Room Service

We offer hotel-style room service to inpatients at UAB Hospital. Your meals will not be automatically delivered unless requested. Instead, you should order from the room service menu in your room any time between 6:30 am and 7:30 pm. Just dial 4-MEAL from your room phone and place your order. A call center representative will assist you, and your meal will be freshly made to order and delivered within 45 minutes. If you are receiving insulin, please notify your nurse before eating. A family member or friend may also place an order for you by dialing (205) 934-6325 from an outside phone.

We know that there are many food preferences and diet restrictions for you while in the hospital. Our call center representatives and registered dietitians are trained to help you with your menu selections and ensure that you receive a well-balanced meal that will support the healing process.

## Language Interpreters

We provide in-house Spanish interpretation services and can provide interpretation services for more than 150 languages by telephone. Contact an interpreter by dialing \*55.





## For the Deaf

We provide assistance for deaf patients with technology that brings American Sign Language-certified interpreters via video to the bedside. Please dial \*55 or talk with your nurse to request this service. When available, we can arrange for live interpreters to assist you.

## Patient Advocate

Your Patient Advocate is here to assist you with anything you need during your stay, including your safety and security. Your Patient Advocate may meet with you to give you their contact information and educate you about the Patient Advocate department. You may also reach your Patient Advocate by dialing \*55 on your phone.

## Patient & Family Education

Our goal is to educate you and your family as much as possible about your care plan and treatment during your stay. In addition to direct education from your care team, UAB Hospital provides a variety of education through one-on-one personalized training and educational videos.

We encourage you and your family or care partners to become educated about your health including tests, procedures, medications, and disease processes.

## Patient Education Videos

Educational videos are available using the on-demand video system on your in-room television. Step-by-step instructions are located in the *Reference* section.

## Smoking Cessation

UAB Hospital cares about your health and disease prevention. We know you may find it hard to refrain from smoking while in the hospital. Please talk to your doctor or nurse to get help for your tobacco cravings during your stay. We understand that staying smoke-free after discharge is hard, too. We encourage you to refer to the on-demand video system on your television for educational video resources to help you quit in addition to the community resources below. Remember: Quitting smoking is one of the single best things you can do for your health!

- **Smoking Quitline of the National Cancer Institute**

Toll free (877) 44U-QUIT or (877) 448-7848

- **The American Lung Association**

(205) 933-8821 or visit the following web sites: [smokefree.gov](http://smokefree.gov) or [lungusa.org](http://lungusa.org)

- **UAB Lung Health Center's Tobacco Consult Service**

(205) 934-0411 for free, in-room help from trained counselors

## Linens

To support the environment and reduce waste, UAB Hospital refrains from changing bed linens every day. However, please speak up if your linens become soiled or you desire fresh bed linens at any time during your stay.

## Joining Forces

Have you or a loved one ever served in the military? If so, tell your health care team. This information will help the team plan the best care for you. Visit [HaveYouEverServed.com](http://HaveYouEverServed.com) to find information on resources for military personnel and their families.



# FAMILY & FRIENDS

## Important Points to Consider

Use the *My Workbook* section to write down the answers to the questions below:

- Do I know the phone number to the patient's room?
- Do I know how to contact the nurses' station?
  - Who may call to get information regarding the patient?
  - Will I need a code to get information on the patient when I call?
- Do I know the plan of care for the patient?
- Is there any important information that I need to share with the health care team on behalf of the patient?

## Guest Services

UAB Medicine Guest Services is here to make your visit as comfortable as possible and to provide exceptional service. Contact us on any hospital phone by dialing \*55. You may also reach Guest Services from outside the hospital by dialing (205) 934-CARE (2273).

### We're here to help with:

- Concerns & comments
- Pastoral care
- Hotel recommendations
- Housekeeping
- Patient advocacy
- Language interpretation
- Maintenance assistance
- Notary public
- Directions
- Wheelchair services

## Welcome Desks

Guest Services representatives at our welcome desks are happy to provide information including directions, patient room numbers, area hotel accommodations, points of interest, and/or help facilitate making your stay more comfortable. Desks are located throughout the hospital and The Kirklind Clinic of UAB Hospital and are open 24 hours a day, including holidays and weekends.

## Finding Your Way – Parking & Maps

UAB Medicine offers a variety of parking locations and options for visitors. Pricing for parking varies depending on locations and length of stay. A list of parking options is available in the *Reference* section. Please see a Guest Services representative at any welcome desk or dial \*55 from any in-house phone for additional parking information.

## Transport Services

Our transport department is here to assist our patients and guests with transportation needs within the hospital. Your care team will help arrange patient transport between patient care departments. If a family member needs assistance, dial \*55 to have our Guest Services department arrange transport services.

## Your Family's Role

Loving and caring attention from family and friends provides an important role in the well-being and speedy recovery of our patients. At UAB Medicine, we encourage patients' families and friends to:

- **Appoint a family representative**  
Please choose one person to be our point of contact in the patient's care who can also then communicate information to other family and friends. Our care team may give the representative a passcode to protect the patient's privacy and security.
- **Spend as much time with the patient as possible**  
We offer open visitation 24 hours a day for most areas of the hospital and encourage someone to stay with the patient at all times. Visitation may be limited in certain ICUs or when it interferes with the patients' safety or the rights of others. Please ask your care team if there are any restrictions or precautions for visiting your loved one.
  - If you are not spending the night, please wrap up all visits by 10:30 pm.
  - If you are staying the night, we offer coffee throughout the night in the North Pavilion 2nd floor atrium.
  - If privacy is needed, or if the care team feels that the patient is too sick to have someone with them at all times, you may be asked to leave the room.

## Be there for doctor and nurse visits – and ask questions!

The most important members of the care team are patients and their families. We encourage you to ask questions, become involved, and speak up on speak up on your or your loved one's behalf.



## Guidelines for Visiting

We understand this can be an overwhelming and stressful time. The following information may help you feel more comfortable while staying with your loved one.

- Monitors and equipment in the room may alarm frequently. Your care team is trained to know the difference between reminder and emergency alarms. If you hear an alarm, please do not attempt to reset the equipment; instead, please call for the nurse.
- Care providers may need to turn on some lights in the patient's room during the night. This is for the patient's safety as there are many lines and tubes to work around. In the ICU, lights may need to be left on at all times.
- If you or your loved one needs assistance, please use the nurse call button and someone will come help you.
- We use special equipment to move and adjust our patients; please talk to a nurse before moving the patient or their bed.
- The number of visitors at the bedside may be limited at any given time with consideration for the patient's safety and space restrictions.
- Emergency situations may occur on the unit at any time. If this happens, you may be asked to leave the room so that we can dedicate all of our attention to your loved one.
- We want you to be with your loved one as much as possible. However, if a conflict arises between family members and/or friends that interferes with our ability to provide care, we have the right to ask those involved to leave the unit and return only when the conflict has been resolved.
- A comforting touch or familiar item from home can help your loved one feel more comfortable and relaxed. Please ask your care team what items you may bring from home.

Patients need to be around healthy people; even a cold could cause a problem for a patient in the hospital. If you or your children have been sick or around others who have been sick in the past three weeks, please speak with your nurse before visiting the patient. Your care team may ask you not to visit or to wear a mask or special clothing to protect the patient. Examples of illness include fever, rash, flu or cold symptoms, nausea, vomiting, diarrhea, strep throat, pink eye, and chicken pox or shingles.

## Guidelines for Children Visiting

Children of any age may visit if they are supervised at all times by a parent or guardian who is not the patient. To encourage a safe and restful visit for both the patient and child, please follow the suggestions below:

- **Reasons a child should visit:**
  - The child has a close relationship to the patient.
  - The situation is very serious and visiting may be important to the child's future well-being.
  - The child wants to visit – if he/she decides not to visit the patient, they may stay in touch by talking on the phone, drawing pictures, or writing letters or poems for the patient.
- **Before the Visit**
  - Tell children they have to stay in the patient's room or at the bedside during the visit.
  - Tell children they have to wash their hands before and after the visit.
  - Briefly describe the equipment in the room and what the patient looks like today.
- **During the Visit**
  - Even if the patient cannot talk, encourage the child to talk about school or activities he/she has been doing. The child may choose to remain silent – that is okay too.
  - Let the child know it is okay to touch the patient or to give him/her a kiss on the cheek or forehead.
  - Keep the visit brief. Don't give children empty minutes to start imagining negative situations. Even an older child's imagination may wander after taking in the situation.
  - With the exception of adolescents who might want alone time with the patient, younger children should not be left by themselves.
  - For their safety, do not allow children to crawl on the floor.
  - For the patient's safety, do not allow children to pull on or push buttons on the equipment.

- **After the Visit**

Despite preparation, children may be very emotional when they leave. If the patient looks very different, have a picture ready of the patient before they got sick and remind the child this is the person they visited. Suggest that they remember how he or she looked before this happened and the fun things they did together.

## **Guidelines for Babies Visiting**

We understand the importance for patients, especially parents or grandparents, to see their children or grandchildren. However, babies under nine months old have weaker immune systems. The following precautions are intended to keep the baby safe while visiting:

- Staff should not hold or touch your baby.
- Parents should not set the baby down on the floor or on the patient's bed.
- Please do not feed or change the baby's diaper in the patient's room.

## **Visiting a Patient with Isolation Precautions**

You may be asked to wear a gown, gloves, and mask while visiting a patient with isolation precautions. Do NOT wear these items outside of the room as that spreads germs.

- Clean hands before entering the room and immediately upon exiting the room.
- Please do not bring infants younger than nine months old to visit patients with isolation precautions.



# AMENITIES FOR FAMILY & FRIENDS

## Television

A complete listing of available channels is located in the *Reference* section of this Toolkit.

## Wi-Fi and Internet Access

Wireless internet access is available throughout most UAB Medicine facilities. To access the UAB Hospital wireless network:

- Select “uabhs\_public” from the list of available wireless networks on your mobile device or computer.
- Once connected, open your web browser. If you are prompted with a security alert, select “Yes” to continue.
- Your web browser will be forwarded to a “Connect” portal page. Click “Accept” to continue. By accepting, you have agreed to the guidelines stated on the webpage.
- You should now be online.



## ATMs and Business Needs

ATMs are conveniently located throughout the hospital campus. Please call \*55 to help locate the ATM closest to you. Additionally, our cashier’s office is open from 8:00 am to 4:30 pm, Monday through Friday, and is located on the first floor of the Spain Wallace building at UAB Hospital and on the 1st floor of UAB Hospital-Highlands. The cashier’s office accepts payments by cash, check or credit card.

Our business center is located on the 2nd floor of the North Pavilion and offers computers with free internet access. For your convenience, we have a notary public and fax and copy services on site during business hours. Call \*55 to learn more.

## Lodging

The UAB TownHouse (2008 University Blvd) provides low-cost, comfortable lodging for patients and families that prefer to be near the UAB Hospital campus. Dial \*55 or contact the UAB TownHouse directly by calling (205) 975-8820 8:00 am - 5:00 pm, Monday through Friday.

Guest Services can provide additional information about local hotel accommodations by dialing \*55.





## Recreation & Wellness

Family members are encouraged to relieve stress and take care of themselves while their loved one is at UAB. Enjoy any of the activities below or dial \*55 to learn more about nearby shopping or entertainment options.

- **UAB Walking Trails**  
Indoor and outdoor walking trails in one- to three-mile loops start on the 2nd floor and continue throughout the campus and around the outside of many buildings. Look for the walking trail signs on the 2nd floor.
- **Railroad Park**  
The 19-acre park celebrates Birmingham's industrial and artistic heritage, offering green space, concerts, and cultural events along 1st Avenue South between 14th and 18th Streets ([railroadpark.org](http://railroadpark.org)).
- **UAB Campus Recreation Center**  
This comprehensive workout facility has a pool, sauna, indoor track, and offers a variety of programs and classes. For more information on rates and obtaining a guest pass, please call \*55.
- **Birmingham Barons**  
Adjacent to Railroad Park, the baseball stadium is downtown's newest feature and home to the AA affiliate of the Chicago White Sox. For tickets, from April through September, visit [barons.com](http://barons.com).
- **Dining, Shopping, and Culture**  
Birmingham offers some of the best fine dining, down-home eats, arts, and culture in the South. To learn more about the area's not-to-be-missed attractions and events, visit [birminghamal.org](http://birminghamal.org).

## Gift Shops

We have three gift shops that offer flowers and plants, greeting cards, gifts, and other accessories. You may call any of our gift shops to purchase a gift and arrange delivery to a patient's room.

- **North Pavilion – 2nd floor • (205) 996-2019**  
9:00 am – 6:00 pm *Monday – Friday*  
10:00 am – 4:00 pm *Saturday*  
1:00 pm – 5:00 pm *Sunday*
- **West Pavilion – 1st floor • (205) 934-6434**  
9:00 am – 5:00 pm *Monday – Friday*  
10:00 am – 4:00 pm *Saturday*  
1:00 pm – 5:00 pm *Sunday*
- **UAB Hospital-Highlands – 3rd floor • (205) 930-7025**  
9:00 am – 5:00 pm *Monday – Friday*

## Religious Services

We know that hospitalization can be emotionally and spiritually challenging for patients, families, and guests. The following quiet spaces are available for meditation or prayer 24/7 in the hospital:

- **Interfaith chapels for private prayer and meditation**
  - West Pavilion – 1st floor
  - Women & Infants Center – 2nd floor
  - UAB Hospital-Highlands – 4th floor
- **Sanctuary for meditation and prayer**
  - North Pavilion – 2nd floor

We offer weekly faith-based worship services in the West Pavilion Interfaith Chapel (1st floor). For a list of worship times, please call (205) 934-4254 between 8:00 am and 4:00 pm, or visit [uabpastoralcare.org](http://uabpastoralcare.org).



## Quiet Spaces

The Healing Garden is located on the 5th floor of the North Pavilion and offers a peaceful retreat for families and guests. The Limbaugh Garden in front of the Women & Infants Center is a beautiful space for relaxation.

## Keeping in Touch

Staying in touch with loved ones and friends while managing a health care challenge can be difficult. But staying connected is a crucial component to getting and staying well—for both patients and caregivers. We encourage you to use Facebook, CaringBridge, CarePages, or blogs to keep others informed, share photos, and collect supporting messages for the patient from loved ones and friends.

## Smoking Areas

For the health of patients, staff, and guests, smoking is strongly discouraged on the UAB Hospital campus. Please contact a staff member for directions to the nearest designated smoking area. If you are a patient or traveling to the smoking areas with a patient, please see a member of your care team before you leave the nursing unit.

## Donating Blood

In partnership with the American Red Cross, the blood donor room offers the opportunity to donate blood in a comfortable environment. Free parking validation is offered to donors. To schedule an appointment, please call (205) 996-9851 or visit [redcrossblood.org/locations/uab-donor-center](http://redcrossblood.org/locations/uab-donor-center). An appointment is not required to donate blood.

## Nursing Moms

Lactation Services are located on the 6th floor of the UAB Women & Infants Center in Room 6110. The area includes private pumping stations that are accessible 24 hours a day, 7 days a week for nursing mothers. If you would like to use our pumps, you will need to provide your own pumping kit that is compatible with the Medela Symphony pump. To learn more, call (205) 975-8334 or dial \*55 to contact Guest Services.

## Laundry Facilities

UAB Medicine has several options for patients and guests to launder their clothes during an extended stay. Coin-operated, self-service laundry machines are offered at the UAB TownHouse, located a few blocks from the main hospital. In addition, some inpatient units have laundry machines that families may use.



## Dining for Guests

UAB Hospital offers a variety of dining options for its patient and guests. Please ask your nurse, PCT, or contact Guest Services at \*55 for additional dining options.

- **Starbucks**  
**2nd floor of North Pavilion**  
Monday – Friday  
5:00 am – Midnight  
Saturday – Sunday  
6:00 am – 8:00 pm
- **GG's Starbucks Coffee Cart**  
**1st floor of West Pavilion**  
Monday – Friday  
6:00 am – 2:00 pm
- **UAB Hospital-Highlands Cafeteria**  
**3rd floor of UAB Hospital-Highlands**  
Monday – Friday  
*Breakfast:* 6:00 am – 9:30 am  
*Lunch:* 11:00 am – 2:30 pm
- **North Pavilion Food Court**  
**2nd floor of North Pavilion**  
7 days a week  
*Breakfast:* 6:00 am – 9:45 am  
*Lunch:* 11:00 am – 2:00 pm  
*Dinner:* 5:00 pm – 7:30 pm

Vending machines are located throughout the facility for around-the-clock food and beverage options. A change machine is located in the North Pavilion second floor vending area.

We are glad to provide a list of dining options outside of the medical center campus along with directions. Call \*55 for more information or visit one of the information desks for a list of dining options.



## GIVE BACK TO UAB

### Giving

If you are interested in giving to UAB, there are many opportunities to do so. Please visit [uabmedicine.org/give](http://uabmedicine.org/give) to explore the various ways you can support the incredible work here at UAB.

### Volunteer

UAB Hospital has a diverse group of individuals who generously share their time and talents. They own and operate our gift shops, work in our waiting rooms, read to patients, and offer many valuable services to our patients and families.

Please consider giving back to UAB Hospital by calling (205) 934-4270 to become a volunteer, or visit us online at [uabmedicine.org/volunteer](http://uabmedicine.org/volunteer).

### Patient- and Family-Centered Care Advisory Council

UAB Hospital is committed to patient- and family-centered care in the planning, design, and delivery of health care. We are dedicated to listening to the voice of our patients and families. Their opinions help us provide the highest quality of care to every patient, every time. We encourage you to consider serving on our Patient- and Family-Centered Care Advisory Council and sharing your thoughts and perspective on how we can change and improve patient care. Learn more at [uabmedicine.org/pfcc](http://uabmedicine.org/pfcc).

# GOING HOME

## Important Things to Know Before You Go

We are committed to your care while you are in the hospital and after you are discharged. Make sure to complete *My Discharge Plan* with your caregiver before you leave to make sure that you are equipped with the tools and information you need to continue care. All of the information can be written down in the *My Discharge Instructions* section.

## Discharge Instructions

Place your printed discharge instruction sheets into the back pocket of this Toolkit for further reference or review. You may receive a phone call after discharge asking about your stay. They may ask you to reference your discharge instructions at that time. If you have any questions, please ask your nurse.

## Access Your Health Information at myUABMedicine

Our patient portal allows you to view some of your medical records, including certain lab results, allergies, immunizations, and medication lists. You will also be able to communicate securely with your health care providers via the portal. During your stay, we will verify or obtain the email address you want to use to receive an email invitation with instructions on how to create your account. You can also complete an online request form for your invitation at [uabmedicine.org/me](http://uabmedicine.org/me). Here, you will find more information about myUABMedicine and how it can help you manage your health and stay connected with your health care providers.

## Obtaining Medical Records

To request a copy of your medical records, please call (205) 940-3491 between 8:00 am and 4:30 pm, Monday through Friday. Dial \*55 to speak with Guest Services and request the authorization form for the release of your medical records.

# COMMENTS AND CONCERNS

## Provide Feedback

We would like to hear your feedback and address any comments or concerns you have. Please visit [uabmedicine.org/feedback](http://uabmedicine.org/feedback) to let us know how we did. If you receive a patient survey in the mail, please complete it and let us know about your experience.

**We offer a number of online resources to help you maintain a healthy lifestyle:**

-  [facebook.com/uabmedicine](https://facebook.com/uabmedicine)
-  [twitter.com/uabmedicine](https://twitter.com/uabmedicine)
-  [youtube.com/uabhealth](https://youtube.com/uabhealth)
- [uabmedicine.org/enews](http://uabmedicine.org/enews)

## Excellence in Action

We always strive to recognize our employees and physicians for a job well done. If our employees or physicians exceed your expectations, we want to know. Please complete an Excellence in Action card at one of the welcome desks or online at [uabmedicine.org/excellence](http://uabmedicine.org/excellence).

# PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

We want to encourage you, as a patient at UAB, to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay with us. We invite you and your family to join us as active members of your care team.

## All UAB Medicine patients shall have the RIGHT:

1. To receive considerate, respectful and compassionate care regardless of your age, gender, race, religion, culture, language, disabilities, socioeconomic status, sexual orientation, or gender identity or expression.
2. To receive information in a manner that is understandable and have access to sign or foreign language **interpreter services**. We will provide an interpreter as needed.
3. To be called by your **proper name** and to be told the **names of** the health care team involved in your care.
4. To receive care in a **safe environment** free from all forms of abuse, neglect or harassment.
5. To have a family member or representative of your choice and your own **physician/dentist notified promptly** of your admission to the healthcare facility, if you so choose.
6. To be told by your doctor/dentist about **your diagnosis and possible prognosis, the benefits and risks of treatment, and expected outcome** of treatment, including unanticipated outcomes. You have the right to give written **informed consent** before any non-emergency procedure begins.
7. To have your **pain** assessed, reassessed, and be involved in decisions about managing your pain.
8. To be free from **restraints and seclusion** in any form that is not medically required.
9. To expect full consideration of your **privacy and confidentiality** in care discussions, examinations and treatments. You **may ask for a chaperone** during any type of examination.
10. To access **protective and advocacy services** in cases of abuse or neglect. The hospital will provide protective and advocacy resources.
11. To participate in **decisions about your care**, treatment and services provided, including the **right to refuse** treatment to the extent permitted by law, request another physician, or to be moved to another hospital. If you leave against the advice of your doctor/dentist, UAB will not be responsible for any medical consequences that may occur.
12. To **agree or refuse** to take part in **medical research** studies. You may at any time withdraw from a study.
13. To make an **advance directive**, appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help to complete one.
14. To be **involved in your plan of care from admission to discharge**. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge from the hospital or outpatient setting of care, you can expect to receive information about follow-up care that you may need.
15. To receive **financial information** as a result of your treatment, care, and services received, including financial counseling resources.
16. To expect that all **communications and records** about your care are **confidential**, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Medical Records Department. Upon request, you have the right to receive a list of to whom your personal health information was disclosed.

17. To participate in **ethical decisions** that arise in the course of your care. Members of the ethics committee are on-call 24 hours/day.
18. To **voice your concerns** about the care you receive. If you have a problem or complaint, you may talk with your health care team to resolve the problem. If unresolved, you have the following contact options:
  - a. **UAB Hospital/Highlands and Ambulatory/HSF Clinics:**
    - i. Contact Guest Services to request assistance from a Patient Advocate by dialing \*55 from an in-house phone or (205) 934-CARE (2273).
    - ii. Send a written letter of unresolved grievance to:

**UAB Hospital/Ambulatory Clinics,**  
Chief Operating Officer  
Suite 502, 500 22nd Street South  
Birmingham, AL 35233
  - b. **Callahan Eye Hospital:** President, 1720 University Boulevard, Birmingham, AL 35233 or calling 325-8678.
  - c. File a complaint with:
    - **The Alabama Department of Public Health**, Division of Health Care Facilities, Complaint Unit, P. O. Box 303017, Montgomery, Alabama 36130-3017 (Complaint Unit phone number is 1-800-356-9596).
    - **The Joint Commission (TJC)** by calling 1-800-994-6610.
    - **The Center for Medicare & Medicaid Services (CMS)** by calling 1-800-633-4227 or [cms.gov/center/ombudsman.asp](https://www.cms.gov/center/ombudsman.asp).

## Patient RESPONSIBILITIES:

1. You are expected to provide **complete and accurate information**, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
2. You should provide the healthcare facility or your doctor/dentist with a copy of your **advance directive** if you have one.
3. 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.
4. You are **expected to ask questions** when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor / dentist. You are **responsible for outcomes** if you do not follow the care, treatment and services plan.
5. You are expected to **actively participate in your pain management** plan and to keep your doctors/ dentist and nurses informed of the effectiveness of your treatment.
6. Please leave valuables at home and only bring necessary items.
7. You are **expected to treat all** staff, other patients and visitors with courtesy and respect; abide by all UAB rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
8. You are expected to provide complete and accurate information about your **health insurance coverage and to pay your bills in a timely manner**.
9. You are expected to **keep appointments**, be on time for appointments, or to call your health care provider if you cannot keep your appointments.

\* This information is available for the sight impaired and in Spanish.

# ADVANCE CARE PLANNING

It can be difficult for doctors and loved ones to know what kind of treatment you want if you are unable to tell them. The best way to make sure your wishes are respected is to discuss them with your health care provider and your loved ones while you're healthy and then fill out an Advance Directive form.

Once completed, copies should be given to your health care provider and to those closest to you, so they can help carry out your wishes. We hope you will consider filling one out.

## What is an Advance Directive?

An Advance Directive is a way to protect your right to choose or refuse medical treatment. Alabama law allows you, as an adult, to give instructions to your doctors before you become too ill to make your own decisions. The UAB Health System has both inpatient and outpatient facilities that can provide Advance Directive information to you. Federal law states that when you are admitted to a hospital, you must be asked if you have or want to complete an Advance Directive, even though you may not have a chronic or terminal illness. The hospital may accept an Advance Directive written in another state if it meets the Alabama requirement.

There are two types of Advance Directive — a living will and a durable power of attorney for health care. You may also appoint a health care proxy in your living will, which is explained on the next page. If you need a living will or organ donation form, they can be provided to you.

## Am I required to have an Advance Directive?

You do not have to have an Advance Directive. The UAB Health System is committed to preserving life and easing pain and suffering for every patient under our care. We will provide medical and nursing care to prevent pain and suffering and to provide comfort no matter what choice you make about cardiopulmonary resuscitation (CPR) or other treatment.

We will provide medically necessary and appropriate treatment, including CPR, unless a decision not to perform CPR has already been made or you have a living will that states you don't want such treatment. CPR is an attempt to restart your heart or breathing if it stops. Your doctor is responsible for telling you about your health problems and how treatment will or won't help so you can make a choice about CPR and other treatment.

## Why does it help to have an Advance Directive?

An Advance Directive helps your doctor know what you would choose in times of:

- **Terminal illness** — where death is expected to occur within six months despite all medical treatment, or where life is impossible unless we use a treatment like a breathing machine, such as a ventilator; or
- **Permanent unconsciousness** — a condition expected to last permanently without improvement, where you are unable to think, feel, move, or interact with others, and where you are not aware of yourself or your surroundings.

## What kinds of choices have to be made?

New medication, treatments, and equipment save many lives but may also prolong lives where there is little chance of recovery. If you were terminally ill or permanently unconscious, consider the following questions:

- Would you want the doctors to do everything they can for as long as they can?
- Do you want the doctors to try to restart your heart and breathing if it stops?

If you haven't put your wishes in an Advance Directive, doctors will talk with your family or proxy to make choices about your treatment if you are too sick to choose for yourself.

## Who can help me make these choices?

It's normal to feel anxious and uneasy about making these choices. Choose someone with whom you feel comfortable to discuss the kind of life you want in the event of terminal illness or permanent unconsciousness. Your doctor, nurse, chaplain or pastor, medical social worker, or patient representative is available to assist you. You may want to complete an Advance Directive while you are in good health, so you have time to think about what choices to include in your living will.

## What is a living will?

A living will lets you put into writing which medical treatments you do and do not want at the end of your life. It takes effect only when you are not able to let your doctors know your wishes.

It applies only when you have a terminal illness from which death is expected within six months and when further treatment will not save your life or when you are in a state of permanent unconsciousness and improvement is not expected. You need to talk to your doctor about your health so you will know what may happen following treatment.



# GLOSSARY OF KEY TERMS

Below are some common terms you may hear while in the Intensive Care Unit (ICU):

- **Arterial blood gas (ABG)** – a blood test used to help the health care team check how well the patient is breathing.
- **Arterial Line (A-line)** – a tube placed in an artery, usually in the leg or arm, that measures blood pressure. Blood for labs can also be obtained from the a-line.
- **Bair Hugger** – a blanket that constantly blows warmed air on the patient.
- **Central Venous Line** – a type of IV placed into a large vein in the neck, chest, or leg by the doctor. It allows fluids/meds/blood products to be given quickly, blood tests/labs to be obtained, and monitoring of the central venous pressure (CVP).
- **Central Venous Pressure (CVP)** – a pressure in the heart. This gives the health care team an idea of the patient's fluid status.
- **Cervical collar (Aspen collar)** – used for neck and head injuries to prevent spinal cord damage.
- **Chest tube** – a tube placed into the chest that removes air or fluid from around the lungs.
- **Continuous Renal Replacement Therapy (CRRT)** – a machine is used to filter the blood as the kidneys would do.
- **Delirium** – sudden confusion due to physical illness that is usually only for a short time.
- **Endotracheal Tube (ETT)** – a tube placed in the windpipe (trachea) to maintain the patient's airway and to provide a means for mechanical ventilation. This tube can be in the mouth (OETT) or in the nose (NETT). The patient will not be able to talk, eat, or drink when an ETT is in place.
- **External Ventricular Drain (EVD, Ventric)** – a tube inserted into the brain that is used to drain fluid or to monitor pressures.
- **Fluid Warmer** – warms IV fluids.
- **Foley Catheter** – a tube placed to drain urine.
- **Hospital beds** – there are many types, and some are special to prevent skin breakdown, promote wound healing and patient comfort, and improve breathing.
- **IV pump** – a pump that delivers blood/fluid/medications into the patient at a set rate.

- **Oral/nasal gastric tubes (OGT/NGT)** – used to remove fluid and gas from the stomach to prevent vomiting. These tubes may also be used for tube feedings and giving medications.
- **Oxygen saturation (O2 Sat)** – the amount of oxygen in the patient’s blood. Normal is greater than 90%.
- **Palliative Medicine** – part of the health care team that helps in the prevention and relief of suffering during serious or life-threatening conditions.
- **Pan Cultures** – blood, urine, and sputum tests that check for infection.
- **Paralytics** – drugs that prevent the patient from being able to move.
- **Patient Controlled Analgesia (PCA or pain pump)** – a pump that gives pain medicine through an IV either continuously or at the patient’s demand.
- **Peripheral Intravenous Line (PIV or IV)** – a small tube placed in a vein by a nurse, usually in the arm, that allows fluids, medications, and blood to be given.
- **Percutaneous Endoscopic Gastrostomy (PEG)** – a feeding tube surgically placed into the stomach.
- **Pulmonary Artery (PA) Catheter/Swan Ganz Catheter** – a tube that sits in the heart and provides the health care team with information on how well the heart is working.
- **Restraints** – soft wrist or ankle bands that are used for patient safety.
- **Sedation** – drugs that relieve stress and help the patient relax.
- **Sequential Compression Device (SCD)/Anti-embolism hose (TED)** – SCDs and TEDs aide in prevention of blood clots.
- **Tracheotomy (Trach)** – a procedure where a tube is passed through a surgical incision on the neck that goes into the windpipe (trachea). It is usually used when the patient is expected to be on the ventilator for a long time. It also helps to wean the ventilator.
- **Tube feedings** – liquid food given to the patient by a feeding tube.
- **Ventilator (vent)** – a machine used to help the patient breathe.

# PARKING OPTIONS & MAP

## UAB Hospital Parking Options

Please see any Guest Services information desk for full details.

### 4th Avenue Deck – enter near the corner of 18th Street South and 4th Avenue South

- Main deck for patients, families, and visitors
- \$2.00/first hour; \$1.00/each additional hour
- Maximum of \$6.00/day

\* Discount parking option for 4th Avenue Deck ONLY

- 30 day pass = \$100.00 or 7 day pass = \$30.00
- Non-refundable; allow unlimited access to this deck for one car only

### University Boulevard Deck – enter near the corner of 19th Street South and (8th Ave S) University Blvd

- Public parking is available
- \$2.00/first hour; \$1.00/each additional hour
- Maximum of \$6.00/day

### Long Term Parking Lot – enter near the corner of 17th Street South and 4th Avenue South

- Across from the UAB Women & Infants Center
- \$3.00/first hour; \$4.00 flat rate/day
- \$20.00 unlimited access weekly\*

\* Purchase at attendant booth or 2nd floor 4th Avenue parking deck desk

### UAB Women & Infants Center Parking Lot – enter from 18th Street South

- Valet is available at no additional charge
- Monday – Friday
  - \$3.00/first hour; \$2.00/additional hour
  - Maximum of \$9.00/day
- Saturday and Sunday
  - \$5.00 flat rate

### Spain Rehabilitation Center / Center for Psychiatric Parking Lot – enter from 6th Avenue South

- Valet is available at no additional charge
- Monday – Friday
  - \$3.00/first two hours; \$1.00/each additional hour
  - Maximum of \$8.00/day
- Saturday and Sunday
  - \$3.00 flat rate

### UAB Hospital-Highlands Parking –

Free parking is conveniently located in the lot next to the building and in a deck on 12th Street South across from the UAB Hospital-Highlands ER. Valet parking is available for \$5.00.

## The Kirklin Clinic of UAB Hospital (TKC) Parking Options

### The Kirklin Clinic of UAB Hospital Parking Deck – enter by the corner of 21st Street and 6th Avenue South

- Main deck for patients, families, and visitors
- For validated patients only:
  - \$0.50/each half hour; maximum of \$4.00/day
- For the general public:
  - \$2.00/each half hour; no maximum
- Valet is available with a \$2.00 fee in addition to time spent in the deck

\* Discount parking options for TKC of UAB Hospital Parking Deck ONLY

- Senior citizens (55+) – 30 coupons = \$25.00
- General public/patients – 5 coupons = \$10.00
- Purchase at any information desk

## City of Birmingham Parking Authority

### 5 Points South Parking Deck – 2012 Magnolia Avenue

Phone: (205) 254-2629 for rates

- NOT within walking distance
- \$4.00/day
- Long-term parking available

The DART bus (Green Line – Southside Loop) runs 7 days a week (except holidays) and is FREE with pick up areas along 20th Street. DART goes to and from the medical center district to the 5 Points area.

Monday – Thursday:

11:00 am – 2:00 pm, every 10 minutes

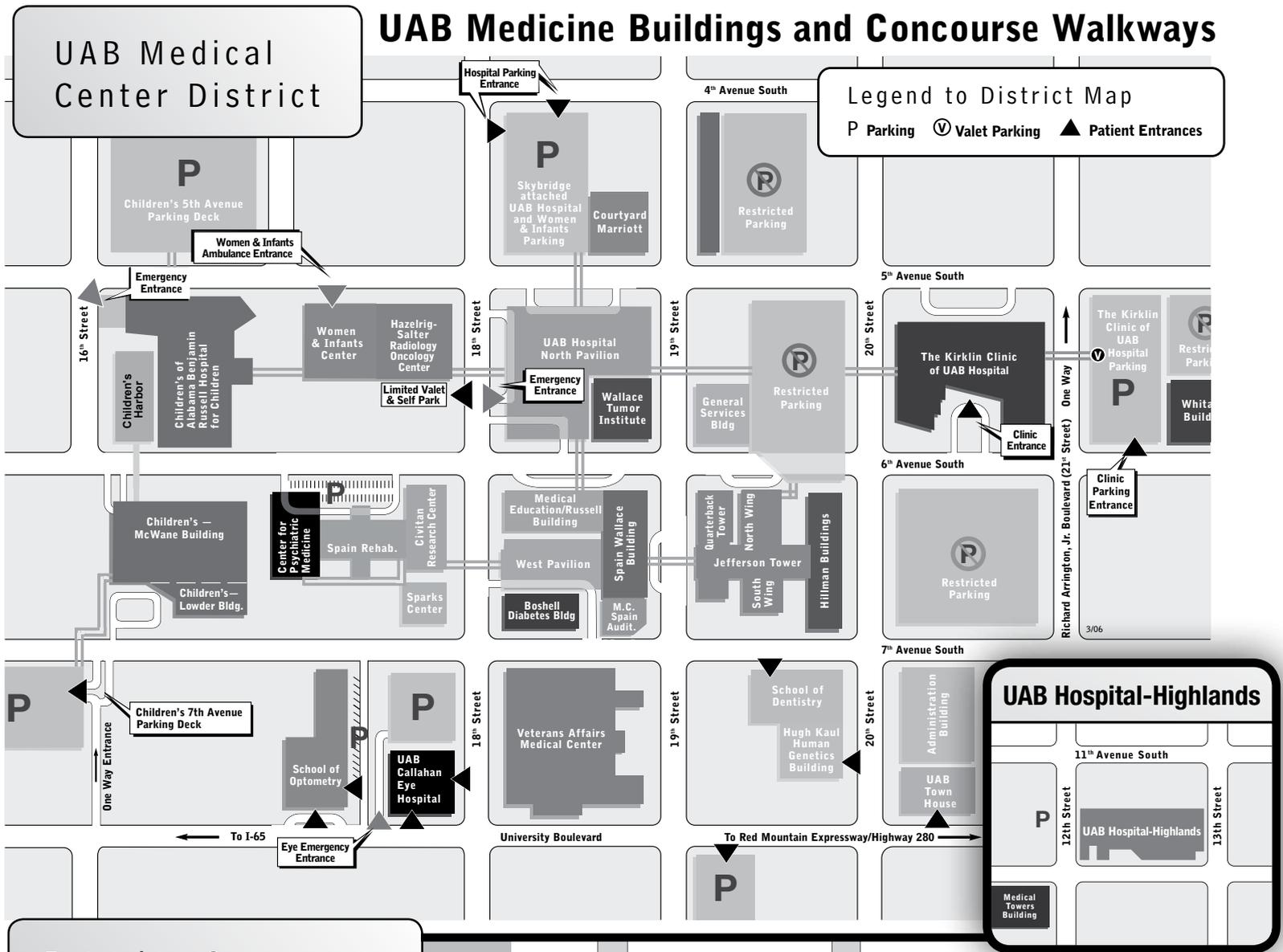
2:00 pm – 10:00 pm, every 20 minutes

Friday – Saturday:

11:00 am – 2:00 pm, every 10 minutes

2:00 pm – Midnight, every 20 minutes

# UAB Medicine Buildings and Concourse Walkways



# TV CHANNEL LINEUP

CHANNEL#	TV STATION
2 – 65	BrightHouse Cable (Cable Guide, channel 6)
81	CNN Espanol
82	UiMas
83	Newborn – English (WIC only)
84	Bingo
85	SEC Network
86	Contemporary Christian
87	R & B
88	Soft Rock
89	Smooth Jazz
90	Easy Listening
91	Classic Country
92	Gospel
93	Sound Scapes
94	Classical Masterpieces
98	Galavision
100	TV Education System Intro
101 – 115	Education On Demand
116	Care Channel
117	Newborn – Spanish (WIC only)
118	Univision

## BrightHouse Channels

2 – WABM (MyNetworkTV)	34 – History Channel
3 – WIAT (CBS)	35 – Animal Planet
4 – EWTN	36 – CNN
5 – C-SPAN	37 – TLC
6 – TV Guide	38 – CNBC
7 – WBRC (FOX)	39 – FX
8 – WVTM (NBC)	40 – The Weather Channel
9 – WTTO (The CW)	41 – Hallmark Channel
10 – WTJP (TBN)	42 – TBS
11 – WBIQ (APT/PBS)	43 – TV Land
12 – WCFT (ABC) 33/40	44 – Nickelodeon
13 – WUOA (IND)	45 – Great American Country
14 – WPXH (ION)	46 – VH-1
15 – WGN America	47 – MTV
17 – Lifetime Movie Network	49 – HGTV
18 – Cartoon Network	50 – FOX Sports Net South
19 – ABC Family	51 – MSNBC
20 – ESPN	52 – NBC Sports Network
21 – ESPN2	53 – FOX News
22 – QVC	54 – truTV
23 – HSN	55 – Food Network
24 – ShopNBC	56 – Turner Classic Movies
25 – USA Network	57 – Comedy Central
26 – Lifetime	58 – SyFy
27 – Discovery Channel	59 – WE
28 – A&E	60 – Oxygen
29 – AMC	61 – Disney Channel
30 – TNT	62 – National Geographic
31 – Headline News	64 – Spike
32 – BET	65 – SportsSouth
33 – E! Entertainment	

*Note: UAB Hospital-Highlands only has access to channels 2-65 per the BrightHouse listing. For UAB Hospital, channels 2-65 plus the other channels listed above are available to patients.*

# EDUCATIONAL VIDEOS

## Follow these steps to access the on-demand educational video system on your television:

1. Tune your television to channel 100.
2. Dial 6-2000 (UAB Hospital) or 7555 (UAB Hospital-Highlands) from the telephone in your room. Follow the voice prompts and use the number buttons on your telephone to make selections.
3. Select your language.
4. Press 1 for on-demand viewing and enter the three-digit video code on your video list followed by the pound key (#).
  - Press 1 if the video is correct or 2 if the video is incorrect.
  - Tune your television to the channel provided in the instructions and press the pound key (#) to start your video.
5. OR press 2 to use the television menus to access the video library, the patient's to-do list, talk to your care team, or view other important hospital information.
  - Tune your television to the channel provided and press the pound key (#) when you see the Welcome screen to display the main menu.
  - Continue to use the phone to navigate through the menu options.

### Please watch the following videos that play continuously:

- **TV Education System Intro:** Tune to channel 100
- **Fall Prevention and Hand Washing:** Tune to channel 113
- **Wellness:** Tune to channel 114
- **CARE channel with soothing pictures and music:** Tune to channel 116

# MY WORKBOOK

## Important Phone Numbers

### \*55

UAB Guest Services is here to make your visit as comfortable as possible and to provide exceptional service. Contact us on any hospital phone by dialing \*55. You may also call UAB Guest Services from outside the hospital by dialing (205) 934-CARE (2273).

#### We're here to help with:

- Concerns and comments
- Pastoral Care
- Hotel recommendations
- Housekeeping
- Patient advocacy
- Language interpretation
- Maintenance assistance
- Notary public
- Directions
- Wheelchair services

### 4-MEAL (934-6325)

We offer hotel-style room service to patients at UAB Hospital. You may order from the room service menu in your room anytime between 6:30 am – 7:30 pm by dialing 4-MEAL. Family members may also order for you from outside the hospital by dialing (205) 934-6325.

Unit Name and Room Number: \_\_\_\_\_

Direct Room Phone Number: \_\_\_\_\_

Direct Line to Nurse or Front Desk: \_\_\_\_\_

**Make a follow-up appointment by calling (205) 934-9999 or toll free at 1-800-822-8816**

## Important Contacts

Nurse Manager: \_\_\_\_\_

Physician(s): \_\_\_\_\_

Physician: \_\_\_\_\_

Physician: \_\_\_\_\_

Nurse Practitioner: \_\_\_\_\_

Social Worker: \_\_\_\_\_

Case Manager: \_\_\_\_\_

Therapist: \_\_\_\_\_

Therapist: \_\_\_\_\_

Others: \_\_\_\_\_

## Important Notes

Visiting Hours for the Unit: \_\_\_\_\_

Questions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

# DAILY NOTES AND QUESTIONS

Date:	Day #:
Nurse: Questions for the Nurse?	
Doctors: Questions for the Doctors?	
Plan for the day / goals:	
Notes:	

Date:	Day #:
Nurse: Questions for the Nurse?	
Doctors: Questions for the Doctors?	
Plan for the day / goals:	
Notes:	

Date:	Day #:
Nurse: Questions for the Nurse?	
Doctors: Questions for the Doctors?	
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# DAILY NOTES AND QUESTIONS

Date:	Day #:
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Doctors: Questions for the Doctors?	
Plan for the day / goals:	
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Doctors: Questions for the Doctors?	
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Doctors: Questions for the Doctors?	
Plan for the day / goals:	
Notes:	

# DAILY NOTES AND QUESTIONS

Date:	Day #:
Nurse: Questions for the Nurse?	
Doctors: Questions for the Doctors?	
Plan for the day / goals:	
Notes:	

Date:	Day #:
Nurse: Questions for the Nurse?	
Doctors: Questions for the Doctors?	
Plan for the day / goals:	
Notes:	

Date:	Day #:
Nurse: Questions for the Nurse?	
Doctors: Questions for the Doctors?	
Plan for the day / goals:	
Notes:	

# MEDICATIONS

While in the hospital, please do not take any of your medications from home without first talking with your care team. Medications will be provided for you during your stay. Your physician or nurse should discuss any new medications or changes in medications with you. Use this page to write down your medications, any new medications, instructions, or questions you may have.

MEDICATION NAME	DESCRIPTION	DAILY SCHEDULE		
		When did I take it?	Why did I take it?	How did I take it?
DOCTOR	WHY			
<b>SPECIAL INSTRUCTIONS</b>				

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DOCTOR	WHY			
<b>SPECIAL INSTRUCTIONS</b>				



# MY DISCHARGE PLAN

Check the box next to each item when you and your caregiver complete it.

My expected discharge day is: \_\_\_\_\_

Ask where you will get care after discharge. Do you have options (i.e. home health care)?  
\_\_\_\_\_

Do you have support in place that can help you (this may need to be 24-hour care)?  
Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Do you have someone to pick you up on the day of discharge?  
Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

What type(s) of follow-up care may you need?  
 Home Health     Physical Therapy     Occupational Therapy  
 Follow-Up Appointments     Equipment: \_\_\_\_\_

Who should be called for equipment delivery?  
Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Ask your Care Team if you are ready to do the activities listed below:  
 Bathing     Dressing     Cooking     Picking up Prescriptions  
 Using the Bathroom     Climbing Stairs     Food Shopping     Doctor's Appointments

Will you be able to get in and around your home without difficulty?  
 Door Widths     Shower Bars     Bedroom Locations     Ramps  
 Other: \_\_\_\_\_

Is there care you must do at home (i.e. trach care, tube feedings, etc.)?     YES     NO

Have you been shown how to perform these tasks?     YES     NO

Are you comfortable performing these tasks?     YES     NO

*Notes to families and caregivers: If you plan to assist the patient with care at home, please make plans to be at their hospital bedside to learn about how to help your loved one. If there are special care needs (e.g. changing dressings, turning and skin care, use of feeding tubes, giving shots, etc.), you will need time to learn about these needs and practice with the help of the nurses.*

## THE DAY BEFORE DISCHARGE

Your care team anticipates that you will go home tomorrow by noon. Please remind your ride of the need to be at the hospital early to help with your safe and timely transport home.

# MY DISCHARGE INSTRUCTIONS

## Instructions

- Do I know why I was admitted to the hospital? \_\_\_\_\_
- Do I know where I am going when I'm discharged? \_\_\_\_\_
- What are my discharge instructions? \_\_\_\_\_
- Do I have any restrictions and, if so, what? \_\_\_\_\_
- Do I understand my restrictions? \_\_\_\_\_
- Who do I call if I have questions? \_\_\_\_\_
- What is the phone number? \_\_\_\_\_
- When should I call (reason)? \_\_\_\_\_

## Medication list

- Did I get my discharge medication list? \_\_\_\_\_
- Do I understand what medications to take, when, and how much? \_\_\_\_\_
- Do I understand what the medications are for? \_\_\_\_\_
- If I need any prescriptions, do I have them or have they been sent to my pharmacy? \_\_\_\_\_

## Appointments

- These may be on my discharge papers. If they are not on my discharge papers, what follow-up appointments should I have and with whom? \_\_\_\_\_
- What do I need to bring to the appointment? \_\_\_\_\_
- Who do I call if I need to schedule or reschedule an appointment? \_\_\_\_\_
- What is the number? \_\_\_\_\_
- Have I been given all of my follow-up instructions? \_\_\_\_\_
- Do I understand them? \_\_\_\_\_

# APPOINTMENTS

Date:	Time:	Location:	With Whom?

Purpose / Notes:

Date:	Time:	Location:	With Whom?

Purpose / Notes:

Date:	Time:	Location:	With Whom?

Purpose / Notes:





