Welcome to The Johns Hopkins Hospital.

From the moment you arrive at Hopkins, you become part of a long tradition of distinguished health care. Since our doors opened over a century ago, we have sought to lead the world in the diagnosis and treatment of disease and to train tomorrow’s physicians, nurses and scientists. Above all, we aim to provide the highest quality health care and service to all of our patients, and we invite you to partner with us.

We are committed to excellence. We know that good care involves more than good medicine. That’s why our concern for you extends to every part of your stay. We want your experience at Hopkins to be as safe, pleasant and as comfortable as possible.

Use this guide to learn more about the services and resources that are available to you and your visitors. It includes some essential information to make the hospital safe and welcoming for all of our patients. We thank you for choosing The Johns Hopkins Hospital for your health care.

You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, disabilities or other protected status.
OUR PRIVACY PRACTICES

The Johns Hopkins Hospital is committed to protecting your medical information. The privacy practices described in “The Johns Hopkins Notice of Privacy Practices” booklet explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of the Johns Hopkins organization. To obtain a copy of the booklet, contact the main admitting office at 410-955-6190. If you have a patient privacy concern, please contact the Johns Hopkins privacy officer at 410-502-7983, Monday through Friday, 8:30 a.m. to 5 p.m.

UPON ARRIVAL

Our goal is to help you get settled and feel comfortable as quickly as possible. On the day of your admission to the hospital, you will meet with a patient service coordinator.

Please have with you:
• your orange hospital plate (if you were issued one on a prior visit)
• your health insurance card
• personal identification (such as a driver's license or picture I.D.)
• HMO/PPO referral forms (if required)
• medical records, X-ray films, or prior test results (if your physician has requested them)
• written letter of authorization from your insurance carrier (if you are covered by worker's compensation)
• a copy of your advance directives (if created)

You will be given an identification bracelet (I.D.) with your name and Hopkins history number. Please check to see that the information is correct. Do not take the bracelet off until you have been discharged from the hospital. If the bracelet comes off for any reason, notify your nurse and ask for a new one.

Please send home any valuables that you have with you. If you must keep your valuables at the hospital, we urge you to place them in a hospital safe.

YOUR ROOM

We will make every effort to provide you with the type of room you desire. Keep in mind that we cannot guarantee the availability of a particular room on the day of your admission.

TELEPHONE AND TELEVISION SERVICES

Our telephone and television services are available to you 24 hours a day. To request telephone and TV service, dial 2-7250 from your bedside phone. Follow the instructions to establish your telephone and television service. The daily charge for these services can be billed to your home telephone bill or to a personal credit card. If you have questions about billing, call the United TeleManagement Inquiry Line at 800-775-8352.

Here's how to make calls from your bedside phone: When you dial a Hopkins number from your room or any on-campus phone, the last five numbers are all that is necessary. For example, if you want to reach 410-955-5000, dial 5-5000. When you dial a local number in the Baltimore area, you must dial 9 and the 410 or 443 area code. For long distance calls, you will need a calling card or personal credit card. The hospital does not accept collect calls. For your convenience, a duplex telephone jack is available at your bedside for modem and computer hookup.

PATIENT EDUCATION ON-DEMAND TV SYSTEM

Patient education is an important part of your hospital stay and recovery after discharge. It is important for you and your family to understand your condition, treatment and any follow-up care you may need. As part of our television service, the hospital offers a wide range of patient education videos and informational presentations on our free Patient Education On-Demand TV System. A list of available videos appears on Channel 44. To view a video, simply dial 2-7250 on your bedside phone and follow the instructions.
UNDERSTANDING YOUR INSURANCE

To ease your admission to the hospital, we will begin the paperwork as soon as your doctor informs us of your admission date. We recommend that you familiarize yourself with the type of coverage provided by your health insurance and that you know whether you’ve met all necessary terms. If you belong to an HMO or an MCO, be sure your primary care provider is aware of your impending hospitalization and is prepared to submit a referral to authorize your admission. A pre-admission coordinator may call you at home to verify basic information. If you prefer, you may call us at 410-955-6055 to complete the process.

On the day of your arrival, you may be required to pay a deductible or co-payment. In certain cases, an admission deposit (based on your estimated length of stay) may be required.

ADVANCE DIRECTIVES

Advance directives are documents you create to describe the extent of medical treatment you want to receive—or not receive—should you be unable to communicate your wishes. We recommend that you discuss advance directives with your spouse, other family members, doctors, nurses and clerics while you are feeling well and thinking clearly. You have the right to make an advance directive, such as a living will or durable power of attorney for health care, and to appoint someone to make health care decisions for you if you are unable. Bring your advance directive with you to the hospital if you have one and want it to apply during your admission.

For more information about advance directives or to obtain the necessary forms to create one, contact the main admitting office at 410-955-6190 or call the Office of Pastoral Care at 410-955-5842.

PERSONAL ITEMS AND VALUABLES

We encourage you to bring only essential items to the hospital, such as sleepwear and toiletries. For safety reasons, do not bring TVs, radios, hair dryers or other electric devices.

We offer the following tips to help you keep your personal items secure:

- Glasses and hearing aids are best kept in a case when you’re not wearing them. They should be placed in the top drawer of your bedside table, with your name on or in the case.
- Dentures are best stored in a denture cup in the top drawer of your bedside table. Do not place them on your food tray or on the bed linen.
- We recommend you keep clothing in your room closet, your bedside table or your suitcase.
- Valuables such as jewelry, watches, money, and credit cards should be secured in the cashier’s office or, if available, in an in-room safe. Let your nurse know if you have items that need to be secured.
BLOOD, ORGAN AND TISSUE DONATION

BLOOD DONATION

If you’re scheduled to have elective surgery and might need a blood transfusion, you may consider providing your own blood through the hospital’s autologous blood program.

To participate in the autologous blood program, you must donate blood at least 72 hours before your surgery. Your blood will be stored in your name and reserved just for you. We encourage you to discuss this program with your doctor or contact the Autologous Blood Program coordinator at 410-955-6528.

ORGAN AND TISSUE DONATION

Organ and tissue donations provide new hope to those who are seriously ill or injured. The Johns Hopkins Hospital participates with the Transplant Resource Center of Maryland to manage organ and tissue donations. If you already have a donor card, it is important that your family is fully informed of your wishes. For more information on donations, call 410-242-7000.

YOUR HEALTH CARE TEAM

PHYSICIANS

While you receive treatment at Johns Hopkins, you are likely to have a team of doctors involved in your care. A senior doctor, called the “attending physician” or “physician of record,” will supervise your treatment and determine when you are ready to be discharged. The team of physicians caring for you may include members of the house staff, such as residents and fellows. These are doctors in training who have received their degrees and are now specializing in a selected field of medicine. This team will determine the tests necessary to diagnose your condition and prescribe the medications you receive. In addition, medical students at the Johns Hopkins School of Medicine also participate in the care of patients as part of their preparation to become doctors. The attention of this well-rounded team enhances your care, and you as a patient contribute to the education of future physicians.

NURSES

Registered nurses are a critical link between you and other members of your health care team. They help communicate your needs to your care providers, and they explain important information so that you understand your treatment and participate in your recovery. Nurses administer medications and intravenous fluids, perform treatments and plan your daily care. They also provide education about your medical condition and how to continue treatment after your hospital discharge. They oversee a team of patient care assistants who are responsible for taking vital signs, maintaining your personal hygiene, assisting with meals and helping in other ways to make sure that you’re comfortable during your stay.

PHARMACISTS

Pharmacists are experts who work with doctors and nurses to ensure that patients get the full benefits of available medications. Although you might not meet your hospital pharmacists, they’re important and active members of the team. In addition to preparing medications using the latest technology, they also monitor the therapy for effectiveness and ways to avoid side effects, allergies and possible interactions with drugs and foods.
YOUR HEALTH AND SAFETY

Our health care partnership begins with our commitment to your safety. Patients who are more involved with their care in the hospital tend to do better and stay safer. By working together with your health care team, you can lower your risk of injury and make your hospital stay as safe as possible.

Here is how you can make your stay a safe and positive experience:

- **Identify yourself.** Wear your hospital I.D. bracelet at all times. If your bracelet comes off, ask your nurse to provide a new one.
- **Check the information on your hospital I.D. bracelet** to make sure that your name, birth date, and medical record number are correct.
- **Make sure that all staff members check your I.D. bracelet** before any procedure, surgery or test is performed, or medicine is given.
- **Ask questions if you do not understand.** It is your body and your right to know.

Feel free to talk to your doctors and nurses about any concerns you may have. If you think of questions when your doctor or nurse is not present, write them down so that you can ask them at a later time.

Ask your care provider to arrange for an interpreter if you are deaf or hearing-impaired, or if English is not your primary language.

MEDICINE SAFETY

While you’re in the hospital, it’s important for you and your doctor to talk about your medicines. Tell your doctor and nurse everything you’re taking, including:

- prescription medicines
- over-the-counter medicines (like aspirin and cough medicine)
- medicines that a family member or friend gave you
- vitamins
- herbal products

SOCIAL WORKERS

A social worker can help you plan for discharge, identify sources of financial assistance, refer you to community resources, provide counseling related to your illness and arrange for appropriate care after you are discharged from the hospital. If you require assistance, ask your nurse to request a social worker to visit you.

CLINICAL DIETITIANS

The hospital’s team of registered dietitians works closely with your doctors, nurses and other members of the health care team to provide nutritional care and education. Through a vast selective menu, the registered dietitians and clinical nutrition assistants will work with you to accommodate your specific needs. Your guests may dine with you for an additional charge. Please let a member of the Nutrition Department or your nurse know if you would like guest trays delivered to your room. Services are also available for your guests in one of the many eating facilities in the hospital.
TAKING YOUR MEDICINES

• Let your doctor and nurse know if you have any allergies to foods or drugs or have had previous reactions to any drugs, foods or latex.

• Ask your nurse about your medicines—what they are, what they look like, what they do, when they are given and what side effects should be expected and reported.

• Make sure that the staff checks your I.D. bracelet before giving you any medicine.

• Look at all medicines before you take them. If you do not recognize a medicine, let your nurse know.

• You must not take medicines that you brought to the hospital from home. You should give them to your nurse until you leave the hospital or give them to someone to take home for you.

Ask your nurse for a free copy of The Johns Hopkins Hospital’s Guide to Using Medicines the Right Way. View the five-minute educational video “Getting the Most From Your Medications” on the Patient Education System.

PARTICIPATING IN YOUR CARE

• Discuss your treatment plan with your doctor and nurse.

• Make sure that you understand and agree with that plan.

• Be informed about your treatments and ask when the treatments will be given and the purpose. Question anything that seems different or anything that you don’t understand.

• If you are having surgery, be sure that you and your doctor discuss the details of the procedure and that you understand what to expect.

• If you are experiencing pain, inform your nurse or doctor. Most pain can be controlled. You and your health care team can work together to manage your pain.

• You may receive a lot of information at once and that can be confusing. You may want to take notes or ask a family member or friend to listen with you when a diagnosis, treatment plan, test results or discharge plans are explained.

• If equipment is used for your care, know what it is for and how it should sound.

• If possible, designate one family member to interact with your health care team. This person can then pass along information to other family and friends.

We recognize the unhealthful side effects of smoking and actively support a smoke–free environment. Smoking is prohibited in the hospital. Smoking in patient areas puts patients, visitors and staff at risk. If you are a smoker and wish to quit, speak with your doctor or nurse about available options.

PREVENTING THE SPREAD OF GERMS

• Be aware that hand washing is the best way to prevent the spread of germs. Wash hands for at least 15 seconds.

• Practice good personal hygiene.

• Let your nurse know if your gown or linens are soiled.

• Feel free to remind staff members to wash their hands or wear gloves before examining you or giving you your medicine.

• Ask friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital.

• Get vaccinated, if it is recommended. Flu and pneumonia vaccines can help prevent illnesses, particularly in young children, the elderly, and high-risk patients.

PREVENTING FALLS

Ask for help when getting out of bed, especially at night. The hospital is an unfamiliar place, and most falls occur when patients try to get out of bed on their own to go to the bathroom.

• Make sure the nurse call button on your bed works and that you know how to use it.

• Let your nurse know if you will have trouble reaching the call button.
• If possible, call for help before the need to get to the bathroom becomes urgent.
• Make sure there is adequate light to see, and keep your eyeglasses within reach.
• Wear slippers with rubber soles to prevent slipping.
• Point out to staff any spills or obstructions on the floor.
• Make sure the brakes are locked when you get into and out of a wheelchair.

**PREPARING FOR DISCHARGE**

Be sure you are clear about discharge instructions, including medicines you need and information about a follow-up visit and continued care. Make sure you are given a phone number to call if you have questions.

Discharge time is usually 10 a.m. We ask that you be prepared to leave your room and arrange to be picked up from the hospital as soon as the discharge process is completed.

• Continue safe practices at home.
• Talk with your doctors and pharmacist. Ask questions and write down what they say.
• Carefully check all prescriptions before taking them.
• You can get bedside rails to use in your home if you need them.
• Keep a phone or a bell near your bed if you might need help.
• Never smoke in bed.
• Be very cautious if you have oxygen equipment at home. There should be no smoking around oxygen equipment as it is highly flammable.
• If you have medical equipment that needs to be plugged in, use a grounded or three-prong connector. **Do not use extension cords.**

**INFORMATION FOR FAMILY AND FRIENDS**

**VISITORS**

Visitors are an important part of the healing process, and we encourage family and friends to visit. General visiting hours are noon to 8 p.m. Visiting hours and rules may differ from unit to unit. Please check with the nurse about specific hours for your nursing unit.

• Friends and family may call 410-502-4000 to obtain your room location and phone number; they will need to provide your full name. Your privacy is important to us, so tell your nurse if you wish this information to be withheld.
• When possible, choose a family spokesperson to relay information to other family members and friends. Visitors should respect patients’ privacy by stepping out of the room when care is being given.
• Visitors should not visit any patient if they have a cold, respiratory symptoms or other contagious illness.
• Visitors must wear guest passes at all times. Passes are available at reception desks and security stations throughout the hospital.
• Children under the age of 12 may not be permitted to visit.
• Two visitors per patient may visit at one time, depending on individual unit policy. You may restrict your visitors if you choose. Visitor restriction lists are maintained by Security.

• Exceptions to the visitor policy will be determined at the discretion of the health care team and will be based on the needs of the patient.

• To protect the health of our patients, visitors and staff, smoking is not permitted except in designated areas outside the hospital.

• The use of cell phones is prohibited where critical medical equipment is in operation. Please read and follow all posted signs regarding the use of cell phones. If you must use your cell phone, please speak in a low voice so as not to disturb others, and only use it on the first floor of the hospital.

• Flowers for patients are welcome, except on intensive care and oncology units where they may promote infection. Gift balloons are also welcome, provided they are mylar. Latex balloons, which can cause allergic reactions, are not permitted anywhere in the hospital.

**FOOD SERVICES**

There are several eateries around the hospital for visitors to pick up a quick cup of coffee or sit down for a leisurely meal.

**Main Hospital Cafeteria**, located on the main corridor of the first floor near the Wolfe Street entrance, provides breakfast, lunch and dinner: pizza, hot entrees, soup, sweets and a self-serve deli and salad bar. Open every day, 6:15 a.m. to 7:15 p.m. Closed 10:30 a.m. to 11 a.m. Vending machines are available 24 hours a day.

**EspressOasis**, located just inside the main corridor entrance to the hospital cafeteria, is an upscale coffee bar offering gourmet beverages, fresh-baked pastries and light fare. Open daily, 5:30 a.m. to 10 p.m.

**Subway**, located beside the EspressOasis in the hospital cafeteria, is a popular franchise featuring submarine sandwiches on freshly baked breads, salads, children’s packs and freshly baked cookies. Open daily, 10 a.m. to 12 midnight.

**Tower Terrace Restaurant**, located off the main hospital lobby, provides fine food and full service in an elegant atmosphere. Menu items include deluxe salads and soups, daily entree specials and gourmet desserts. The restaurant’s Kawasaki Sushi Bar offers a variety of fresh sushi. Carry-out is available. Open Monday though Friday, 11 a.m. to 2:45 p.m. Reservations are recommended and can be made by calling 410-955-6858.

**Harborside Chicken & Seafood**, a Baltimore Inner Harbor favorite, is located in the Monument Street Corridor and features a variety of fried chicken and seafood entrees, home-made soups and specials. Open Monday though Friday, 11 a.m. to 9 p.m., and Saturday and Sunday, 11 a.m. to 5 p.m.

**Grille 601**, located outside level 2 of the Outpatient Center, offers a daily selection of gourmet hot food and elegant salads. Open Monday through Friday, 7 a.m. to 2:30 p.m.

**Orville & Wilbur’s Wings Just Right**, located inside Grille 601, offers a variety of flavors of wings plus a selection of sandwiches. Open Monday through Friday, 7 a.m. to 2:30 p.m.

**Noble Roman’s Pizza**, located inside Grille 601, offers light breakfast items and has a variety of pizza choices and baked pasta. Open Monday through Friday, 7 a.m. to 6 p.m.

**Blimpie’s Subs & Salads**, also located inside Grille 601, is a national franchise offering its standard menu as well as specials. Open Monday through Friday, 10 a.m. to 6 p.m.

**Women’s Board Coffee Bar**, located on first floor of the Outpatient Center, serves fresh brewed coffees, espresso, smoothies, bottled beverages, light lunches and ice cream. Open Monday through Friday, 7 a.m. to 3 p.m.

**Juice and Java Bar**, located in the main lobby of the Weinberg Building, features coffee, espresso, all your favorite blended drinks, sandwiches, soups, salads, bagels and pastries. Open Monday through Friday, 6:30 a.m. to 3:30 p.m.
SERVICES

POSTAL VENDING SERVICE

Stamp vending machines, a scale and a mailbox are located in the main lobby of the hospital across from the Gift Shop. An additional mailbox is located on the first floor of the main hospital in the Broadway Corridor. Daily pickup is provided by the U.S. Postal Service.

PHARMACY

Pharmacies are available at two convenient locations:

- First floor of the Johns Hopkins Outpatient Center, open Monday through Friday, 8 a.m. to 6 p.m. Call 410-955-3733 or fax 410-614-3733.
- Main lobby of the Weinberg Building, open Monday through Friday, 9 a.m. to 7 p.m.; Saturday, 10 a.m. to 5 p.m.; Sunday, 10 a.m. to 3 p.m. Call 410-955-5747 or fax 410-502-1511.

OPTICAL SERVICES

There are two locations within the hospital to take care of all your vision-wear needs. The Optical Shoppe by Wilmer, located in the Wilmer corridor, features the latest designer frames and high-tech lens options.

The Wilmer Vision Center, located on the first floor of the Outpatient Center, is a full-service optical store with an optometrist on site, and features a wide selection of eyeglass frames and contact lenses.

Both locations are open Monday through Friday, 8:30 a.m. to 5 p.m. Call 410-955-9373 for more information.

AUTOMATED TELLER MACHINES

ATMs are available in the main lobby of the hospital, across from the Gift Shop. Most national networks are honored. Additional ATMs are located in the Weinberg Building main lobby and on the first floor of the Outpatient Center, near the Coffee Bar.

GIFTS AND FLOWERS

The Women’s Board Gift Shops are located in the hospital’s main lobby and the Outpatient Center. You may purchase cards, gifts, magazines, snacks, toys and Hopkins apparel. Proceeds from sales are used by the Women’s Board to benefit patient care. The Hospital Gift Shop is open Monday to Friday, 8:30 a.m. to 4:30 p.m.; Saturday and Sunday, 10:30 a.m. to 3 p.m. The Outpatient Center Gift Shop is located on the first level and is open Monday to Friday, 7:30 a.m. to 3:30 p.m.

The Flower Cart, located in the hospital’s main lobby near the Wolfe Street entrance, sells a variety of plants and fresh, dried and silk flowers. Flowers may be delivered to patient rooms or wired around the world. Open Monday through Friday, 9 a.m. to 5 p.m.; Saturday, 10 a.m. to 4 p.m.; Sunday, noon to 4 p.m. For orders, call 410-955-6822.

The Flower Cart
SPECIAL SERVICES AND PROGRAMS

Communication is essential to good health care, and we encourage you to make your specific needs concerning language, hearing or vision known. Ask your care provider to arrange for an interpreter if you are deaf or hearing impaired, or if English is not your primary language.

Pida un intérprete si usted es sordo(a), si no oye bien o si no entiende inglés.
만약 귀하가 높아이거나 청각 장애자, 또는 귀하의 주된 언어가 영어가 아닌 경우 귀하의 의료 제공자에게 동역사를 요청하시기 바랍니다.
أو إذا لم تكن اللغة الإنجليزية هي لغتك الأساسية.

FOR THE HEARING IMPAIRED

To schedule a sign language interpreter, call the Patient Relations Department, Monday through Friday from 8:30 a.m. to 5 p.m. at 410-955-2273. At other times your nurse can schedule an interpreter for you. TTY service is available in the following locations:

- Patient Relations office: 410-955-6446
- Main Admitting office: 410-955-2102
- Outpatient Center: 410-955-3735

Assistive devices are available upon request by calling 410-955-2273. Televisions have closed captioning. All fire/sMOKE alarms include a strobe light.

FOREIGN LANGUAGE INTERPRETERS

To arrange for a foreign language interpreter, call 410-955-8032.

WHEELCHAIRS

Wheelchairs are available at the entrances to the hospital. If a wheelchair is not available, inform a staff member at any reception desk.

GUEST SERVICES

It's important to us that you feel comfortable during your stay. Our guest services representative is located at the main entrance in the hospital and is there to help you with special requests. If you require directions, notary services, newspaper delivery or information about hotel accommodations for your visitors, please stop by the main lobby at the Wolfe Street entrance or call 410-614-5100, Monday through Friday, 8 a.m. to 4:30 p.m.

PATIENT REPRESENTATIVES

The Patient Relations Department is here to assist you with any questions, concerns or needs that you may have during your stay in the hospital. Patient Representatives can:

- Investigate concerns and complaints and facilitate their resolution
- Address questions and special needs
- Arrange for sign language interpreters and assistive devices for the hearing impaired

To speak with a patient representative, call 410-955-2273, Monday through Friday, 8:30 a.m. to 5 p.m.

PATIENT ACCOMMODATIONS SERVICES

The Patient Accommodations Office is located in Nelson 136 on the first floor of the hospital. A list of local hotels that offer special rates to Johns Hopkins patients and family members is available. Assistance can be provided in making hotel reservations and arranging ground transportation. Information on long-term housing, such as apartments, is also available. The office is open Monday through Friday, 9 a.m. to 5:30 p.m. Call 410-614-1911 or toll free 800-225-2201.
INTERNATIONAL PATIENT SERVICES

Patients come to Hopkins from all over the world, and Johns Hopkins International Patient Services coordinates all the aspects of their medical care, including scheduling of appointments, interpretation services and guest services. A staff of professional interpreters is available to meet the unique needs of foreign patients and their families while in Baltimore.

To reach Johns Hopkins International Patient Services:

Telephone: 410-955-8032
Fax: 410-955-0269
Web site: www.jhintl.net

To reach a regional division:
• Asia Pacific 410-614-5275 asiapacific@jhmi.edu
• North America 410-614-5275 canada@jhmi.edu
• Bermuda 410-614-5275 bermuda@jhmi.edu
• Europe 443-287-2480 europe@jhmi.edu
• Latin America 410-955-3661 latinamerica@jhmi.edu
• Middle East 410-955-7973 arabic@jhmi.edu
• Africa 410-955-7973 africa@jhmi.edu

PASTORAL CARE

There are two interfaith chapels open 24 hours a day for private prayer and meditation. One is located on the first floor of the hospital in the corner of the Children’s Center lobby. The other is located off the main lobby in the Harry and Jeanette Weinberg Building.

The following religious services are available at the hospital:

• Catholic Mass
• Protestant Worship
• Jewish Minyan
• Muslim Prayer

Please call the Department of Pastoral Care at 410-955-5842 for specific times and locations.

Full-time chaplains are available to provide spiritual assistance, sacramental ministries, advance directive consultation, and other support services. To arrange a visit or request a cleric of a particular faith, please call the Department of Pastoral Care during the day. During evenings and weekends, your nurse will assist you in contacting clergy.

ETHICS SERVICE

Following discussion with your health care team, if you need to discuss an ethical issue related to your care, a member of this service is available on beeper at all times. To reach a member, dial 410-283-6104. After three beeps, enter your phone number and then the pound sign (#). An Ethics Service member will return your call.

SECURITY

For your safety, Corporate Security Services is available 24 hours a day. If you have a security-related concern, call the Communications Center at 410-955-5585 at any hour.

• It is the policy of The Johns Hopkins Hospital that all visitors and employees prominently display a guest pass or staff identification badge while in the buildings. Passes are available at the main entrance and at several stations throughout the hospital.
• The security department provides walking escorts to any on-campus location. Call the security office or notify your nurse if you would like an officer to accompany you to your destination.
• Should you need immediate assistance, emergency telephones (with blue lights on top) are prominently located in the parking garage elevator lobbies and in parking lots. An officer will assist you.

LOST AND FOUND

The Security Department operates a lost and found in the Security Administration Office, located near the main lobby of the hospital in the Harvey Building, Room 109. Please call 410-955-5588 for information and assistance.
**PARKING**

The Johns Hopkins Hospital has several patient and visitor parking facilities, which are open 24 hours a day, seven days a week, and are conveniently located adjacent to the hospital and the Outpatient Center. When using the Weinberg Building or Outpatient Center garages, remember to carry your parking ticket with you. You will need it to pay for parking before returning to your vehicle.

Patients and families who need parking over an extended period of time should consider purchasing parking coupons. Coupons are sold in books of five or 10 at a discounted rate. We do not offer a refund for unused coupons.

Coupon books may be purchased at the following locations:
- Cashier's Office, Nelson 161, Monday through Friday, 7:30 a.m. to 5 p.m.
- Weinberg Admitting Office, Monday through Friday, 7:30 a.m. to 5 p.m.
- Broadway Garage Manager's Office, Monday through Friday, 4 p.m. to 9 p.m., weekends and holidays, 8 a.m. to 9 p.m.

**LIBRARY AND RESOURCE CENTER**

Patients and visitors may borrow books, magazines, games, puzzles and playing cards free of charge from the hospital library. A selection of general medical reference books, large-print books, books on tape, and Internet access are also available. The library is located in the Carnegie Building, Room 173. Open Monday through Friday, 9:30 a.m. to 4 p.m. For more information, call 410-955-6742.

**VOLUNTEERS**

Hopkins has hundreds of volunteers who donate their time and talent to enhance your stay. Volunteers are available in departments throughout the hospital. Many of them enjoy visiting at the bedside, reading aloud, writing, playing games and talking. Volunteers also extend their services by sitting with family members and running errands. If you'd like to find out more, call the Department of Volunteer Services at 410-955-5924.

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**BILLING**

After you return home from the hospital, you will receive separate bills for specific services that were provided during your stay. Your hospital bill includes charges for your room, food, medical supplies, and any tests or procedures performed. You may also receive additional bills from the Johns Hopkins University Clinical Practice Association for physician services.

Our Patient Financial Services Department will file your claim directly with your primary and secondary insurance providers. You are responsible for all charges billed. If you have not received a notice of payment from your insurer within 60 days of receiving a copy of your bills, we recommend that you contact the insurer directly and encourage speedy payment. For more information, ask for the brochure “Understanding Your Bills.”

- If you have a question about your **hospital bill**, call 410-550-7370 or toll free 800-425-7100.
- If you would like information about a **physician bill**, call 410-933-1200 or toll free 800-657-0066.
- If you have a question about **outpatient bills**, call 410-550-7330 or toll free 800-757-1700.

**CASHIER AND BILLING COORDINATORS**

Cashiers are located within the main admitting office, near the Wolfe Street entrance of the hospital. The cashiers accept payment for hospital and physician services in the form of cash, personal check, travelers check, money orders and most types of credit cards. Discounted parking coupon books are also available at this location. Services are available Monday through Friday, 7:30 a.m. to 5 p.m. Services are also available on the first floor of the Outpatient Center.

Billing Coordinators are located in Nelson 138 to assist with financial concerns and to help identify the payment option that is best for you. They are available Monday through Friday, 8:30 a.m. to 5 p.m.
FREQUENTLY USED TELEPHONE NUMBERS
When dialing from within the hospital campus, dial the last five numbers only:

Johns Hopkins Hospital
   General Information 410-955-5000
   Patient Information 410-502-4000
   Admitting 410-955-6190
Appointments
   Adult 410-955-5464
   Pediatric 410-955-2000
   Oncology 410-955-8964
Billing
   Inpatient 410-550-7370
   Outpatient 410-550-7330
   Physician 410-933-1200
Cashier’s Office 410-955-5923
Ethics Service 410-283-6104
Fire and Medical Emergency 410-955-4444
Fund for Johns Hopkins Medicine 410-516-6800

Gift Shop 410-955-5299
Guest Services 410-614-5100
International Patient Services 410-955-8032
Johns Hopkins Privacy Officer 410-502-7983
Lost and Found (Security Office) 410-955-5588
Medical Records 410-955-6043
Pastoral Care 410-955-5842
Patient Relations 410-955-2273
Patient and Staff Library 410-955-6742
Patient Accommodations Services 800-225-2201
Physician Referral 410-955-5464 or 800-507-9952
Security 410-955-5585
Social Work
   Medical and Surgical 410-955-5885
   Oncology 410-955-8934
   Pediatric and Women’s Health 410-955-6518
   Psychiatry 410-955-6946
TTY (for deaf and hearing impaired) 410-955-6446
Volunteer Services 410-955-5924

Johns Hopkins Bayview 410-550-0100
Johns Hopkins at Green Spring Station 410-583-2460
PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

As a patient at The Johns Hopkins Hospital, we want you to be well informed, participate in your treatment choices, and communicate openly with your health care team. As a patient and as a partner, we want you to know your rights as well as your responsibilities during your stay at our hospital.

YOUR RIGHTS

1. You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation or disabilities.
2. You have the right to be addressed by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.
3. You have the right to be informed by your doctor about your diagnosis, as well as the benefits and risks of each treatment and expected outcome. You have the right to give written informed consent before any non-emergency procedure or treatment begins.
4. You have the right to be informed about pain and pain relief measures and to actively participate in your pain management plan.
5. You have the right to be free from restraints and seclusion in any form that is not medically required.
6. You can expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. The presence of a chaperone during any type of examination may be requested.
7. You have the right to actively participate in decisions regarding your medical care, including the right to refuse treatment to the extent permitted by law and to be advised of the medical consequences of your refusal. If you choose to leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
8. You have the right to agree to, or refuse to, take part in medical research studies. You may at any time withdraw from a study and it will not affect your usual medical care.
9. You have the right to sign language or foreign language interpreter services. We will provide an interpreter as needed.
10. You have the right to make an advance directive, such as a living will, and appoint 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 assistance to complete one.
11. You have the right to be involved in your discharge plan. Prior to your discharge from the hospital, you can expect to receive information about follow-up care that may be needed after you are discharged.
12. You can expect that all communications and records pertaining to your care are confidential, unless disclosure is permitted by law. You have the right to review or obtain 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.
13. You have the right to receive detailed information about your hospital and physician charges.
14. You have the right to voice your concerns about the care or services you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a department manager. You may also contact a patient representative to assist you with your concerns by calling 410-955-2273. If your concern is not resolved to your satisfaction, you have the right to request a review by the Maryland Department of Health & Hygiene, Office of Health Care Quality, Hospital Complaint Unit, Spring Grove Hospital Center, Bland Bryant Building, Catonsville, Maryland 21228, 410-402-8016.
15. Following discussion with your health care team, if you need to discuss an ethical issue related to your care, a member of the Ethics Service is available on beeper at all times. To reach a member, dial 410-283-6104. After three beeps, enter your phone number and then the pound sign (#). An Ethics Service member will return your call.
16. Chaplains are available to assist you with your religious and spiritual needs or to contact your own clergy. A chaplain can be reached at 410-955-5842 between 8 a.m. and 5 p.m. weekdays. At other times, please ask your nurse to contact the chaplain on call.

YOUR 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 hospital or your doctor with a copy of your advance directive if you have one.
3. You are expected to provide complete and accurate information about your health, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to your health.
4. You are responsible for asking 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.
5. You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
6. Please leave valuables at home and only bring necessary items for your hospital stay.
7. You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations; be considerate of noise levels, privacy and number of visitors; and comply with the no smoking policy.
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 have the responsibility to keep appointments, be on time for appointments, and to call your health care provider if you cannot keep your appointments.