ORIENTATION FOR NURSING FACULTY
at MedStar Good Samaritan Hospital & MedStar Union Memorial Hospital
PART I

2018-2019

Revised July 2018
JAB
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Part I

Welcome to MedStar Good Samaritan and MedStar Union Memorial Hospitals!

We are delighted that you have chosen one of our hospitals for your clinical rotation and we remain committed to providing your students a high quality clinical experience in a nurturing environment. We have over 400 clinical students annually and were able to support a large number of practicum student placements last year.

As an organization, we must ensure that we are continuously in compliance with regulatory agencies and accrediting bodies’ standards, as well as legal statutes set forth by the State of Maryland for clinical instructors and nursing students working within our facility. MedStar Good Samaritan and MedStar Union Memorial Hospitals are part of the MedStar Health and must adhere to all MedStar policies. It is essential that we have knowledge of all students and instructors working in our facility and that we ensure that both students and instructors have received a high-quality orientation.

We appreciate all the cooperation we have received in the past from schools and faculty in providing us with all the required documents for clinical rotations. Outlined below are the expectations that we have of the schools and faculty. Also outlined is a list of what you can expect from the clinical placement office. Please be aware that clinical instructors and the students will not be allowed on any nursing unit until all paperwork is received and verified for completion.

Schools:

1. Please provide a list of the faculty assigned for each clinical rotation 3 weeks prior to the start of clinicals. If the clinical instructor was not assigned through CAHS, please email the Clinical Placement Coordinator 3 weeks prior to the start of clinicals.

2. Submit the Student and Faculty Medconnect Access Request forms provided in Part IV of the Faculty manual electronically at least three weeks prior to the start of clinical. That is the only way accesses will be accepted. All parts of the forms must be completed including school ID number. Due to security reasons Medconnect and Pyxis accesses will be inactivated at the end of each clinical. A new request form must be submitted for each clinical rotation.

Clinical Instructors:

1. Clinical instructors should review the unique Faculty Manual with students on the first clinical day.

2. New clinical instructors are required to meet with Clinical Site Coordinator to receive an orientation to the facility and Medconnect training PRIOR to the start of clinical.
3. New clinical instructors are required to orient a **MINIMUM** of 4 hours on the unit where they will have their students. If an instructor will be bringing students to a unit that is different from where she/he has had prior clinicals, the instructor is required to work a **MINIMUM** of 4 hours orientating on the new unit.

4. Clinical instructors must complete MedConnect computer training at a MedStar facility prior to the clinical rotation (four-hour course). Contact the clinical coordinator to schedule MedConnect training. Instructors who have NOT completed this training will NOT be permitted to begin a clinical rotation.

5. **All required paperwork MUST be completed and returned to clinical coordinator on the first day of clinical.** These documents include:

   a. Course Objectives  
   b. Current Instructor resume or CV  
   c. Documentation Summary Form  
   d. Student Roster  
   e. Instructor and Students’ Confidentiality Statement  
   f. User Confidentiality Agreement and Acknowledgement of Responsibilities Form  
   g. Safety, TJC, Infection Control Signature Sheet  
   h. Medication Administration Patient Identification Signature Sheet for Instructors  
   i. MedStar Code of Conduct Attestation Form  
   j. Certification of Student Requirements (Background Check & Drug Screen verification Form must be emailed by school administrator)  
   k. Faculty Medconnect Verification Form  
   l. Faculty Pyxis & Medconnect Access Requests (Complete and email to Joy Burke (.MGSH) or Lola Kropkowski (MUMH) No paper copies accepted)  
   m. Student Medconnect Access Requests (Complete and email to Joy Burke or Lola Kropkowski using required format. No paper copies accepted)  
   n. Faculty Information Form  
   o. Evaluation Forms - It is important that student and clinical instructor evaluations are turned on the last day of each clinical rotation. The results of these evaluations are shared with the respective Patient Care Managers to recognize how well their staff received and supported visiting students and faculty.

**Clinical Placement Office at MGSH:**

1. Clinical Placement Office, (443-444-5790), can reserve a computer lab for faculty to provide Medconnect training classes each semester. The elearning center (ground floor) or Parker 5 (1st floor) can be reserved for training. Please contact Joy Burke to schedule a training room. Include the date of your request with the start time and end time.

2. The Clinical Placement office will provide Medconnect Access for students and faculty and Pyxis access for faculty. Requests **must be completed and sent**
electronically using the forms in this packet. It takes two weeks to secure access once a request for access has been submitted.

Clinical Placement Office at MUMH:
1. Clinical Placement Office – The Clinical Placement Office is located in Room 206 of the 33rd St Building of the medstar union Memorial Hospital Campus. (410-554-2491). Please call this number or email linda.davlin@medstar.net to reserve computer lab for faculty to provide student MedConnect training each semester and or to arrange for instructor orientation and share days.
2. The Clinical Placement office will provide Medconnect Access for students and faculty and Pyxis access for faculty. Requests must be completed and sent electronically using the forms in this packet. It takes two weeks to secure access once requests for access has been submitted.

Observation Experience Requests at MGSH
1. Observation placements - Clinical instructors who would like additional observational experiences for their students must make their request by email to Joy Burke the first week of the student clinical rotation. In the past, student observation experiences have included Physical Therapy, rounding with the Wound/Ostomy nurse, renal dialysis, and wound center. Clinical instructors should not contact managers or educators of these areas to pre-schedule their students. Observational requests will be handled on a first come, first serve basis.

Observation Experience Requests at MUMH
1. Observation placements are not permitted at MUMH unless approval given by clinical placement coordinator. Requests are to be made via email to Linda Davlin at least one week prior to the start of the clinical rotation. Names of student with observation dates and cell phone of instructor are required once permission is given. These are truly observational experiences where the student does not perform patient care. Clinical instructors should not contact managers or educators of these areas to pre-schedule their students. Observational requests will be handled on a first come, first serve basis.

We are excited that the new school year will be beginning shortly. We hope that your experience is a good one and welcome feedback and input throughout your clinical rotation. Please let us know how we can best assist you and your students to make this an optimal learning experience and do not hesitate to call if you have any questions. Thank you for your cooperation and we look forward to another great year.
Best Regards,

Clinical Coordinator/Clinical Specialists/ Staff Development Office at MGSH & MUMH
Joy Burke, MSN, CCRN, RN-BC
joy.burke@medstar.net
443-444-5790 (office)

Linda Davlin BSN RN
linda.davlin@medstar.net
410-554-2491 (office)

Joy Burke’s mailbox is located in the Nursing Office on the 3rd floor near the main elevators
Mission, Vision and Values

*Knowledge and Compassion Focused on You*

**MedStar Good Samaritan Hospital Mission**
We are Good Samaritans, guided by Catholic tradition and trusted to deliver ideal healthcare experiences

**MedStar Union Memorial Hospital Mission**
To serve our patients, those who care for them and our communities

**MedStar Health Vision**
To be the trusted leader in caring for people and advancing health

**The MedStar SPIRIT Values**

**Service**
We strive to anticipate and meet the needs of our patients, physicians, and co-workers.

**Patient first**
We strive to deliver the best to every patient, every day. The patient is the first priority in everything we do.

**Integrity**
We communicate openly and honestly, build trust and conduct ourselves according to the highest ethical standards.

**Respect**
We treat each individual, those we serve and those with whom we work, with the highest professionalism and dignity.

**Innovation**
We embrace change and work to improve all we do in a fiscally responsible manner.

**Teamwork**
System effectiveness is built on the collective strength and cultural diversity of everyone, working with open communication and mutual respect.
MedStar Health Goal

Our goal is to provide EXCELLENT care. MGSH is an organization committed to values. Our values are reflected in our Behavior Expectations, including Recognition, Ownership, Communication, Courtesy, Enthusiasm, and Teamwork.

MedStar Health has long been committed to delivering the highest levels of quality and safety to our patients. Now, as part of our good to great journey, MedStar strives to become a High Reliability Organization (HRO).

An HRO is an organization that succeeds in avoiding catastrophes in an environment where accidents are expected due to risk and complexity. Air traffic control, airlines and nuclear power plants are some examples of HROs. Within HROs, a culture exists where everyone is acutely aware that even small failures in safety protocols or processes can lead to catastrophic outcomes.

Associates in these organizations are constantly searching for the smallest indication that the environment or a key safety process has changed in some way that might lead to failure if action is not taken to resolve the problem. Uncovering these safety concerns allows an organization to identify safety or quality problems before harm occurs.
General Information for Instructors

Documentation Required From the Nursing Instructor Includes:

MGSH and MUMH are making every effort to be in compliance with the agreements established by MedStar Health Student Placement Committee.

Prior to the start of any clinical rotation, each school is required to complete the documents included in Part 4 of this packet.

The Documentation Summary and all documents referenced in the Documentation Summary must be completed and signed by the clinical instructor and turned into the Clinical Coordinator on or before the first clinical day. We request that clinical assignments are arranged at least 3 weeks prior to start of a semester. This should allow ample time to arrange and participate in a 4 hour share day (mandatory for any instructor new to a unit) and have all required documents completed. Clinical instructors who do not complete the required documentation on the first day of the clinical rotation will not be permitted to participate in the clinical experience.

Orientation/Share Day
Instructors who are new to MGSH or MUMH hospital or are new to a unit are required to participate in a 4-hour share day on that unit and attend a 4-hour Medconnect documentation class (computerized documentation).

Contact the Clinical Coordinator to arrange your orientation/share day.

Pre-/Post-Clinical Meetings

Conference room and classrooms are NOT readily available for post conference meetings. If the staff lounge is available, you should speak with the Patient Care manager or the charge nurse to request using the room.

Some pre- and post-conferences are held in the lobby. Please do not rearrange furniture in the lobby for conferences.

ATM Machines
There are ATM machines available for use.

Bedside Shift Report

In order to provide a structured, current and consistent method of shift report, MedStar facilities employ Bedside Shift Reporting using the SBAR framework.

Bedside Shift reporting occurs on all in-patient units. Report will begin promptly at 7am – 3pm – 7pm – 11pm at the bedside.
**Cell Phones**
Personal phone calls are discouraged and therefore should be turned off while in patient care areas. Use of personal cell phones must be limited to non-duty hours or break periods. Please ask students to turn off their phone during clinical.

**Code of Conduct**
The MedStar Code of Conduct is the foundation for how we interact with our patients, coworkers, vendors, and other persons. The Code of Conduct is based on our Mission and Patient-First philosophy of doing business and the shared common values that drive us. Students and Faculty are required to read the Code of Conduct and sign an Attestation Statement included in Part IV.

- Questions may be directed to your supervisor, facility compliance Director, Human Resources Dept., MedStar Health’s Corporate Compliance Officer or the Compliance Hotline (410-931-3554).

**Confidentiality (See HIPPA)**
Follow HIPAA regulations:
- Do not discuss patient names or conditions in public places.
- Make sure patients are properly covered at all times maintaining patient privacy.
- Close doors and draw curtains around patients when they are receiving care.

All patient complaints should be reported to the charge nurse or manager of the unit.

**Corporate Compliance**
Ethical and legal concerns should be brought to the attention of the unit manager or supervisor. To remain anonymous, call the Corporate Compliance Hotline. If no one is available, please leave a detailed message on the Hotline (available 24/7). Report violations related to any of the following:
- Fraud and abuse
- Unethical conduct
- Thefts, bribes or kickbacks
- Falsification of billing or patient records
- Billing and coding concerns

**Domestic Violence/Abuse/Elder Abuse and Neglect**
Each health practitioner who contacts, examines, attends, or treats an alleged vulnerable adult and has reason to believe the person has been subjected to abuse is required by law to notify the local Department of Social Services Adult Protective Services.

Report concerns about domestic violence or abuse to the unit manager or charge nurse.

**Dress Code**
**MGSH:** All instructors must obtain a MedStar Good Samaritan Hospital photo ID badge from the Clinical Placement Coordinator. Contact the Clinical Placement Coordinator to schedule a time to get your badge. **MGSH Per Chief of Security:** Badges will be stored in
the nursing office - sign out your badge at the beginning of clinical rotation and return your badge to the nursing office at the end of each clinical. **Your compliance is mandatory.**

**MUMH-** New instructors will have badges made in security prior to the start of the clinical rotation. Contact Lola Kropkowski to arrange for this. Nursing Instructor Badges are to be worn at all times when in the MUMH.

Students must wear their school ID badges at all times while on campus. Badges should be clearly visible and worn above the waistline.

Clinical instructor and students should follow the dress code of the college. Students must wear school uniforms.

Note: Nurses wear scrubs with any combination of blue and white (at least one item must be white). Care Associates wear burgundy.

**Emergency & Mandatory Information:**
We have included a quick reference sheet with disaster codes and extensions to call for various emergencies or injuries. This booklet also has a review of mandatory information including fire and electrical safety, hazardous materials, infection control and abuse in the hospital setting. Be aware that, as part of our fire safety program, regular fire drills and tests of the fire alarm system do occur. Check with your unit about specific unit policies and for locations of exits and fire extinguishers. **It is the instructor’s responsibility to review all safety information with students on or prior to the first clinical day.** The instructor must then sign off on the roster sheet that the students have been instructed in these mandatory topics.

**Emergency Medical Treatment and Active Labor Act (EMTALA)**
This is a Federal law that requires that any person who seeks emergency treatment must receive a medical screening exam. Screening must not be delayed. Signs must be posted that state, "Patients are entitled to an emergency screening. Failure to comply with this law will result in:

- Loss of Medicare Reimbursement for six months.
- $50,000 fine per occurrence
- Loss of JCAHO certification

Personnel must assist anyone in need of treatment on a MedStar campus.

**Injury/Exposure**
If you are injured or exposed to blood/body fluids, notify the supervisor and complete a hospital incident report. Treatment is provided by Employee Health during the day and by the Emergency Department during other hours. Report body/blood fluid exposure to Employee Health or after hours, call 410/780-CARE. **Please report ALL Injuries to the Clinical Placement Office IMMEDIATELY.** An occurrence report is required to be completed by the hospital.

**Medication Administration and Safety**
Medication safety and accurate administration is very important and should be in accordance with regulatory requirements and nursing-pharmacy policies and procedures.
Please review medication administration policies on StarPort.

**It is against the Maryland Nurse Practice Act and hospital policy for any student to administer any IV push medication or chemotherapy agent.**

**Occurrence Reporting**
Anything that happens that is not part of the routine operation of the hospital or the care of the patient must be reported. Patient and visitor occurrence and potential occurrences should be reported in the on-line reporting system. This reporting is anonymous, and non-punitive.

**StarPort**
StarPort is the hospital’s Intranet and can be accessed from all computer desktops:

1. Click on Internet Explorer icon on desktop. This takes you to StarPort Home Page.
2. Select “Policies” to view Nursing policies
3. Select “Clinical Enterprise” then “Nursing” to view the Nursing page.

**Par Excellence**
Par Excellence is a computerized system that tracks supplies. Nursing units will orient instructors to the method of “tapping” to remove and charge supplies.

**Parking - Student & Instructor** – Compliance is EXPECTED. Non-compliance may result in immediate removal of the instructor, student or clinical group.

**MGSH** – Students and instructors must park only in the employee parking lot off Woodburn Avenue (lower lot). Do not park in any slot marked patient/visitor/church. A shuttle bus is runs every few minutes from the lower lot. Allow 10-15 minutes for transport from the lower lot to the hospital.

**MUMH**- Students and instructor must park Offsite in the Homewood Garage. A shuttle bus will bring you to the front of the hospital. You will need to sign the back of the ticket you take on entrance and show your school ID. The shuttle starts at 0500 and stops at 1950. During peak hours, It runs every five minutes (see MUMH Shuttle Schedule with site specific parking directions)

**Pevco**
All inpatient units will provide orientation for instructors to the *Pevco* system (our pneumatic tube system for sending lab specimens) and to the nurse call system (*Comm-Tronics*).

**Pyxis Request Process**
All inpatient-nursing units use an interdisciplinary approach to planning care for patients. Instructors requiring access to the *Pyxis Medstation* for the purpose of supervising administration of medications by students will be assigned access codes. These clinical codes will only be effective for ONE semester. Instructors are asked to submit a new Pyxis access request for each new clinical rotation.

**Smoking**
MedStar Health hospitals are all SMOKE FREE campuses.
Unit Policies & Procedures (StarPort – GSH Intranet)
Each unit has a general nursing policy & procedure book. In addition, policies can be accessed from any computer by opening StarPort, MGSH's Intranet. (See StarPort)

Security Assistance:
When safety of patients, visitors, or staff is threatened or you note unusual behavior by visitors within the hospital -- report this immediately to the charge nurse or manager of the unit.

Security:
Nursing students should be reminded that lockers are not available and that personal items should be kept to a minimum. Ask the Patient Care Manager on your unit where purses and coats should be kept.

Violence in the Workplace
Verbal or physical aggression may occur between patients, families, staff or visitors. Basic motives for violence and disruptive behavior include fear, anger and frustration. Steps to verbal crisis intervention include:
- Address the patient or visitor by using his or her name
- Introduce yourself and convey your concern and respect for the patient
- Ask if there is anything you can do to help
- If the patient or individual is holding an object STAY OUT OF RANGE
- Be calm, empathetic and in control
- Be professional and courteous
- Report the incident. Contact the supervisor.

Verbal Orders
Students should not take a verbal or phone order from a physician.

If your clinical rotation is at MGSH, please refer to pages 13 – 19.

If your clinical rotation is at MUMH, please refer to pages 20 - 27
General Information About MedStar Good Samaritan Hospital

MedStar Good Samaritan Hospital (MGSH), a member of MedStar Health and winner of the American Psychological Association’s “Healthy Workplace Award”, is a 246-bed community teaching facility located at the corner of Loch Raven Boulevard and Belvedere Avenue in northeast Baltimore. For over 45 years we have provided adult medical and surgical services to our community. Today MGSH has Centers of Excellence in rheumatology, rehabilitation, burn reconstruction, Elder Care and renal care. We are also a certified Stroke Center. MGSH has a full service Emergency Department and an Ambulatory Surgery Department. MGSH and Franklin Square Medical Center have partnered to create a new coordinated cancer program at MGSH.

MGSH has teaching affiliations with many Baltimore area teaching institutions, including Baltimore City Community College, Community College of Baltimore County, Coppin State University, Harford Community College, Howard Community College, Johns Hopkins SON, Notre Dame of Maryland University, Stevenson University, Towson University and University of Maryland.

The patient care units have the following specialties:

- **2 East:** Rehab - Spinal cord injuries/neuro. Some medical overflow
- **2 West:** Rehab - Stroke/neuro and some medical overflow
- **3 East:** Comprehensive CardioPulmonary Care – Telemetry; monitored; ventilated patients; respiratory medicine
- **3 West:** Comprehensive CardioPulmonary Care – Telemetry; monitored; ventilated patients; respiratory medicine
- **4 East:** Short Stay Unit – Cardiac monitored; Observation status (patients less than 24 hour)
- **O’Neill 3:** Medical Surgical
- **O’Neill 4:** Medical Surgical; Stroke; End-stage renal disease; vascular surgery; urology; general surgery
Due to an ever increasing demand for patient/visitor parking at Good Samaritan Hospital (GSH), we are asking all nursing students and faculty to park on the lower level parking lots of the hospital, located on the back of hospital's campus, along Woodbourne Avenue. (Note: This policy also pertains to GSH employees.)

The easiest way to access the lower level parking lots is to enter by way of Woodbourne Avenue. The lots can also be accessed by entering the hospital’s campus, proceeding to the Professional Office Building (POB) and following the road directly in front of the POB.

There are two lots on the lower level – the St. Matthews extension lot, and the GSH lot. Please ask your students to fill the spots on the St. Matthews extension lot first. If no spots are available on the extension lot, students are asked to park on the GSH lot.

Once students have parked, they should proceed to the shuttle pick-up booth, and a shuttle will take them up to, and drop them off at, the POB. The POB entrance takes you to the Ground Floor of the Hospital. Students can take the POB elevator to the first floor, make a left, and they will arrive at the Main Lobby of the Hospital.

We appreciate your cooperation with this important parking policy, which frees-up the upper level parking for patients and visitors. Thank you!!

* Students should allow 10-15 minutes for shuttle transport from the lower lot to the hospital.
Directions

Good Samaritan Hospital
5601 Loch Raven Boulevard
Baltimore, MD 21239
443-444-8000
Get customized directions.

From the Northeast
Take I-695 to Loch Raven Boulevard, South. Alternatively, take either Harford Road, Perring Parkway or Belair Road South, make a right onto Northern Parkway and then a left onto Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

From the Northwest
Take I-695 to I-83 South. Exit onto Northern Parkway, East. Turn right at Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

From the South
Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.

From BWI Airport
Take I-195 west (exit from airport). Follow to I-95 North (toward Baltimore). Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.
Phone Usage and Dialing Instructions

Initiating a STAT Page (Emergencies Only):
- Dial “11” from any in-house telephone. The paging operator will answer, giving priority over all other pages.
- Give the name of the person to be paged and the location of the emergency.
- The paging operator will “voice page” on the overhead system, giving the location where that person is needed.

Internal Calls
To call another in-house extension:
- Consult the phone directory for the extension
- Listen for a dial tone
- Dial the desired four-digit number

To call the hospital telephone operator:
- Listen for a dial tone
- Dial “O’

To request a telephone repair:
- Listen for a dial tone
- Dial the MedStar Health Help Desk – HELP or ext 4357

Paging Instructions

Pager Access Instructions:
Access within Good Samaritan Hospital:
- Dial 9 + (410) 932 + the last four digits of the page number

After the tone, enter your 10 digit telephone number (area code + number) for return call. To indicate an urgent call, enter your telephone number followed by 91
# Quick Reference Guide
## Frequently Used Telephone Numbers

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<td>Admitting</td>
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<tr>
<td>Bio-Med</td>
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<td>Blood Bank</td>
<td>4176</td>
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<tr>
<td>Case Management</td>
<td>3860</td>
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<tr>
<td>Central Stores</td>
<td>5555</td>
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<tr>
<td>Chaplain/Pastoral Care</td>
<td>3858</td>
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<tr>
<td>Clinical Lab</td>
<td>4170</td>
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<tr>
<td>Dietary/Nutrition Services</td>
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<tr>
<td>EKG</td>
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<tr>
<td>Employee Health/Infection Control</td>
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<td>Escort</td>
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<td>Facilities</td>
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<td>Health Information Management</td>
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<td>Human Resources</td>
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<td>Information Desk</td>
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<tr>
<td>IV Therapy</td>
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<tr>
<td>Laboratory</td>
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<td>Library</td>
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<tr>
<td>Nursing Office</td>
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<td>Nursing Education</td>
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<td>Paging Operator</td>
<td>Dial 0</td>
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<td>Pharmacy</td>
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<td>Pharmacy (outpatient)</td>
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<td>Phlebotomy (Inpatient only)</td>
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<td>Point of Care testing (Glucometer)</td>
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<td>Radiology</td>
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<td>Respiratory</td>
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<td>Security</td>
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<td>Warehouse (SPD)</td>
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Rapid Response Team
(24/7)
Dial “11”

Staff concerned that the clinically changing patient may need more intense treatment than is currently being provided for symptoms, such as:

- **Heart rate** changes of <60 or >120
- New onset of arrhythmias
- Respiratory distress/compromise **RR <10 or abrupt dyspnea with RR >30**
- Systolic Blood Pressure (SBP) decrease of 30% from baseline or SBP <90 mmHg
- FiO2 increase to 50% or greater
- Acute change in SpO2 or <90% on O2
- Acute significant bleed
- **Urine Output <50ml** for 4 hours
- Acute change in mental status/level of consciousness
- Seizures
- Rapid deterioration
- Failure to respond to treatment
- **Unsure of situation/uneasy feeling about patient**
General Information About MedStar Union Memorial Hospital

MedStar Union Memorial Hospital is a not-for-profit, 223-bed acute care teaching hospital with a strong emphasis on cardiac care, orthopaedics and sports medicine.

As one of the region's top specialty hospitals, MedStar Union Memorial has been caring for members of the community for more than 160 years. Through the years we have grown to become the nation's premier hand and upper extremities location with the Curtis National Hand Center, and our heart program, a leading cardiac regional treatment center, has aligned with the nationally acclaimed Cleveland Clinic to share best practices to provide the best possible care for heart patients. Our orthopaedics and oldest hospital-based sports medicine program continue to be regionally and nationally renowned. In addition, we offer a comprehensive range of inpatient and outpatient services including diabetes and endocrine care, eye surgery, general surgery, oncology, thoracic surgery and vascular surgery.

Our excellence in cardiovascular and orthopaedic care has earned national recognition from Thomson Reuters (Top Hospitals®: Cardiovascular Benchmarks for Success) and U.S. News & Report (America's Best Hospitals). MedStar Union Memorial is a member of MedStar Health, a non-profit, regional health care system with a community-based network of 10 hospitals and other healthcare services in the Maryland-Washington, D.C., region.

MedStar Union Memorial is accredited by The Joint Commission and designated as a Primary Stroke Center and the Hand Trauma Center for the state of Maryland. We also are the only hospital in Maryland with an accredited Palliative Care Program.

Directions to MedStar Union Memorial Hospital

From JFX (I-83): Take Cold Spring Lane Exit, Right onto Roland Avenue; stay left as it becomes University Parkway. Cross over Charles Street; right at the next light onto St. Paul Street. Make left (before the light) onto 34th Street and left to enter Garage B.

Heading South on I-95: Take Exit 33 (695 West). On 695, take Exit 30 (Perring Parkway South). Stay on Perring Parkway as it becomes Hillen Road near Morgan State University. Right onto 33rd Street; continue to a right onto Calvert Street. Turn left onto 34th Street and right into Garage B.

From B/W Parkway (I-295): Enter Baltimore via Russell Street. Right onto Pratt Street. Left onto Calvert Street. Drive 3.5 miles to left onto 34th Street followed by immediate right into Garage B.

Heading North on I-95: Take I-395 N (Exit 53) toward downtown. Merge onto I-395 N; keep left at the fork in the ramp. Right onto W. Pratt Street. Left onto Calvert Street. Drive 3.5 miles to left onto 34th Street, then immediate right into Garage B.

Parking at MedStar Union Memorial Hospital

Parking Options Include:

1. **FREE, OFF-SITE** satellite parking is available for students and faculty. The lot is located at 26th and North Charles Streets. A shuttle service is available for transportation to and from the hospital. Students must present their school ID for off-site parking.
2. Meters around the hospital (33rd Street, Guilford Avenue, etc.) Some are one-hour meters; some are four-hour meters.
3. There is a metered lot at the corner of 33rd Street and Barclay Streets, approximately two blocks from the hospital. This lot costs $.10 per hour and is heavily used by students and hospital employees.

4. Greenway and St. Paul Street, which is not metered, but a little bit further to walk.

5. Weekend Students may park in Garage B on **weekends only**. Evening Students may park in Garage B **after 2:00 pm only**.

**Read all parking signs carefully. Many areas around the hospital have restricted parking.**

**Directions to Offsite Parking (Homewood Garage)**

Once you park at the garage, a shuttle bus will bring you to the front entrance of the hospital. Should you need assistance, a security phone is available on the premises.

**From JFX (I-83):** Take 83 South to 28th Street Exit. Make a right on St. Paul Street. Make a right on 26th Street. Make a right on N. Charles Street and get into the left-hand lane immediately. Homewood Garage is on the left.

**From Downtown/Inner Harbor (395, 295, I-95 N/S):** Go north on Calvert Street. Make a left onto 25th Street. Make a right onto N. Charles Street and get into the left lane immediately. Homewood Garage is on the left.

**From MedStar Union Memorial Hospital:** Make a left onto St. Paul Street. Make a right onto 26th Street. Make a right on N. Charles Street and get into left lane immediately. Homewood Garage is on the left.

**To Exit**

Board shuttle bus to the right of the main entrance, just before University Parkway. Shuttle runs from 5:30 a.m. to 8 p.m. If you do not have a swipe badge to exit the garage, sign the back of your parking ticket and present it to the cashier with your employee ID.

*shows bus pick up and drop off at garage
**Hospital Chapel**

The Riggs Chapel is located off the Lobby of the North Building. It is open 24 hours daily.

**Cafeteria**

The Cafeteria is located off the Lobby of the North Building. Meals are served as follows:

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast Grill</td>
<td>6:30 am – 9:30 am</td>
</tr>
<tr>
<td>Continental Breakfast</td>
<td>9:30 am – 10:15 am</td>
</tr>
<tr>
<td>Lunch-Dinner</td>
<td>11:00 am – 7:00 pm</td>
</tr>
</tbody>
</table>

The **Hospital Coffee Bar** is located on the first floor of the Johnston Professional Building, adjacent to the Information Desk. The Coffee Bar hours are **6:00 am – 3:00 pm** Monday through Friday.

**Vending Machines**

Vending machines are located in the North Building and 33rd Street Professional buildings. Vending machines in the 33rd Street Professional Building may only be used until 11:30 pm weekdays and are not available on weekends.

**ATM Machine**

An ATM (Automated Teller Machine) is located in the hallway leading from the North Building to the Johnston and 33rd Street Professional Buildings. Stamps may be purchased in the Gift Shop off the main entrance Lobby entered from University Parkway.

**Library Usage Policy**

Nursing students assigned to clinical experiences at MedStar Union Memorial Hospital may use the resources in the hospital library during the staffed hours, which are Monday through Friday from 8:00 a.m. – 4:30 p.m. The Library is located on the first floor of the 33rd Street Professional Building.
<table>
<thead>
<tr>
<th>Service</th>
<th>Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management</td>
<td>2240</td>
</tr>
<tr>
<td>Chaplain</td>
<td>2708</td>
</tr>
<tr>
<td>Dietary/Nutrition Services</td>
<td>2350</td>
</tr>
<tr>
<td>Occupational Health</td>
<td>2546</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>2517</td>
</tr>
<tr>
<td>Facilities</td>
<td>2510</td>
</tr>
<tr>
<td>Health Information Management</td>
<td>2528</td>
</tr>
<tr>
<td>Human Resources (Bauernschmidt Bldg., 5th Floor)</td>
<td>2540</td>
</tr>
<tr>
<td>Information Desk (North Bldg.)</td>
<td>2670</td>
</tr>
<tr>
<td>Information Desk (Johnston Professional Bldg.)</td>
<td>5063</td>
</tr>
<tr>
<td>Information Desk (33rd St. Professional Bldg.)</td>
<td>5002</td>
</tr>
<tr>
<td>Information Desk (Calvert Street)</td>
<td>5063</td>
</tr>
<tr>
<td>IV Therapy</td>
<td>2431</td>
</tr>
<tr>
<td>Laboratory Medicine</td>
<td>2750</td>
</tr>
<tr>
<td>Library &amp; Information Resources</td>
<td>2294</td>
</tr>
<tr>
<td>Nursing Services</td>
<td>2288</td>
</tr>
<tr>
<td>Nursing Education/Development</td>
<td>2746</td>
</tr>
<tr>
<td>Paging Operator</td>
<td>2222</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>2555</td>
</tr>
<tr>
<td>Public Relations</td>
<td>2500</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>2507</td>
</tr>
<tr>
<td>Warehouse</td>
<td>2575</td>
</tr>
</tbody>
</table>
Rapid Response Team

Dial 3333

24/7

Calling Criteria

- Airway Threatened
- Respiratory rate <8 or >28; SPO2 <90
- Pulse rate <40 or >130; Systolic blood pressure <90
- Acute mental status change
- Urinary output <50 ml in 4 hours

Call early. Call often.