Dear Valued Patient,

We’re glad you chose MedStar Good Samaritan Hospital as your care provider. Our focus on quality care and exceptional service has made us a provider of choice for neighbors locally and regionally in such specialties as preventive medicine and primary care, arthritis care, joint replacement, spine care, rehabilitation medicine, diabetes management, kidney care, and more.

Our clinical accomplishments and expertise, coupled with our dedication to providing ideal (or “perfect 10”) patient experiences, is something we’re very proud of. What does this mean to you?

As our patient, you can expect to receive the best care possible from a team of Good Samaritans who are committed to treating you with respect and compassion, always.

We consider you and your family a vital part of your care team, and we are committed to keeping you engaged and informed about your care and treatment decisions, always.

Your care and safety is our top priority, and you can expect our facility and our caregivers to keep you safe and well-cared-for, always.

You can help us live up to our commitment by telling us about your stay. You may be contacted about your care at MedStar Good Samaritan…and we’d love to hear from you. Your comments will help us maintain our standards of excellence, and allow us to recognize those Good Samaritans who may have helped make your stay exceptional.

As you’ll see throughout your stay with us, our patients are the center of everything we do. We show this by taking an “always” approach to anticipating and meeting their needs, in the spirit of the very first Good Samaritan. That’s why you can be confident that MedStar Good Samaritan Hospital is your best choice for exceptional care, always.

Yours in Good Health,

Jeffrey A. Matton, President,
on behalf of the entire MedStar Good Samaritan Hospital team

P.S. MedStar Good Samaritan Hospital is a not-for-profit Catholic hospital dedicated to providing compassionate, expert care to our community and community-at-large. We are a proud member of MedStar Health, dedicated to being the trusted leader in caring for people and advancing health. Thank you for your support.
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About Your Room
All patient rooms are either semi-private (two patients per room) or private (one patient per room). Requests for private rooms will be honored as available. Information about your room can be found in your admission packet. If you have any questions, please ask a member of your care team. We recommend that your family take home any clothing, valuables and personal items that you will not need while you are here.

Accommodations for Guests
MedStar Good Samaritan Hospital has secured special rates at several area hotels for our patients’ out-of-town visitors. For information about rates and accommodations, call Volunteer Services at ext. 3870 from your hospital telephone or 443-444-3870 from outside the hospital.

Admitting and Registration
Getting your correct information each time you visit MedStar Good Samaritan is important. Insurers require the most up-to-date information, and we also need to ensure that your records are handled in an organized manner. The registration process should prevent mix-ups that can lead to greater inconvenience in months to come. By verifying your name, address, birth date and other relevant data each time you register, we are making sure that your medical records and bills remain safe, secure and accurate.
Advance Directives: “Five Wishes”

Advance Directives are instructions written by you, which state your choices for medical treatment or name someone to make such choices for you should you become unable to make decisions yourself. Advance Directives enable you to limit or extend the use of medical or life-sustaining procedures. For example, you may decide to forgo life-sustaining treatment, withdraw life-sustaining treatment, withhold resuscitative services, or elect to consent to all life-sustaining procedures. MedStar Good Samaritan offers an Advance Directive called “Five Wishes” that can take the guesswork out of end-of-life decisions by indicating (1) The Person I Want To Make Care Decisions For Me When I Can’t, (2) The Kind of Medical Treatment I Want Or Don’t Want, (3) How Comfortable I Want To Be, (4) How I Want People To Treat Me, and (5) What I Want My Loved Ones to Know.

The “Five Wishes” Advance Directive is available from the Admitting Office (ext. 3800) or Patient Representatives (ext. 4004). Talk to the people you have designated to make decisions for you about your choices. After completion of any Advance Directive, give copies to your physician and family, and remember to bring a copy of the Advance Directive with you to the Hospital. If you have not completed an Advance Directive, like a living will, durable power of attorney for healthcare, or “Five Wishes”, and you are able to make decisions for yourself, you can tell your physician what your end-of-life wishes are and the physician and a witness can document your decisions in the medical record.

ATM (Automatic Teller Machine)

A Bank of America ATM is conveniently located in the main lobby just past the Gift Shop.

Auxiliary

The MedStar Good Samaritan Hospital Auxiliary is devoted to raising funds for the hospital, to help supplement the purchase of medical equipment and services that enable us to provide ideal healthcare experiences for our patients and guests. Currently, the Auxiliary is committed to raising $1 million for the construction of a new patient care unit.

Our busy and thriving Auxiliary raises funds through ongoing social events and sales. The money raised from these events, as well as from Thrift Shop proceeds, is used to support our $1 million pledge.

Auxiliary dues are $10 a year. Auxiliary membership includes the right to vote, hold office, receive invitations to special affairs, and to attend the monthly luncheon. If you would like to become a member of the Auxiliary, please call 443-444-3870 for an application.
Belvedere Green/Woodbourne Woods
Sponsored and managed by MedStar Good Samaritan Hospital, Belvedere Green/Woodbourne Woods provides rent-subsidized apartments that include amenities such as 24-hour staffed security, accessible bus transportation, beauty salon/barber services, coin-operated laundry, greenhouse, daily activities, religious services and more. And because Belvedere Green/Woodbourne Woods is right next door, our residents can also depend on expert medical care provided at MedStar Good Samaritan Hospital and the MedStar Good Samaritan Nursing Center.

For information, call 410-433-7255.

Blood Donation
Patients may need a blood transfusion in preparation for surgery or due to an accident, internal bleeding or because of ailments such as severe anemia, leukemia, cancer and kidney failure.

The hospital's blood supply is obtained from volunteer donors who are extensively screened and tested for infectious diseases to minimize transfusion risks. Friends and family are encouraged to donate whenever possible for their loved ones or to help save the life of another patient. Donating blood once saves up to three lives!

To schedule an appointment to donate blood, please contact the American Red Cross at RedCross.org or 800-RED-CROSS.

Book Cart
Our book cart is available Monday through Friday, from 8 a.m. to 5 p.m., stocked with books and magazines for patients to borrow. For information, call ext. 3870.

Cafeteria (see Food Services)

Caregivers
As patients are the most important members of the healthcare team, we encourage them and their loved ones to actively participate in their recovery. Our care team is committed to providing safe, high-quality care, wrapped in exceptional service. Here are just some of the very important members of your healthcare team:

Medical Staff. Our doctors, residents and physician assistants are dedicated to working together to ensure you the most advanced medical treatment in the most caring environment.
Your doctor. Often called your “attending physician,” your personal doctor diagnoses and treats your medical condition in addition to communicating daily with the rest of the staff to devise your optimal plan of treatment.

Residents. These doctors are receiving education under the supervision of our attending doctors.

Physician Assistant (PA). A PA answers questions for surgical patients during pre-admission testing and, upon admission, provides pre-operative and post-operative care for medical and surgical patients, and assists the attending physicians with patient care. They provide coverage with the physicians and help manage patients’ care during their hospital stay.

Registered Nurse (RN). Your nurse will coordinate much of the care provided to you during your hospital stay. He or she will oversee your immediate team of nursing care providers, help to monitor your recovery and teach you how to care for yourself.

Licensed Practical Nurse (LPN). A LPN works with the RN to provide direct patient care including treatments and medications.

Certified Nursing Assistant (CNA) or Geriatric Nursing Assistant (GNA). Under the direct supervision of nurses, CNAs and/or GNAs provide basic nursing care to patients.

Patient Care Associate (PCA). The PCA provides direct bedside care under the supervision of the RN. To help you in your recovery, he or she will make every effort to ensure that you are comfortable.

Integrated Specialists for Respiratory Therapy and Pharmacy. Integrated specialists are available to provide care for you, as needed, in their fields of medical expertise. With your doctor’s consent, they offer treatments that will support your recovery.

Unit Secretary. The unit secretary will serve as your communications liaison. She/he will answer your call bell and handle much of the routine paperwork. She or he will try to make your stay with us as comfortable as possible.

Case Management and Social Work

If you need help with individual or family problems as a result of your hospitalization, our Case Management department can assist you. Our social workers are available every day to help you with:

- Discharge planning
- Living arrangements
- Financial needs
- Social needs
- Emotional concerns

If you would like to talk to a social worker, please call ext. 3860.
A team consisting of a nurse case manager, a social worker, and a utilization review nurse will be assigned to assist you in coordinating your care from admission through discharge. This team will help you with questions related to discharge planning and financial or insurance coverage.

Our social workers can provide counseling to help you deal with any personal, social, emotional and/or financial stresses that may result from your illness or injury. In addition, the Case Management department will monitor your hospital stay to assure that you are not hospitalized longer than necessary.

**Concerns and Questions During Your Hospital Stay**

At MedStar Good Samaritan Hospital, your satisfaction with all care provided is important to us. Should you or your family members have questions or concerns, you may contact the patient representative during your stay by dialing ext. 4004 or by calling 443-444-4004 after you’re discharged. We encourage you to voice your opinion regarding the care you have received, and we welcome your comments, concerns, questions and compliments.

Because we would like the opportunity to immediately address your concerns, not only is the patient representative willing to act as your advocate, but all of these Good Samaritans are available to you as well:

- nurse manager and/or patient care coordinator of your nursing unit
- charge nurse on your unit
- nursing supervisor

Further concerns for review can also be directed to:

- director of quality/risk management
- patient care advisory (ethics) committee

According to federal and state laws, you have the right to contact the Department of Health and Mental Hygiene in the State of Maryland and/or The Joint Commission if we do not effectively address your concerns to your satisfaction.

Contact information for these agencies:

Office of Quality Monitoring, The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Telephone: 800-994-6610  
Email: complaint@jointcommission.org

Maryland Department of Health and Mental Hygiene  
Office of Health Care Quality  
Spring Grove Center  
Bland Bryant Building  
55 Wade Avenue  
Catonsville, MD 21228  
Telephone: 410-402-8000 or 877-402-8218
In addition, we provide Putting You First suggestion boxes, located throughout the hospital, including the Emergency Department, the cafeteria and beside the main elevators on each floor. You may use these comment cards to provide us with feedback about your care, or to share any issues you’d like us to address on your behalf.

Deaf and Hard of Hearing Patient Services
American Sign Language interpreters are provided for deaf patients who prefer this means of communication, whenever critical medical conversations are planned and at no cost to the patient. All patient telephones have hearing amplifiers. Closed caption television is available on all patient room televisions. Other services available include TTY equipment, which is accessed by calling 410-323-1794. All of these arrangements can be made by your nurse.

Donations to MedStar Good Samaritan
The purpose of the Good Samaritan Foundation is to raise funds and help enhance patient care with support from local businesses, foundations, the community, physicians and hospital associates. We invite you to join us in supporting medical advancement and meeting patient service needs at MedStar Good Samaritan. Call ext. 4267 (443-444-4267 outside the hospital) for more information.

Escort Services
After hours, the Security Department offers escorts to your vehicle upon request. Please make your request at the main Information Desk when you are ready to leave and a security officer will assist you.

Financial Responsibilities
Discuss your estimated length of stay and anticipated tests and services with your doctor. Insurance programs, including Blue Cross, Medicare and Medicaid, have coverage limitations on room and board charges and on certain tests and services. MedStar Good Samaritan Hospital directly bills insurance companies for patients who are covered by insurance. If you do not have insurance, our patient advocates are available to help with payment arrangements or applications for medical assistance. Patient advocates are available to assist you with any financial questions you may have. To talk with a patient advocate, call ext. 4587 or ext. 3855.

Professional Fees. Your hospital bill will not include physician fees. Each physician providing a service to you will bill you separately. In addition to your attending physician, this may include anesthesiologists, cardiologists, radiologists, surgeons and other consultants who will participate in your care.
Charity Care. This program assists patients who do not have insurance or who are not able to afford their deductible and/or co-pay after insurance. A patient advocate is assigned to each patient. If necessary, he/she will meet with you to complete a financial statement. The financial statement will enable the patient advocate to determine if you may be eligible for medical assistance.

Fire Safety
If you hear the fire alarm sound, please remain calm and do not leave your room. Your caregivers have been trained in fire safety procedures and will advise you, as needed.

Food Services
Food Service offers menu options based on the diet your physician has ordered. Restricted diets may be ordered for certain medical conditions and can limit the types of food available, how foods are prepared and food portions. Each day, a “Catering to You” associate will bring you a menu, so that you can select your meal choices. (Be sure to include beverage choice and condiments, such as butter, margarine, salad dressing, cream and sugar, when you order your meals.) If needed, a dietitian is available to speak with you; just ask your nurse to request a consultation.

Courtyard Coffeehouse. Our Courtyard coffeehouse is located in the Russell Morgan Building and is open to visitors and family. Menu items include hot and cold tea and coffee beverages, fresh fruit smoothies and lite fare. Hours: Monday to Friday from 6 a.m. to 3 p.m.

Vending Area. Our refreshment vending area is located next to the Courtyard Coffeehouse in the Russell Morgan Building and is open 24 hours a day, seven days a week.

Belvedere Bistro. Located on the hospital’s ground floor, our cafeteria is open for breakfast, lunch and dinner seven days a week. We offer a full variety of hot and cold menu items. Hours: Monday to Friday from 6:30 to 10:30 a.m. and 11 a.m. to 7 p.m., Saturday and Sunday from 6:30 a.m. to 6:30 p.m.

Gift Shop and Thrift Shop
The Branches Gift Shop, located in the main lobby, has toiletries for patients, gifts, cards, snacks and reading materials. Branches Gift Shop is open Monday to Friday, 9 a.m. to 8 p.m., and Saturday and Sunday, 12 to 4 p.m. MasterCard, Visa, Discover and American Express are accepted. Patients may also call ext. 3726 for in-room service (credit card purchases only).

The Thrift Shop has an array of new and gently used clothing, children’s toys and household items. It is open Wednesday, Thursday and Friday from 9:30 a.m. to 1:30 p.m. Thrift Shop proceeds are donated to MedStar Good Samaritan Hospital.
Good Health Center

MedStar Good Samaritan’s Good Health Center, located on the second floor of the O’Neill Building, is our on-site fitness and wellness center. Our goal is to improve your life and help you take charge of your health through:

- Prevention and education
- Early detection and screening
- Disease management and support groups
- Health management

The facility includes:

- A fitness center for patients with physician referrals
- Monitored fitness programs for cardiac and pulmonary rehabilitation
- Screening and exam rooms
- Outpatient therapy, infusion services and more

To learn more about ongoing Good Health Center programs, subscribe to our community magazine by calling ext. 4100 (443-444-4100 outside the hospital) or by visiting MedStarGoodSam.org.

Housekeeping

Our Housekeeping staff will provide you with excellent care by always keeping your room and the patient care unit clean and tidy. Your housekeeper completely cleans and disinfects your room before you arrive. Housekeepers clean patient rooms daily between 7 a.m. and 3:30 p.m. They will remove trash from your room twice, early and late in their work day. Table surfaces, chairs and heating units will be wiped off, walls spot-washed, television dusted and the floor dusted/wet mopped. Restroom cleaning includes disinfecting the toilet, sink, mirror, spot-wiping walls, filling dispensers and dry/wet mopping floors. Any spills or other housekeeping issues should be reported to your nurse as they happen, so Housekeeping can be notified immediately. You may also call ext. 3760 for additional Housekeeping services.

Identification Bracelet

To ensure your safety, be sure to wear your hospital identification bracelet during your entire visit. If you receive a colored bracelet, keep that on, as well.
Infection Prevention
To protect our patients and visitors from infection, we follow the recommended policies of the Federal Center for Disease Control. All staff members use Universal Precautions to prevent the spread of blood-borne infections, such as hepatitis and HIV. We want you to be safe, so we impose isolation and certain precautions on patients whom we suspect may have an infectious disease.

If, for any reason, you are in isolation or under certain precautions, please have your visitors check in at the nursing station for proper attire before they enter your room. Our Infection Control nurse will be glad to answer questions about isolation and other precautions.

Language Interpreter Services
In order to ensure that appropriate medical treatment is provided to everyone who requires medical care at MedStar Good Samaritan Hospital, it is the policy of the Hospital to provide interpreter services to those individuals whose primary language is not English, i.e., limited English proficiency (LEP).

Interpreter services are available to all patients with LEP, 24 hours a day, seven days a week. This service is available, over-the-phone through Language Line, with qualified medical interpreters, at no cost to the patient.

Lights of Love
Lights of Love is an Auxiliary program that enables participants to honor or remember a loved one, doctor, nurse or caregiver—that special someone who has touched your life in a memorable way. Donations range from a minimum of $15 to more than $1,000.

When you purchase a Light of Love, your name and the person you are honoring is displayed on our Lights of Love board for one year. Donations of $1,000 earn a Perpetual Light of Love, which consists of an engraved plaque, displayed permanently on campus. For more information and a donation envelope, please call 443-444-3870.

Lost and Found
The Security Office (ground floor, off the main elevators, to your left) maintains lost and found items. If you find or have misplaced an item, please call ext. 4300.

Mail Delivery
Mail is delivered once daily, Monday through Friday. Mail received after discharge will be sent to your forwarding address. Volunteers deliver packages and mail soon after they arrive. Outgoing mail with the proper postage may be left with the nursing unit secretary for mailing.
Medical Records

Because your medical records are confidential, the hospital has safeguards in place to protect the privacy of your records.

Your written permission is required for the release of information from your records, except in those situations specified by law. While the information in your medical record is about you and is your information, the actual physical record is the property of the hospital. Your physician will usually arrange to send information from your record to those who will be seeing you for follow-up care. However, there may also be other circumstances which require you to obtain copies for your records. If this is the case, please call our Medical Records department (ext. 3894) to make arrangements for any record-related information pertaining to your stay here. There is a charge for patients who wish to obtain copies of their medical records for personal use.

Medications

MedStar Good Samaritan Hospital will provide you with all the medications that you will need during your stay with us. Be sure to notify your caregivers about any medications that you are currently taking or have taken recently. This will help our hospital staff understand the status of your health.

Our hospital offers a self-medication training program, which is designed to help you learn to take your medications correctly. If you and your physician decide that this program is appropriate for you, you will take your medications under nursing supervision.

Please remember that the choice of drug dosage is based on your physician’s evaluation of your condition. Some drugs are best administered by nurses, to ensure that your physician’s directions for dosage and timing are followed.

Do not take any medication without the knowledge and approval of your physician or nurse.

Newspapers

Volunteers deliver local newspapers to patients each day. Newspapers may also be purchased from stands at the main entrance or inside the ER.
Nondiscrimination Policy
All services and facilities of MedStar Good Samaritan Hospital are operated on a nondiscriminatory basis. This policy prohibits discrimination by an agency or employee based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression. This applies to the provision of services, the use of facilities, employment practices and the granting of privileges and accommodations.

Notary Public
Notary Public services are available by calling ext. 4982 from your hospital telephone.

Nursing Center at MedStar Good Samaritan
At the MedStar Good Samaritan Nursing Center, you will find a highly-qualified team of medical professionals who will provide a full spectrum of nursing and rehabilitative care, with the dignity and respect deserved.

To arrange a tour or to discuss your nursing home needs, call the MedStar Good Samaritan Nursing Center at 443-451-5700.
TV Channel Programming Guide

2 MedStar Health Television Network (coming soon)
3 Patient Education
4 Local – ABC 2
5 Local – NBC 11
6 Local – CBS 13
7 Local – MPT/PBS 22
8 Local – Fox 45
9 Local – WB 54
10 Bloomberg Financial
11 Radio/Guide
12 Inspiration (Religious) – Mass daily Noon and Saturday 4 p.m.
13 Radio/Guide
14 The Discovery Channel
15 The Learning Channel – TLC
16 Fox Family Channel
17 American Movie Channel – AMC
18 Local – UPN 24
19 MASN 1
20 MASN 2
21 Global Catholic Network, EWTN Mass 8 a.m., Noon, 7 p.m., Midnight
23 Animal Planet
24 Cartoon Network
25 TNT
26 USA
27 TBS
28 CNN
29 CSPAN-2
30 Fox Headline News
31 CNN Headline News
32 The Weather Channel
33 ESPN
34 ESPN 2
35 ESPN News
36 ESPN Classic
Pain Management

Your doctors and nurses will help prevent and relieve pain. When your pain is controlled, you can prevent needless discomfort as well as:

- Heal faster and feel better sooner
- Start walking and doing your breathing exercises so you can get your strength back faster
- Improve your results and avoid problems (such as pneumonia, blood clots and stress)

Pain Management Options

Both medication and non-medication treatments can be helpful in preventing and controlling pain. You and your doctors and nurses should decide which methods are best for you.

Methods of Pain Management

Medication

Pain medications can be given in many ways. These include:

- **Oral.** Oral pain medications are taken by mouth in pill or liquid form.
- **Injection.** An injection is a “shot” of medication given with a needle into a muscle.
- **Transdermal.** Skin patches containing pain medication are applied to the skin and used for longer term pain management.
- **PCA (Patient Controlled Analgesia) Pump.** The patient can control their pain by pushing a button. The pump then safely delivers small doses of pain medication through the intravenous (IV) tube in a vein.
- **Catheter.** A catheter is a small tube placed in your back by the anesthesiologist. The catheter is connected to a PCA pump which delivers pain medication and allows the patient to give extra doses when needed.

Non-Medication Methods

- Heat and cold packs
- Splinting of an incision
- Massage
- Distraction technique (such as listening to music, watching TV, reading or visiting)
- Positioning
- Relaxation
- Prayer and positive thinking
Communicating Your Pain

We ask that you help the nurses and the doctors to measure your pain. You will be asked routinely to rate your pain on a scale of “0 to 10” (0 = “no pain”; 10 = “worst pain imaginable”). Or, you may choose a “face” from the scale below which best describes your pain. You will also be asked if you are experiencing any side effects. Reporting your pain helps your care team determine if your treatment is working and whether to make changes.

MedStar Good Samaritan Hospital Pain Communication Tool

It’s Important that You Report Uncontrolled Pain …

• Don’t worry about being a bother.
• Pain can be a sign of problems.
• The nurses and doctors want and need to know about it.
• Don’t automatically assume you need less pain medication because your pain is under control.

Be Sure to:

• Talk with your nurses and doctors about pain control methods that have worked well or not so well for you in the past.
• Talk with your nurses and doctors about any concerns you may have about pain medication, and be sure to ask questions.
• Tell your nurses and doctors about any allergies or reactions to medications you have had in the past.
• Take your pain medication or ask the nurse for pain medication when the pain starts. This is a key step in proper pain control.
• Take pain medication prior to getting out of bed, walking or doing breathing exercises. It’s harder to ease pain once it has taken hold.
• Let your doctors and nurses know if you are experiencing any problems such as itching, sickness to your stomach, dizziness or if you just don’t feel right.

Parking

Free parking is available for visitors across from the main entrance of the hospital or at the rear of the building. Visitor parking is also available beside the hospital’s two professional office buildings.
Pastoral Care and Spiritual Support
Pastoral Care chaplains are available to patients and family members of all faith traditions for prayer, counseling and support.

• Chaplains are available daily from 8:30 a.m. to 4:30 p.m. weekdays and from 8:30 a.m. to 2:30 p.m. Saturdays and holidays.

• Chaplains are on-call after hours for patient emergencies.

• For Jewish patients, Sabbath candles, kosher meals and other services are available upon request.

• Chaplains provide spiritual support to members of all faiths, and will help arrange a visit from your local clergy upon request.

• To contact the Pastoral Care office, dial ext. 3858.

Religious Services and Prayer at MedStar Good Samaritan
At MedStar Good Samaritan, many opportunities are available for personal prayer and public worship:

• For prayer and private meditation, the hospital Chapel and the Etta Barrash Jewish Prayer and Meditation Room are open 24 hours daily. Both facilities are located on the first floor of the hospital beside the Branches Gift Shop and are wheelchair accessible. Patients need not dress in street clothes to attend services or to visit the Chapel or Prayer Room.

• Roman Catholic Mass is celebrated in the Chapel on Monday, Wednesday, and Friday at 10 a.m., and on Saturday at 4 p.m.

• A Protestant Service is celebrated in the hospital Chapel on Sunday at 8 a.m.

• Holy Communion and the Sacraments of Reconciliation and Anointing of the Sick are available on request.

• Religious programming is telecast around the clock to patient rooms on Channel 12, The Inspirational Channel. Programming includes a live broadcast of Mass and other services originating from the Chapel and over a thousand hours of quiet music and images for prayer and meditation. In addition, the EWTN Catholic network broadcasts religious programming and religious services on Channel 21.
Patient Rights and Responsibilities

Policy

MedStar Good Samaritan Hospital, its doctors, nurses and entire staff are committed to assuring the ideal healthcare experience to our patients. It is our policy to respect individuality and dignity. This listing is published to be certain that patients and staff know of the long-standing rights of patients that are supported by MedStar Good Samaritan Hospital. A written copy of the Hospital’s statement of Patient’s Rights is given to each patient as part of their admission materials. The Patient’s Rights statement is also posted in public areas of the Hospital. An audiotape of the Patient’s Rights statement is available for patients who cannot read or who are visually impaired.

Patient Bill of Rights

1. The patient has the right to considerate, courteous, respectful care in a safe setting.

2. The patient has the right to, and is encouraged to, obtain from physicians and other direct caregivers relevant, current, and understandable information—in the patient’s own language—concerning diagnosis, treatment, and prognosis.

3. Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risk involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits. Patients have the right to know the identity of physicians, nurses, and others involved in their care, as well as when those involved are students, residents, or other trainees. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known. The patient has the right to have a family member (or representative of his/her choice) and his/her physician notified promptly of his/her admission to the hospital. All patients are entitled to information about outcomes of diagnostic tests, medical treatment and surgical interventions, anticipated or unanticipated. Any adverse or unanticipated outcome in care or treatment results in honest explanation to the patient or patient’s representative as quickly as possible.

4. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy, and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides, or transfer to another hospital. The hospital should notify patients of any policy that might affect patient choice within the institution.
5. The patient has the right to have an advance directive (such as a living will, or appointment of a health care agent) concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy. Healthcare institutions must advise patients of their rights under state law and hospital policy to make informed medical choices, ask if the patient has an advance directive, and include that information in patient records. The patient has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.

6. The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient’s privacy. Roommates and their visitors need to respect the privacy and space of the other patient in the room.

7. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that the hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.

8. The patient has the right to be free from restraints of any form that are not medically necessary. Restraints are only used if needed to improve the patient’s well-being and less restrictive measures have been found to be ineffective, to protect the patient or others from harm.

9. The patient has the right to appropriate assessment and management of pain.

10. The patient has the right to review the records pertaining to his/her medical care within a reasonable time frame and to have the information explained or interpreted as necessary, except when restricted by law.

11. The patient has the right to expect that, within its capacity and policies, the hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services. The hospital must provide evaluation, service and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient must also have the benefit of complete information and explanation concerning the need for, risk, benefits, and alternatives to such a transfer.

12. The patient has the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient’s treatment and care.
13. The patient has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient who declines to participate in research is entitled to the most effective care that the hospital can otherwise provide.

14. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.

15. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflict (i.e. Patient Care Advisory Committee, etc.). The patient has the right to be informed of the hospital’s charges for services and available payment methods.

16. The patient has the right to choose a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend to be their support person, who can be present with the patient to provide emotional support, comfort, and to alleviate fear. This person can be a part of the care process provided it does not interfere with the rights of other patients or interfere with the care process. The patient has the right to withdraw or deny the designated support person at any time. Likewise, the patient designates who may visit him/her and can withdraw or deny visitors at any time. The hospital does not restrict, limit or deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

Patient Responsibilities

MedStar Good Samaritan Hospital requests that all patients adhere to the following responsibilities, which are communicated to the patients in the Patient Handbook:

1. Providing Information: Patients and families, as appropriate, must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. They can help the organization understand their environment by providing feedback about service needs and expectations.

2. Asking questions: Patients and families, as appropriate, must ask questions when they do not understand their care, treatment, and service or what they are expected to do.

3. Acknowledging: Patient and their families must speak up when they do not understand the treatment course or care decisions.

4. Following instructions: Patients and their families must follow the care, treatment, and service plan developed. They should express any concerns about their ability to follow the proposed care plan, or course of care, treatment, and services. The
organization makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment, and service alternatives and not following the proposed course.

5. Accepting consequences: Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan.

6. Following rules and regulations: Patients and their families must follow the organization’s rules and regulations.

7. Supporting mutual consideration and respect by maintaining civil language and conduct in interactions with staff, licensed independent contractors, and other patients/families.

8. Meeting financial commitments: Patients and their families should promptly meet any financial obligation agreed to with the organization.

**Healthcare Support Person**

In the spirit of patient- and family-centered care, patients at MedStar Good Samaritan Hospital are allowed to have a family member, friend or a person of their choosing be with them for emotional support, comfort and to alleviate fear. This is not meant to eliminate visiting hours, but to include whomever you, as our patient, want to be a part of your care process. Arrangements for your support person to be with you beyond normal visiting hours simply need to be approved by the nursing unit charge nurse.

As a patient, it’s best that you have a trusted friend or family member with you during healthcare discussions, to help promote understanding. Patients who are unable to communicate or speak up for themselves are especially vulnerable and in need of a support person. The only exceptions would be if your chosen support person somehow infringes on the rights or safety of other patients, or if visitors would be prohibited for medical reasons.

At MedStar Good Samaritan, we will always do our best to provide you access to your healthcare support person, to abide by your wishes and for your safety. MedStar Good Samaritan Hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation and gender identity or expression.

**Patient Care Advisory Committee**

This multidisciplinary group of physicians, nurses, social workers, clergy and health executives assists patients and relatives as they:

- Deal with difficult treatment conditions
- Address medical and ethical decisions and concerns

To contact the committee, ask for a nurse manager or the nursing supervisor.
Patient Experience Survey
After you leave the hospital, you may be contacted about your experience. Please take a few minutes to rate your experience.

This feedback helps us maintain and improve your quality of care and services we provide. In addition, we invite you to share any specific comments about staff members who were especially helpful during your stay.

Patient Information
As long as you have given consent, general and limited information about your condition is available to family and friends who call Patient Information at 443-444-4000. Calls are accepted daily from 7 a.m. to 9 p.m. Detailed medical information is confidential and may only be obtained from your doctor with your permission.

Patient Representatives
MedStar Good Samaritan has trained patient representatives that will assist you and answer any questions or concerns during your stay. Serving as your personal advocate, he/she will ensure that we are providing excellent care. If you would like to talk to a patient representative, please call ext. 4004.

Personal Items
• We provide you with a toothbrush, toothpaste, mouthwash, skin care lotion, soap and tissues.

• Leave large sums of money, keys, jewelry, personal papers, medicines and other valuables at home. If you brought them with you, please send them home with a friend or family member. Keep only small amounts of money for personal purchases.

• If you do have personal valuables that need to be secured, please notify your caregiver, who will then notify Security.

• Please be aware that you are responsible for personal items, such as dentures, eyeglasses, hearing aids and prosthetics, so be sure to store them in a safe place.

• Remember, leaving dentures on your tray table or food tray may increase the chance they are mistaken for trash and accidentally discarded. To be safe, leave them in the drawer of your nightstand.

• The hospital is not responsible for lost or stolen personal items.
Pharmacy
The Inpatient Pharmacy provides all the medications required during your stay in
the hospital. The inpatient pharmacists work with your physician to make sure that
you are on the best medication regimen possible. To speak with a pharmacist
about your medication concerns, call ext. 3950.

MedStar Pharmacy
Located on the first floor of the hospital next to the Branches Gift Shop, our
pharmacy prepares prescriptions for discharged patients, outpatients and the
community. In addition to prescription medications, the pharmacy carries vitamins,
antacids and various over-the-counter medicines. Hours of operation are
Monday through Friday, 8 a.m. to 5 p.m., and Saturday, 8 a.m. to 12 p.m.
For your convenience, the outpatient MedStar Pharmacy offers free bedside
delivery of medications prior to discharge for inpatients and outpatients who are
receiving dialysis treatment. Bedside delivery is available Monday through Friday,
9 a.m. to 5 p.m. Talk to your case manager or nurse for more information and to
request bedside delivery.

Privacy Issues
Part of MedStar Good Samaritan’s expectation of staff relates to respecting patient
privacy, confidentiality and modesty. You should expect staff members to knock
before entering your room and introduce themselves.

Private Duty Nurses
With your doctor’s advice, you may want the services of a private duty nurse.
The hospital does not pay for private duty nurses, but arrangements can be made
through the Department of Nursing. Financial arrangements are handled directly
with the private duty nurse and the providing agency.

Private Room
MedStar Good Samaritan Hospital features a limited number of private rooms.
You can call in a request to 443-444-3800 before your admission or ask your nurse
once you are admitted. We’ll do our best to honor your request.

Radio Services
One radio station, featuring commentary and music, is available through television
channels 11 and 13.

Rehabilitation Services
Our renowned Department of Physical Medicine and Rehabilitation is devoted to
patients with a variety of disabling conditions, such as those caused by strokes,
neurological illnesses, amputations, orthopaedic issues and spinal cord injuries.
Our mission is to bring quality to the lives of people with physical limitations.
MedStar Good Samaritan Hospital is accredited by CARF, The Accreditation Commission, for its Comprehensive Integrated Inpatient Rehabilitation Program (CIIRP) and Stroke Specialty Program. In addition, our center is also accredited by The Joint Commission (TJC). For more information, call ext. 4701 (443-444-4701 outside the hospital).

For information about our Outpatient Rehabilitation services, including physical therapy, speech-language pathology, and occupational therapy services, call ext. 4600 (443-444-4600 outside the hospital).

Security
The Hospital has 24-hour security services to aid patients, visitors and associates. Security personnel will assist with minor vehicle problems such as jump-starts, lockouts, etc. If you need to get in touch with Security, dial ext. 4300.

Smoking Policy
Because we care about your health, MedStar Good Samaritan Hospital is a tobacco-free campus. If you would like to quit smoking, our Good Health Center offers Nicotine Anonymous. For more information, call 443-444-GOOD (4663).

Social Work (see Case Management)

Taxi Services
For your convenience, a direct line to a local taxicab service is located at our Information Desk in the Main Lobby, as well as at the Emergency Room Security Desk, the Morgan Building entrance and the Smyth Building entrance.

Telephone, Television and Wireless Internet
The hospital is pleased to provide various amenities to help make your stay more comfortable. Incoming and local outgoing telephone service is available through your room phone. Incoming calls may be received from 7 a.m. to 10 p.m. To make calls outside of the hospital, dial "9", then the number. To place a Maryland toll call or a long distance call, dial "9", wait for the dial tone, then dial "0" and then the area code and number you are calling. The outside operator will ask how you wish to pay for the call. (You may not bill the call to your hospital room.) Hearing amplifiers (available free of charge) are on each patient telephone. Personal cell phones may be used—please ask a staff member if you have any concerns about interference with medical equipment.

A wide variety of television programming is available. Please see page 14 of this handbook for a weekly television guide.
Wireless Internet access is provided for patients and visitors. To access the Internet, you need a personal laptop and voucher from the hospital. Vouchers can be obtained from staff at the nurses’ stations. If needed, technical support can be reached at 866-833-1463.

A $25 fee will be charged to help cover the cost of these services.

**Tests**

Due to the nature of certain medical tests, we may ask you not to eat or drink at certain times. This will help to ensure the accuracy of test results and keep you from having poor reactions. We will inform you of any restrictions before and during all of your tests.

**Vision, Mission and Service Expectations**

**Our Vision:**
To be a trusted leader in caring for people and advancing health.

**Our Mission:**
We are Good Samaritans, guided by Catholic tradition and trusted to deliver ideal healthcare experiences.

**Our SPIRIT Values:**

- **Service.** We strive to anticipate and meet the needs of our patients, physicians and fellow Good Samaritans.
- **Patient First.** We strive to deliver the best to every patient every day. The patient is the 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.

**Our Behavioral Expectations for every Good Samaritan, always:**
To practice and promote Recognition, Ownership, Communication, Courtesy, Enthusiasm and Teamwork.
Visitation Rights and Visiting Hours
9 a.m. to 9 p.m.

Each patient has the right to receive the visitors who he or she designates, either orally or in writing, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member, or a friend. The patient has the right to withdraw or deny such consent at any time.

At MedStar Good Samaritan, we realize how important it is to have family and friends play a part in the healing process. Exceptions to standard visiting hours can be made to accommodate what is best for each patient.

During your visit, we encourage you to respect the privacy and comfort of all patients. Please have your visitors observe the following guidelines:

- Only two visitors per patient in semi-private rooms; four visitors in private rooms.
- Use the main entrance and obtain a visitor’s pass at the Information Desk.
- Leave outside food or beverages at home, unless requested by a patient through a doctor’s order.
- Wear proper attire: People with no shoes and/or shirt are not permitted in the hospital.
- Please refrain from sitting on the patient’s bed.
- Stand clear of any patient care equipment in use at the bedside.
- Refrain from using restrooms in patient rooms. Please ask for directions to visitor restrooms.

**Critical Care Visiting Hours (ICU/CCU):** 24 hours a day. Critical patients may have one or two visitors in the room; others must wait in the lounge outside the Critical Care area. The phone located in the lounge is available to call the unit that you are entering to visit. We ask that patients’ families delegate one member to call the unit at 443-444-4085 or 443-444-4090 for patient information.

Volunteer Services
Volunteers are vital members of the MedStar Good Samaritan family, doing worthwhile work in such areas as the Gift Shop and Nursing Center, and as Patient Representatives.

We are always looking for new volunteers. If you or anyone you know is interested in volunteering, please call us at ext. 3870 (443-444-3870 outside the hospital), Monday through Friday, 8 a.m. to 5 p.m.
Website: MedStarGoodSam.org

We invite you to visit our website for more information about MedStar Good Samaritan. Our website offers you:

- Up-to-date health news, medical encyclopedia and drug databases
- Descriptions of our services
- Employment and volunteer applications
- Physician profiles/referrals
- Health calculators and other interactive tools to stay well
- Online registration for classes and screenings
- Our history and future plans

In addition, you may use the Contact Us button to send messages, such as compliments or concerns, questions about services, and other comments.

Visit us often at MedStarGoodSam.org

A Message from The Joint Commission (TJC) and MedStar Good Samaritan Hospital

Speak Up: Help Prevent Errors in Your Care

Everyone has a role in making healthcare safe—physicians, healthcare administrators, nurses and technicians. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

The “Speak Up” program, sponsored by The Joint Commission (TJC), urges patients to get involved in their care. This initiative provides advice on how you can make your care a positive experience. Research shows that patients who take part in decisions about their care are more likely to have better outcomes.

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don’t understand something that your doctor, nurse or other healthcare professional tells you.
- Don’t be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.

Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right healthcare professionals.

- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges.
- Notice whether your caregivers have washed their hands. Don’t be afraid to gently remind a doctor or nurse to do this; it prevents the spread of infection.
Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don’t understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of under stress.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

To receive our “Five Wishes” booklet that describes many of these topics, ask your nurse or call the Admitting Office at ext. 3800.

Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together.
Use a Hospital or Healthcare Provider Accredited by The Joint Commission (TJC).

- MedStar Good Samaritan Hospital’s focus on quality and safety has earned it the recognition of The Joint Commission. Every three years, the hospital undergoes a rigorous survey process that reviews our procedures, safety, documentation and other key indicators.

You are the center of the healthcare team. You and your doctor should agree on exactly what will be done during each step of your care.
For more information, visit JointCommission.org/PatientSafety/SpeakUp.

Healthcare Decisions

You Have the Right to Decide About Your Healthcare

Adults generally have the right to decide if they want medical treatment, unless they are not competent. This right also includes decisions about treatments that extend life, like life-support machines or feeding tubes.

Sometimes, an accident or illness takes away a person’s ability to make healthcare choices. But the decisions still must be made. If you are unable to make them, others will. They will decide based on your wishes or your best interest if your wishes are unknown.

Maryland law gives you the right to make many healthcare decisions in advance. One way to do this is by using a written Advance Directive. For example, you can use a written Advance Directive to name an agent who will make your healthcare decisions if you cannot. A written Advance Directive also can state your treatment preferences, especially about life-sustaining procedures.

Maryland law allows you to make an oral Advance Directive to your doctor, with a witness. Oral Advance Directives can be used to name a healthcare agent, to make decisions about life-sustaining procedures, or both.

Naming a Healthcare Agent

You can name anyone to be your healthcare agent. The only exception is that someone who works where you are receiving care cannot be your agent. Your agent can be a family member or friend.

You can choose when your agent can decide for you. This may be right away or only after two doctors agree that you are not able to make decisions for yourself. You may also choose the type of decisions your agent can make for you. For example, if you want, you can give your agent very broad power to decide about life-sustaining treatment.
Pick your healthcare agent carefully. Make sure your agent knows and understands what you want. Your agent will then follow your wishes, even if your friends or family disagree.

**Using Advance Directives**

There are many ways to use an Advance Directive. A living will is a type of written Advance Directive that states your wishes concerning life-sustaining treatments. It usually comes into effect when a person is about to die from an incurable condition. It can also be used when a person is permanently unconscious (in a persistent vegetative state).

You can make a broader written Advance Directive for other healthcare issues as well. For example, you can decide whether you want life-sustaining treatment if you are in an end-stage condition. An end-stage condition is an advanced, progressive and incurable condition that will result in complete physical dependency.

**What Happens if You Do NOT Make an Advance Directive?**

No one can deny you healthcare because you do not have an Advance Directive. But you should know what happens legally if you do not obtain one.

Maryland law allows a surrogate to make medical decisions for you if you have not named a healthcare agent and are no longer able to make decisions about treatment yourself. Therefore, your closest relative would be asked to make healthcare decisions for you. Your spouse, adult children, parents or adult brothers or sisters—in that order—are considered your closest relatives. If these relatives are not available, another relative or close friend can make decisions for you. However, a surrogate may have less authority to decide against life-sustaining procedures than a healthcare agent.

If there is no one to be surrogate, a court may have to appoint a guardian to make your medical decisions. The guardian could be someone who does not know you personally.

**How Do You Get More Information?**

This summary does not cover every issue. If you have legal questions about your rights, please talk to a lawyer. Also talk to your healthcare provider about the medical issues involved in your care. Tell those caring for you about your decisions, and give them a copy of any Advance Directive.
For a free copy of optional Advance Directive forms, write to:

Attorney General’s Office, Opinions Division
200 St. Paul Place, Baltimore, Maryland 21202
or call 410-576-7000.

Forms are also available from the General Assembly’s Department of Legislative Reference at 410-946-5400 (if you are calling from the D.C. area, 301-970-5400), from the Maryland Department of Aging at 800-243-3425, or at any area Agency on Aging.

Information for Patients Regarding Advance Directives and Appointing a Healthcare Agent

Generally, you have the right to make decisions about your healthcare. Sometimes, due to illness or injury, you may not be able to make decisions for yourself. However, you can still let your doctors know your wishes either by choosing someone else to make your decisions or by writing your instructions down. The following information provides answers to questions often asked about this process.

Who Can Make Medical Decisions for Me if I Can’t?

You can choose someone now to make your medical decisions in the event that you cannot or do not want to make decisions in the future. This person is called your healthcare agent.

What Kinds of Decisions Can My Healthcare Agent Make?

You decide what decisions your healthcare agent can make. You can tell your agent to make all medical decisions for you, or you can limit the type of decisions your agent can make. You can let your agent read your medical records, choose your doctors and decide when and where you will receive care.

Who Can Be My Healthcare Agent?

You can name any responsible person who is at least 18 years old to be your healthcare agent. You should pick someone you trust and who knows what you would do if you had to make an important medical decision. You should talk with your agent now about how you would want the doctors to treat you, including decisions like pain relief care, extraordinary efforts to extend your life, breathing machines, food and water by tube, permanent unconsciousness and donating body organs.

How Do I Get More Information?

Text furnished by the Health Law Section, Maryland State Bar Association.
Advance Directive information and forms can be obtained by calling your Patient Representative (ext. 4004), the Admitting Office (ext. 3800) or Pastoral Care (ext. 3858). Case managers and social workers also can give you the forms.

Be sure to review the Patient Bill of Rights, included in our admission packet and/or posted throughout the hospital.

These two Patient Rights are of particular importance related to Advance Directives:

- The patient has the right to make decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy, and to be informed of the medical consequences of this action. In the case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or transfer to another hospital. The hospital should notify patients of any policy that might affect patient choice within the institution.

- The patient has the right to have an Advance Directive (such as a living will, or appointment of healthcare agent) concerning treatment or designating a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy. Healthcare institutions must advise patients of their rights under state law and hospital policy to make informed medical choices, ask if the patient has an Advance Directive, and include that information in patient records. The patient has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid Advance Directive.

The MedStar Good Samaritan Hospital of Maryland—its doctors, nurses and entire staff—is committed to offering excellent care to our patients.

It is our policy to respect individuality and dignity. This listing is published to be certain that patients and staff know the long-standing rights of patients that are supported by MedStar Good Samaritan Hospital.

Telephone (Good Numbers to Know)

Unless otherwise noted, the following numbers are four-digit extensions that may be dialed when inside the hospital. Calls made outside the hospital require the 443-444-XXXX prefix, unless otherwise noted.
Good Numbers to Know:

3900.........................Administration
3800.........................Admitting
410-933-2424..................Billing/Accounting
410-433-7255..................Belvedere Green/Woodbourne Woods
3860.........................Case Management
3769.........................Food and Nutrition
4267.........................Foundation Office
3726.........................Gift Shop
4663.........................Good Health Center
3870.........................Guest Accommodations
3727.........................Home Health
3755.........................Human Resources
4300.........................Lost & Found
3885.........................Medical Records
443-451-5700..................MedStar Nursing Center
3858.........................Pastoral Care
4587.........................Patient Advocate (Financial Concerns)
4000.........................Patient Information
4004.........................Patient Representatives
3950.........................Pharmacy (Inpatient)
4760.........................Pharmacy (Outpatient)
3930.........................Rehab Therapy: Inpatient
4600.........................Rehab Therapy: Outpatient
4100.........................Physical Referral
4982.........................Quality Office (Compliments and Concerns)
4300.........................Security
410-323-1794..................TTY (for hearing impaired)
3870.........................Volunteer Office
### MEDICATION INFORMATION

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Physician Listings:

Please note: Detailed building directories, including physicians’ names, suite numbers and specialties, can be found at the entrance to the Morgan and the Smyth Buildings.
Parking Map

Parking Key:
A - O’Neill Building/Main Hospital Parking
B - Smyth Building Parking
C - Smyth/Morgan Building Parking
D - Morgan Building Parking

Visitor's Pass
Your visitor’s badge not only helps Security, but also tells you where you entered the hospital.