



A Patient's Guide to Healing

The heart and science of medicine.

THE
University of Vermont
MEDICAL CENTER

UVMHealth.org/MedCenter

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This guide is designed to provide you with the information you need during your stay with us. If you have questions that are not answered here, please ask a member of your care team.



Welcome



STEPHEN LEFFLER, MD
President and COO,
UVM Medical Center

At The University of Vermont Medical Center, we are dedicated to providing you with the highest-quality care in an environment that supports your health and healing as well as the needs of your family at what can be a stressful time.

Delivering personal, compassionate care is the standard we strive for every day. Our highly trained providers are leading teachers and researchers, involved in the latest developments in their fields, giving you access to cutting-edge treatments and the best medicine has to offer.

Our goal is to provide you with the best possible health care, delivered by people who care deeply about every aspect of your experience. That is what we call the heart and science of medicine.



JOHN BRUMSTED, MD
President and CEO, UVM Health Network



CLAUDE DESCHAMPS, MD
President and CEO, UVM Medical Group



"I want to always be present to the staff and my patients to tend to what's important to them... that's what I believe makes nursing a true art." **KAREN MCKENNY | Nurse Educator**

Your Care Team

Because The University of Vermont Medical Center is a teaching hospital, you will be cared for by a variety of highly skilled providers who make up your health care team.

ATTENDING PHYSICIAN

An attending physician is credentialed by The University of Vermont Medical Center to admit patients to the hospital and to oversee their care. The UVM Center's medical staff is composed of attending physicians who are either part of The UVM Medical Group and are jointly employed by The UVM Medical Center and The UVM College of Medicine, or are private-practice physicians based in the community who have admitting privileges to the hospital. All attending physicians have completed advanced training in a medical specialty.

HOSPITALIST

One type of attending physician is a hospitalist, a board-certified physician who specializes in the care of patients who are hospitalized. Your hospitalist is in direct communication with your primary care provider during your hospital stay.

RESIDENT

A resident is a licensed physician who has completed medical school and is pursuing additional training. Residents work closely with your attending physician to manage the daily care of patients, under the supervision of senior attending staff.

FELLOW

A fellow is a resident physician who is training to become a sub-specialist.

MEDICAL STUDENT

A medical student is in the initial learning stages of becoming a physician. A medical student does not have a medical degree, is not licensed and cannot yet practice medicine. However, medical students do participate in physician rounds.

REGISTERED NURSE

A registered nurse has completed all required education to be licensed as a registered nurse (RN).

NURSING STUDENT

Nursing students can participate in many aspects of your nursing care under the direction of a registered nurse.

CASE MANAGER/SOCIAL WORKER

Case managers and social workers are available to assist you with planning for assistance with your medical needs when you leave the hospital. The nurse and social work case managers are available to support you and your family throughout your stay and to help with your transitions of care. To reach a case manager or social worker between 8 a.m.-4:30 p.m., Monday-Friday, call **(802) 847-3553**. After 4:30 p.m. and on weekends and holidays, please call **(802) 847-0000**.

PATIENT ROUNDING

Rounding by Nurses: Your nursing staff makes regular rounds around the clock to see how you are doing, if you need anything, and if you have any concerns about your care.

Rounding by Physicians: Once a day, a group of physicians, including residents and other team members, may visit your room to discuss your care plan, your progress and next steps toward discharge. We encourage patients and families to participate, think about and prepare any questions in advance.



“Focusing on a patient's overall well-being and truly listening to them are the most important aspects of my role as a physician.”

MARIE SANDOVAL, MD | Primary Care Internal Medicine

Patient Safety

Your health care team will work hard to provide you with a safe, high-quality patient care experience. Following are some of the things you should know to ensure a safe stay.

REDUCING TREATMENT ERRORS

When you are admitted for your surgery/procedure, staff will ask your name and birth date, and will confirm your specific surgery/procedure and the side of the body to be operated on. Your doctor may mark the site on your body to be operated on. In addition, before the surgery/procedure, the team will deliberately pause for a “time out” to formally ensure, among other things, that they are doing the right surgery on the right body part and on the right person.

PATIENT IDENTIFICATION

At The University of Vermont Medical Center, quality and patient safety are our priorities. As part of our commitment to patient safety, all inpatients are identified by patient ID bands. The bands also have a bar code that carries important patient information supporting safety. Please remind all caregivers to look at your identification bracelet before giving medication, drawing blood or performing a procedure. For your safety, please do not remove this bracelet.

STAFF IDENTIFICATION

All University of Vermont Medical Center employees are required to wear photo identification badges. Be sure all your caregivers are wearing a hospital or medical or nursing school identification badge with their picture on it. You can ask to see a staff person's ID badge if it is not visible.

OTHER SAFETY TIPS

- Ask staff to show you how to use the nurse call button and emergency cords in all showers and bathrooms.
- Your doctor or nurse should approve all food that comes from home or a restaurant.
- No one but staff should touch medical equipment. Ask staff to explain what the equipment does, and what the alarms mean. Call your nurse if an alarm sounds.

AVOIDING FALLS

The University of Vermont Medical Center has introduced a number of initiatives to help protect our patients from falls. There are things you can do to reduce your risk of a fall:

- Always ask for help from your nurse if you need to get out of bed or use the bathroom — especially at night.
- Keep your nurse call button near you.
- Make sure there is enough light to see.
- If you need eyeglasses to see, keep them near you.
- Never climb over the bed rails.
- Wear rubber-soled slippers to reduce the risk of slipping.

Need help immediately?

Dial: 1-NOW

The “Call Someone Now” service brings a designated team to the patient's bedside when there is an urgent need for help.

If there is a noticeable change in the patient's medical condition and the health care team is not available or has not fully addressed these concerns, the patient or a family member can call **1-NOW (1669)** from the bedside phone. The call will be answered immediately and a dedicated 1-NOW response team will be sent to the bedside.



Infection Prevention

Hand Hygiene

- All health care providers are required to wash or sanitize their hands before and after seeing each patient. Make sure that all your health care providers clean their hands with soap and water or alcohol-based hand sanitizer before and after caring for you.
- If you do not see your providers clean their hands, please ask them to do so.
- Make sure family and friends clean their hands with soap and water or an alcohol-based hand sanitizer before and after visiting you.
- Remember to clean your hands frequently: before and after you leave and re-enter your room, before you eat and after using the bathroom.

“Every human being has intrinsic value deserving of deep compassion and respect.”

JOHN AHERN | Pharmacy



Patient Safety

MINIMIZING INFECTIONS

Our staff follows recommendations from the Centers for Disease Control and Prevention (CDC) to prevent health care-associated infections. Specific measures are incorporated into each patient's care to prevent infections such as surgical site infection, bloodstream infection, urinary tract infection and pneumonia.

Health care providers are required to wear gloves when they perform tasks such as drawing blood, or touching wounds or body fluids.

As a patient, there are several things you can do to minimize your risk of infection. Most important, follow the hand hygiene measures to the left and remember to cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Please remember to wash your hands after sneezing or coughing.

When you are admitted to the hospital, you may be asked about having an influenza or pneumococcal vaccination. These vaccines can be effective in preventing acquisition of these diseases and spreading them to others.

Our health care providers take a number of important steps to prevent surgical site infections.

Finally, there are some bacteria that require special measures to prevent spread, like methicillin-resistant *Staphylococcus aureus* (MRSA), vancomycin-resistant enterococci (VRE), *Clostridium difficile* (C.diff), or a type of bacteria called multi-drug resistant gram negative rods (MDR-GNR). If you are identified as having one of these bacteria, your hospital care will include special measures called Contact Precautions to help prevent the spread of these bacteria to others.

If you would like additional information about the prevention of health care-associated infections at The University of Vermont Medical Center, please ask your nurse or your doctor.

REDUCING MEDICATION ERRORS

As part of our effort to reduce the risk of medication errors, you will be asked to bring in a list of the medications you are currently taking.

One of the ways you can partner with us to ensure that you receive the safest possible care is to know the medications you are taking and be actively involved by asking what medications you are receiving and why. This helps ensure that you are taking the proper medications while in the hospital, prevents duplication of medications and may prevent any drug-drug or drug-disease interactions.

Our pharmacy provides medications packaged for individual dosing as an additional safety measure.



"Our dedication to serving our community is matched only by our passion for medicine."

THOMAS LAHIRI, MD | Pediatric Pulmonology

During Your Stay

YOUR ROOM

During your stay our Housekeeping Team will clean your room daily. The cleanliness of your room is important to us. If your room needs attention, please call **847-0037** to speak to a member of our team 24/7.

FAMILY AND FRIENDS

The University of Vermont Medical Center embraces the concept of patient- and family-centered care by encouraging family support and presence in an environment that promotes patient comfort, rest and safety. Family and friends are part of the health care team and are an important part of each patient's hospitalization.

While our policy may change from time to time based on state guidelines and community health considerations, we aim to offer a flexible policy regarding family and friend presence that provides patients with an atmosphere that is supportive of their needs and consistent with our philosophy of patient and family-centered care. Patients have the right to choose who may visit them. Please check with your nurse to access current information on your unit.

In our efforts to promote a healing environment, we ask for your assistance in making the hospital as quiet as possible. To minimize disruption to other patients, we ask that all cell phones be placed on vibrate and that the volume on any television or video/audio device be set to low (you may also use the provided TV headsets). Finally, while we encourage family and friend presence, please consider the number of people visiting out of respect to other patients who are trying to rest and heal.

Security begins locking the exterior doors of the facility at 8 p.m., and they begin screening and issuing visitors' passes at 8:30 p.m.. Family members and friends should access the facility between 8:30 p.m. and midnight through the Main Campus (Level 2 or Level 3 entrances). After midnight, visitors should be directed through the Emergency Department and will be assisted by security.

WHEELCHAIRS

If you need a wheelchair for yourself, a family member or visitor, please ask a staff member.

ROOM SERVICE

Room service is offered to all inpatients on the Main Campus. Room service allows patients to select their own food, within the diet ordered by their physician. To have meals delivered when it is most convenient for you, place your order from the room service menu by calling **7-DINE (7-3463)** from your bedside phone. Our room service menu is available on our website at **UVMHealth.org/MedCenter/Menus**. Guests visiting patients may also purchase meals from the room service menu using a credit or debit card; cash and personal checks are not accepted.

BELONGINGS AND VALUABLES

We work with patients and families to secure their belongings. However, we do not assume responsibility for belongings left in patient rooms or elsewhere on campus. Please leave valuable items at home or have a family member take them home.

When planning an inpatient stay, bring insurance information, a means for payment of a co-pay or a deductible, a list of medications, Advance Directives, and essential medical equipment. Do NOT bring non-essential items, extra clothing, valuables or your actual medications, unless otherwise instructed.

MAIL

To send cards, letters or flowers, use:

Your Name

Floor and/or Room Number

The University of Vermont Medical Center

111 Colchester Avenue

Burlington, VT 05401

During Your Stay

EMAIL

To send an email greeting to a patient, visit UVMHealth.org/MedCenter/PatientEmail.

INTERNET

You may bring your own laptop computer to The University of Vermont Medical Center. Wireless access to the Internet is available on all patient units, in the cafeterias and other areas around the organization.

TELEVISIONS, PATIENT EDUCATION AND VIDEO-ON-DEMAND SYSTEM

As a patient at The University of Vermont Medical Center, you have access to a variety of education and entertainment channels on your television set. Using your own video screen and controls, you can learn more about your health condition, enjoy relaxation programming and order movies.

FRYMOYER COMMUNITY HEALTH RESOURCE CENTER

The Frymoyer Community Health Resource Center assists patients and families in accessing reliable health information and provides information about support groups and local health resources. The staff help patients and their families learn more about their health, medical conditions and area resources. Please call **(802) 847-8821** if you would like help accessing information and education materials.

PATIENT AND FAMILY ADVOCACY

Patient and Family Advocacy works to support the best possible patient experience. Advocates can serve as a liaison between patients, their families and the health care team to address quality of care concerns or can provide a formal avenue for complaint resolution.

Advocates also provide concierge services and way-finding by connecting patients and families with the right resources. If you have any requests or concerns, call **(802) 847-3500**.



INTERPRETING SERVICES

UVM Medical Center provides professional interpreting services for American Sign Language (ASL) and other languages. Interpreters are an important part of your care team. Services are free and confidential. We will arrange for a specific interpreter, or a telephone or video interpreter, to be included in your visits. Please let us know what works best for you and your family.

You can also call UVM Medical Center through an interpreter if you need to change an appointment or talk to your doctor or other caregiver. This, too, is free and confidential, available any time of day. Just call **(802) 847-8899** and tell the operator your language. Then wait a few minutes for the interpreter to come onto the line.

SPIRITUAL CARE

Hospital chaplains are available for patients and families. If you would like to request a visit or schedule an appointment with a chaplain, please call **(802) 847-2775**.

NOTARY SERVICE

There are two notaries public located in Patient Financial Services on Level 3 of the Main Pavilion, near the Registration Desk. For further information, call **(802) 847-5604**.

NO-SMOKING POLICY

The University of Vermont Medical Center is committed to maintaining a safe and healthy environment.

Smoking has been determined by the Surgeon General to be the number one avoidable cause of death in the United States, and second-hand smoke has also been proven to be a health hazard. Smoking is not allowed in any building, leased space, vehicle, on the grounds or at The University of Vermont College of Medicine.

FINANCIAL ASSISTANCE

As a patient- and family-centered organization, we treat all people equitably, with dignity and respect regardless of the patient's health care insurance benefits or financial resources. We provide financial assistance to people who have essential health care needs and are uninsured, under-insured, ineligible for a government program or otherwise unable to pay for medically necessary care based on their individual financial situation.

For further information about our financial assistance programs or application status, please contact Patient Financial Advocacy, from 8:30 a.m.-4:30 p.m., Monday-Friday **(802) 847-2505** or toll-free at **(800) 639-2719**.

DISCHARGE PLANNING

Planning for discharge is an important part of your hospital stay. In order to assist you with settling in at home, we strive for morning discharges.

When possible, you will be provided with an approximate discharge time. Our goal is to have your paperwork completed so that we can review it with you and your family when they arrive on the day of discharge. We will review your medications, follow-up care and other discharge information. If you are not satisfied with the discharge arrangements that we have made for you, you have the right to request an additional discharge planning evaluation.

Every inpatient is assigned a nurse or social work case manager upon admission. The case manager may be working with you, your treatment team and, at times, your insurance company to help make your transition out of the hospital as smooth as possible.

If you have concerns about going home or are unable to arrange a ride, please discuss this with your nurse.

We can also assist with prescriptions: the Outpatient Pharmacy is located on Level 3 of the Main Pavilion. We can also call or email a prescription to your local pharmacy.

MyChart

MyChart online patient portal offers secure, electronic access to your medical record from your computer, any time of the day or night.

With MyChart, you can:

- View current and past test results
- Renew prescriptions
- Request provider appointments
- Send messages to your doctor's office
- Pay your bills online

For more information or to access your records, visit:

UVMHealth.org/MedCenter/MyChart



"I approach every patient as a partner. Working as a team, we can create amazing outcomes."

SARAH BUSHWELLER | Physician Assistant

Your Rights & Responsibilities

PATIENT RIGHTS

The University of Vermont Medical Center strives to meet your expectations for high-quality, respectful care. We pledge to honor your legal rights and will communicate with you openly and honestly. This requires honest communication between you, your family and your health care team.

The University of Vermont Medical Center is committed to providing care to all members of its community without regard to age, race, color, sex, sexual orientation, gender identity or expression, ethnicity, culture, place of birth, national origin, HIV status, religion, marital status, language, socioeconomic status, or physical or mental disability.

You have the right to choose who may visit you while you are in the hospital. We don't restrict or deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

We encourage direct feedback to any staff at the time a concern arises. In addition, a specific review process is offered through Patient and Family Advocacy.

This process includes appropriate investigation and resolution at the point of service and/or referral to our Grievance Committee for review and written response.

For more information, contact Patient and Family Advocacy at **(802) 847-3500**.

You have a right to prepare Advance Directives, such as a Living Will or a Durable Power of Attorney for Health Care. Please call Case Management and Social Work at **(802) 847-3553** for this service.

You have a right to request and participate in an ethics consultation regarding your care. (See the "Ethics Consultations" section on page 17 for more details.)

You have a right to contact The Joint Commission for concerns about the quality or safety of your care. Their address is One Renaissance Boulevard, Oakbrook Terrace, IL 60181. You may also call **(800) 994-6610** or visit jointcommission.org.

ADDRESSING CONCERNS

At The University of Vermont Medical Center, patients and families are encouraged to voice their concerns, complaints, suggestions or compliments at any time.

We encourage you to speak directly with a staff member in the department or unit where the problem has occurred. However, if you have an issue you feel a staff member cannot resolve, or if you feel uncomfortable discussing your concerns with a staff member, please contact Patient and Family Advocacy.

Hours Monday through Friday
8 a.m. – 4 p.m.

Phone (802) 847-3500

Fax (802) 847-0384

In Person Inside the Frymoyer Center; behind the 3rd floor Information Desk, Main Campus.

Email PatientandFamilyAdvocacy@UVMHealth.org

Mail Patient and Family Advocacy
The University of Vermont Medical Center
111 Colchester Avenue
Burlington, VT 05401

When you present a complaint, a Patient Advocate will make every effort to resolve your concern at that time. If your complaint requires further review, that will be explained and an Advocate will provide a response within seven days. You will receive a written letter of response within 30 days. The letter will include the name of the Advocate who coordinated the review, the steps taken to address your concerns, the results of the process and the date of completion.

In addition to filing a complaint with The University of Vermont Medical Center, you also have the right to file a complaint with the state agency responsible for hospital oversight. See page 17 for contact information.

Speak Up

Everyone has a role in making health care safe — physicians, health care executives, 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 health care team. The national Speak Up Campaign urges patients to get involved in their care.

S **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.

P **PAY ATTENTION** to the care you are receiving. Make sure you're getting the right medications and treatments by the right health care professionals. Don't assume anything.

E **EDUCATE** yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

A **ASK** a trusted family member or friend to be your advocate.

K **KNOW THE DIFFERENT MEDICATIONS** you take and why you take them.

U **UNDERSTAND** your health care organization's experience in treating your type of illness.

P **PARTICIPATE** in all decisions about your treatment.

Your Rights & Responsibilities

PATIENT RESPONSIBILITIES

To get the best care possible, be transparent with us about the details of your health history and behaviors. We encourage you to be prompt to appointments and let us know if you cannot come so we can reduce inconvenience to other patients. We expect that patients and visitors will treat employees with respect. Disrespectful or threatening behavior will not be tolerated and could lead to termination of non-emergent care and/or separation from the clinical site. This includes but is not limited to disrespectful reference to a person's age, ancestry, culture, physical or intellectual disability, ethnicity, gender, gender identity or expression, language, military status, national origin, race, religion, or sexual orientation.

It is not our practice to reassign clinicians, learners or staff based on patient requests that are motivated by race, ethnicity, sexual orientation, or gender identity of the clinician, learner or staff. In selected circumstances, we will give careful consideration to clinician, learner or staff reassignment based on the patient's religion, prior history of trauma and/or other personal factors that motivate a request that is not inappropriately biased. Careful consideration of factors such as clinical urgency, staffing availability, engagement with support services and the details of the request will be made on a case-by-case basis.

ADDRESSING CONCERNS WITH A STATE AGENCY

You may file a complaint by contacting the Division of Licensing and Protection:

Toll Free (800) 564-1612

Fax (802) 241-4092

Online <https://dlp.vermont.gov/make-report>

Mail Division of Licensing and Protection
HC 2 South, 280 State Drive
Waterbury, VT 05671-2060

ADVANCE DIRECTIVES

An Advance Directive is a very effective way to make sure that your wishes are followed. In an Advance Directive, you can specify which treatments you want (or don't want) and can name a family member or friend as your health care proxy (agent), someone who would make medical decisions for you if you weren't able to do so on your own. It doesn't cost any money to complete an Advance Directive, and any patient who is interested in doing so (or just learning more about it) can contact Case Management and Social Work at **(802) 847-3553**.

ETHICS CONSULTATIONS

Every patient has the right to request an ethics consultation. Our clinical ethicists help patients, families and health professionals work through difficult situations. Ethicists help to explore the ethical aspects of health and can help to clarify uncertainty and recommend options. An ethicist is on call 24 hours a day, seven days a week. To obtain an ethics consultation, call Clinical Ethics at **(802) 847-4848**.

ORGAN DONATION

Patients who may be interested in organ donation should make their wishes known to their family members. The University of Vermont Medical Center has a dedicated in-house organ donation specialist who oversees the process of organ donation and is available to answer your questions. For further information, please call **(518) 262-5606** or **1-800-256-7811**.



Our Mission & Vision

OUR MISSION

Our mission is to improve the health of the people in the communities we serve by integrating patient care, education and research in a caring environment.

OUR VISION

Working together, we improve people's lives.



Dialing In & Out

FROM YOUR BEDSIDE PHONE

Room Service	7-DINE (7-3463)
"Call Someone Now".....	1-NOW (1-669)
Frymoyer Community Health Resource Center.....	7-8821
Housekeeping.....	4-0037
Case Management and Social Work.....	7-3553
Patient and Family Advocacy.....	7-3500
Spiritual Care.....	7-2775
Interpreter Services.....	7-5826
Notary Public.....	7-5604
Clinical Ethics.....	7-4883
Organ Donation.....	1-800-256-7811
Billing Inquiries.....	7-8000

MOBILE/CELL PHONES

The use of personal mobile/cell phones are permitted in most patient rooms. Check with your nurse if you are uncertain.

TO PLACE OUTGOING CALLS FROM THE PHONE IN YOUR ROOM:

Local Calls in the 802 Area Code.....Dial 9 + Number

Long Distance via Credit Card.....Dial 8 9 0 + Area Code + Number

1. Wait up to 20 seconds. The line will be silent until the recording comes on.
2. Follow the prompts to enter your credit card information.

Long Distance via Collect Call

1. Dial 8 9 0 0 and wait 20 seconds.
2. Wait up to 20 seconds. The line will be silent until the recording comes on:
3. When you hear a voice, dial 0.
4. When you hear another voice, dial 0.

If you have an urgent need to place a long distance call and none of the above options work for you, hang up and then dial 0 from your room phone and ask to speak with a Call Center Lead.

PUBLIC PHONES

Ask any staff member to direct you to the nearest public telephone.

Local calls may be made by dialing 9 + number.

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MEDICAL CENTER

The University of Vermont Medical Center

111 Colchester Avenue

Burlington, VT 05401

(802) 847-0000



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