A Patient’s Guide to Healing
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

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.
“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. Following are brief descriptions of some of the types of providers you may encounter.

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 University of Vermont Medical Center’s medical staff is composed of attending physicians who are either part of The University of Vermont Medical Group and are jointly employed by The University of Vermont Medical Center and The University of Vermont 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
As an inpatient, your care team may be led by 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 in a medical specialty. Residents work closely with your attending physician to manage the daily care of patients who are hospitalized, 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 a person in medical school who 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 are studying to become licensed practical or registered nurses and 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 discharge planning, whether it’s about assistance after you return home or transitioning to a rehabilitation facility or other type of post-hospital care.

The nurse and social work case manager are available to support you and your family throughout your hospitalization — they can connect you with community resources, assist you with practical and financial concerns related to your hospitalization and help you understand insurance and reimbursement issues.

To reach a case manager/social worker between 8 am and 4:30 pm, Monday–Friday, call (802) 847-3553. After 4:30 pm and on weekends and holidays, please call (802) 847-0000 and request the on-call social worker for assistance.
“Patient care needs to be centered on understanding what the patient wants. Recognizing how different every patient is and what’s important to them. This understanding is the key to what can create extraordinary outcomes.”

CARLOS PINO, MD | Center for Pain 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 perform a “time out” to 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.

OTHER SAFETY TIPS
• Know 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 to address 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
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 importantly take 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) or Clostridium difficile (C. diff).

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.

MEDICATIONS USED TO TREAT INFECTIONS

During your time in the hospital or clinic, you or your loved one, may receive a medication that can be used to treat infections that are caused by bacteria, viruses, parasites, or fungi. This group of medications is called “antimicrobial”, and if prescribed too often, can cause any of the following problems:

- Illnesses that were once easily treatable can become dangerous infections, prolonging suffering for children and adults.
- Antimicrobial-resistant bacteria become more difficult to kill and more expensive to treat.
- Antimicrobial-resistant infections can lead to serious disability or even death.

To prevent this from happening, the University of Vermont Medical Center trains health care providers in antimicrobial stewardship to ensure that each patient is treated effectively and safely during their hospital stay.

As a patient, in order to do the best for your health, your family’s health, and the health of all those around you, you should:

- Make your doctor aware if you experience any side effects, such as rash or diarrhea
- Take your antimicrobial(s) exactly as prescribed
- Complete the entire course of antimicrobial treatment.

REDUCING MEDICATION ERRORS

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 whenever medications are being administered to you. 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
YOUR ROOM
Our housekeeping staff visits your room daily to make sure it is clean. Please call our Housekeeping Hot Line at 4-9000, if you have questions or if additional service is needed.

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

We have established a flexible visitation policy that provides patients with an atmosphere that is supportive of their needs, yet consistent with our philosophy of family-centered care. Patients have the right to choose who may visit them. In addition, the number of visitors may be dependent on the needs and comfort of the patient. Please check with your nurse to access that information on your unit. Note that for children and patients at the end of life, families may visit any time.

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 visitation, 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 pm, and they begin screening and issuing visitors’ passes at 8:30 pm. Visitors should access the facility between 8:30 pm and midnight through the Ambulatory Care Center (Level 2 or Level 3 entrances). After midnight, visitors should be directed through the Emergency Department.

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 them, patients place their order from the room service menu by calling 7-DINE (7-3463) from their 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 the patient's room 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.

MAIL
To send cards, letters or flowers, use:
Patient's Name
Floor and/or Room Number
The University of Vermont Medical Center
111 Colchester Avenue
Burlington, VT 05401

Stamps can be purchased at the Main Campus Gift Shop on Level 3 of the Ambulatory Care Center.
During Your Stay

**EMAIL**
To send an email greeting to a patient, visit [UVMHealth.org/MedCenter](http://UVMHealth.org/MedCenter) and click on Community Resources, then look for Volunteers.

**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.

**VOLUNTEER SERVICES AND FAVORS PROGRAM**
The University of Vermont Medical Center volunteers can assist patients with a phone call, email, food or beverage room service, movies, music, games, knitting and other requests. **Dial 1-2-3** from any inside phone to reach the FAVORS office Monday–Friday, 9 am–4 pm.

**BOOK CART**
Our volunteers make rounds throughout our inpatient areas every day with a book and magazine cart. If you miss the cart and would like to borrow a book or magazine, **dial 1-2-3** from any inside phone to make your request, and a volunteer will deliver the book or magazine to your room.

**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 librarian and health educator help patients and their families learn more about their health, medical conditions and area resources. Please call **(802) 847-8821** from 9 am–5 pm, Monday–Friday, if you would like to have us visit your room with information and educational materials.

**PATIENT AND FAMILY ADVOCACY**
Patient and Family Advocacy works to support the best possible patient experience. Advocates can serve as a liaison among 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** or stop by our office, located in Smith 306 in the corridor connecting the Ambulatory Care Center to our inpatient facility on the Main Campus.
**INTERPRETER SERVICES**
Interpreters for sign and spoken language are available for many languages and for hearing-impaired or deaf patients. Arrangements can be made through Case Management by calling (802) 847-5826 between the hours of 8:30 am and 5 pm, Monday–Friday. After 5 pm, and on weekends and holidays, please call (802) 847-0000, and request the on-call social worker for assistance.

**SPIRITUAL CARE**
A chaplain is available for patients and families 24 hours a day. 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 Ambulatory Care Center, 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-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 Customer Service from 8:30 am–4:30 pm, Monday–Friday (802) 847-8000 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. He/she will evaluate your individual care needs with you and, after consulting with your care team, will help you decide which services are most appropriate to support your continuing care. This might include home health care, medical equipment or a rehabilitation facility or other community services. They will also offer you the choice of an agency or provider where there is a choice.

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 Ambulatory Care Center. Or, we can call or email a prescription to your local pharmacy.
"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
At The University of Vermont Medical Center, we are committed to providing you with high-quality, respectful care, to honor your legal rights, and to strive to meet your expectations. This requires honest communication among 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 am – 4 pm
Phone   (802) 847-3500
Fax     (802) 847-0384
In Person  Smith 306, Level 3, 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 concerns at that time. If your complaint requires further review, that will be explained and an Advocate will provide a response within seven business days. You will receive a written letter of response within 30 business 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.

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.

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.

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

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

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

UNDERSTAND your health care organization’s experience in treating your type of illness.

PARTicipate in all decisions about your treatment.
Your Rights & Responsibilities

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 dlp.vermont.gov/protection/report
Mail Division of Licensing and Protection
103 South Main Street
Waterbury, VT 05671-2306

ADVANCE DIRECTIVES
An Advance Directive is a very effective way to make sure that a patient’s wishes are followed. In an Advance Directive, a patient can specify which treatments he or she wants (or doesn’t want) and can name a family member or friend as their health care proxy (agent), someone who would make medical decisions for them if they weren’t able to do so on their 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, 7 days a week. To obtain an ethics consultation, call Clinical Ethics at (802) 847-2000.

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 (802) 847-1250.
OUR ELECTRONIC HEALTH RECORD
The University of Vermont Medical Center is among the top 3 percent of hospitals nationwide with a fully integrated electronic health record. By integrating electronic patient medical records across all our sites, the electronic health record ensures that providers have access to information in a fast, comprehensive and consistent fashion.

The electronic health record also protects the privacy and security of our patients’ medical information through protections that are built into the system.

For patients, this means that all your health information is available in your electronic health record. As an inpatient, your experience will be much smoother, with all your health information in one place. Throughout your inpatient experience, your providers document every aspect of your care in your electronic health record at the time that it occurs. This information will be instantly available to all the providers on your care team, ensuring seamless collaboration from registration to care to discharge.

With the electronic health record in place, we can also streamline your discharge process by electronically communicating all pertinent information regarding your stay to your primary care provider for follow-up, and by sending your prescriptions to your local pharmacy so that they will be ready for pick-up once you are home.

MYHEALTH ONLINE
MyHealth Online offers secure, electronic access to your medical record from your computer, any time of the day or night. With MyHealth Online, 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/MyHealthOnline.

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 to think about and prepare any questions in advance.

“We believe in providing the highest quality care in the region, and we work hard to deliver that care every day.”

JOHN BRUMSTED, MD | CEO, The University of Vermont Medical Center and The University of Vermont Health Network
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
We are committed to the development of an Integrated Delivery System that provides high-value health care to the communities we serve and enhances our academic mission.
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 ..................................................................... 4-9000
FAVORS Office ..................................................................... 123
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 .................................................................... 7-2000
Organ Donation ................................................................... 7-1250
Billing Inquiries ................................................................... 7-8000

LOCAL PHONE CALLS
There is no charge for local calls from your bedside phone. Dial 9 before the number.

LONG DISTANCE CALLS
You may use a calling card to make a long distance call from the bedside. If you need to make a toll-free call from the bedside, please speak to your nurse.

CELL PHONES
Cell phones should not be used in certain areas of the hospital, such as our intensive care units. Please look for signs in these areas.

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

The University of Vermont Medical Center
111 Colchester Avenue
Burlington, VT 05401
(802) 847-0000

Dialing In & Out