



THE PATIENT CARE PARTNERSHIP

**A GUIDE TO KERNAN
ORTHOPAEDICS AND REHABILITATION**

KERNAN

 **KERNAN ORTHOPAEDICS
AND REHABILITATION**

www.Kernan.org



OUR MISSION

Kernan Orthopaedics and Rehabilitation delivers innovative, high-quality, safe and cost-effective rehabilitation and surgical services to the community and region. We provide:

- An interdisciplinary continuum of care, including inpatient and outpatient surgery, rehabilitation, and additional services as required;
- A site for public and professional health care education and research;
- A proactive environment for patient safety, implementing improvements as patient safety risks are identified.

OUR VISION

Kernan Orthopaedics and Rehabilitation will be widely recognized as an integral component of the University of Maryland Medical System in its role as:

- A regional hospital specializing in the provision of acute, chronic and outpatient rehabilitation services;
- A regional hospital specializing in the provision of a full array of orthopedic services for adults and children;
- A high quality provider of specialized medical and surgical programs.

OUR PLEDGE

Kernan Orthopaedics and Rehabilitation fully and actively supports equal opportunity for all people, regardless of race, color, religion, age, gender, sexual orientation, language, socioeconomic status, national origin or disability.

ACCREDITATION

- Joint Commission on the Accreditation of Healthcare Organizations (JCAHO)
- The Commission on Accreditation of Rehabilitation Facilities (CARF)
 - Comprehensive Integrated Inpatient Rehabilitation
 - Spinal Cord System of Care
 - Brain Injury Comprehensive Integrated Inpatient
 - Stroke Specialty Program

Welcome to Kernan Orthopaedics and Rehabilitation!

We are committed to working with you and your family to meet your health care needs. Our dedicated staff serves the community in all its diversity. Our goal is to provide you and your family with the same care and attention we would want for our families and ourselves.

This handbook will help you and your family find the places, people and services to assist you during your stay here. It introduces many of the professionals who may treat you at Kernan. It also explains some of the basics about how you can expect to be treated during your hospital stay.

If you have questions at any time, please ask them. Unasked or unanswered questions can add to the stress of being in the hospital. Your comfort and confidence in your care are very important to us. Also, if you see ways we can better meet your needs, please let us know.

We're looking forward to working with you towards your rapid recovery, discharge and return to the community.

Sincerely,
The Staff of Kernan Orthopaedics and Rehabilitation



INVOLVEMENT IN YOUR CARE

YOUR INTERDISCIPLINARY TREATMENT TEAM

Whether you are at Kernan for rehabilitation or for surgery, you will be cared for by a treatment team. These caregivers will work closely with you and your family and get to know you. Your treatment team may include some or all of these professionals:

PHYSICIAN/SURGEON

All patients are assigned a physician/surgeon. Your primary physician (also called the “attending physician” or “surgeon”) is a specialist in your area of need. They examine you and diagnose your medical condition, as well as plan your treatment. Your physician examines you and consults with you and your family about your progress. You may also meet with other medical specialists on our staff, if necessary. On some areas the Physician Assistant or Nurse Practitioner may assist in managing your care.

NURSE

Nurses provide much of your direct, day-to-day care while keeping track of all the care you receive. They administer medications, dress and treat wounds, monitor your nutrition, and regularly check your blood pressure and other vital signs. Many of our nurses are certified in specialty areas.

Nursing delivers a “partnership model of care,” which incorporates registered nurses, licensed practical nurses, nursing technicians, and certified specialized nursing assistants working together. Clinical nurse specialists and nurses also provide the patient education you and your family need to help you learn to take care of yourself before you are in the hospital and after you leave.

PHARMACIST

A pharmacist distributes medicines throughout the hospital and reviews every medication order that you are prescribed while you are a patient here at Kernan. They monitor for drug allergies, drug interactions and lab values to ensure you are receiving the right medication at the correct dose for your medical condition. There is a pharmacist available 24 hours a day and they can be consulted regarding any medication issue. Upon discharge there is an outpatient pharmacist on duty Monday – Friday to fill your prescriptions.

PHYSICAL THERAPIST (PT)

Your PT shows you ways to build strength, balance, coordination, and endurance to help you improve your mobility. The PT evaluates your mobility (walking) and identifies the best methods to maximize your independence at home and in the community. PTs may identify assistance devices (wheelchair, walker, and/or cane) to meet your specific need.

OCCUPATIONAL THERAPIST (OT)

Your OT assists you with maximizing your independence in activities such as dressing, bathing, toileting and meal preparation. This may be accomplished through training in the use of adaptive equipment, upper body strengthening and coordination activities, splinting, and cognitive or visual perception exercises.

SPEECH-LANGUAGE PATHOLOGIST (SPEECH THERAPIST)

Speech therapists evaluate patients and help them improve their ability to speak, write, hear and swallow. For example, if you have a physical problem that makes it hard for you to form words and sounds, or you have a problem remembering words or understanding speech, the

speech therapist can help. They may also teach you how to use an electronic or computerized communication system.

THERAPEUTIC RECREATION SPECIALIST

Therapeutic recreation specialists help you regain the physical, mental, emotional and social skills you need to take part in hobbies, sports, reintegration to the community and other activities. They may lead outings to restaurants, sports events or other community settings so that you can practice using skills you will need when you leave the hospital. Your specialist may also work with you one-on-one to help you to resume your former activities or develop new interests.

CASE MANAGER

Your case manager meets regularly with you and your treatment team. He or she keeps your family and insurance company informed about your progress toward goals. He or she assists with your questions or problems.

Your case manager helps with necessary preparations for discharge. Before you are discharged, he or she may provide educational information and referrals to other sources to address your post discharge needs.

REGISTERED DIETITIAN

All patients are evaluated for nutritional risk upon admission by nursing staff. Patients who are identified to be at nutritional risk are monitored by the registered dietitian throughout their stay. The dietitian may counsel you and your family about your special diet needs and concerns. You may also contact your dietician for diet order questions during your stay at Kernan.

NEURO-PSYCHOLOGIST

A neuro-psychologist may meet with patients who have specific disabilities at various points in their treatment to test their awareness, ability to think and make judgments, and their emotional state. Neuro-psychologists may also provide psychological and supportive counseling to patients and their families.

PAIN MANAGEMENT SERVICES

Pain is the “fifth vital sign.” Kernan is fortunate to have experts in this field, which include anesthesiologists and specialty nursing and complementary medicine staff.

The Kernan staff is committed to managing your pain during your hospital stay. Since the experience of pain is individualized, you will be asked to describe and rate your pain. We have a team of pain management physicians and nurses who can be consulted in order to make your stay more comfortable. Services include complementary medicine and acute and chronic pain management services.

PSYCHIATRIST AND PSYCHIATRIC LIAISON NURSES

If you are anxious, depressed, cannot sleep or have extreme pain, your physician may request a consult by a member of the psychiatry staff. The psychiatrist and his or her staff will give treatment advice to you and your caregivers.



WHAT TO EXPECT DURING YOUR HOSPITAL STAY

PREPARING YOU FOR ADMISSION TO THE REHAB PROGRAM

Patients and family need to be prepared that the rehabilitation level of care provides a different mix and number of licensed personnel. Please ask the team what the expected nurse to patient ratios and the patient to aide ratios are for the unit.

HIGH-QUALITY CARE

Our first priority is to provide you with the care you need, when you need it, with skill, compassion, and respect. Tell your caregivers if you have concerns about your care or if you have pain. You have the right to know the identity of physicians, nurses and others involved in your care, and you have the right to know when they are students, residents or other trainees.

Please share any concerns you may have with your nurse or individual in charge of that area. Your nurse will document your concern and will share them with the manager/director of the area. You will be contacted by the manager/director within 24 hours to explain the investigation process, and you will be given a time frame to expect a response or resolution. If you wish to discuss your concerns at the next level, please contact the Director of Quality Services at 410-448-6733, or the Executive Office at 410-448-6895. Hospital quality of care concerns may be made to the Office of Health Care Quality (State of Maryland) at 877-402-8090, and/or the Joint Commission's Office of Quality Monitoring at 800-994-6610.

CAUGHT YOU AT YOUR BEST

If you are especially satisfied with the care received from an individual staff person, then complete our "Caught You At Your Best" form. These forms are located at various areas throughout the hospital. It gives you the opportunity to acknowledge any special services you feel you received during your stay.

A SAFE AND CLEAN ENVIRONMENT

The Kernan staff works hard to keep you safe. We use special policies and procedures to avoid mistakes in your care and keep you free from abuse or neglect. If anything unexpected and significant happens during your hospital stay, you will be told what happened, and any resulting changes in your care will be discussed with you. If you have any safety concerns dial our OOPS hotline. (448-6677)

A housekeeper is scheduled to clean each patient's room daily. The housekeeping staff works to ensure your environment is safe and practices to maintain our infection control policies. You may not see your housekeeper if you are in therapy. If you have questions or concerns, please call extension 6281.

INVOLVEMENT IN YOUR CARE

You and your team often make decisions about your care during your hospital stay. The decision-making process should include:

- 1) Discussing your medical condition and information about medically appropriate treatment choices.

- 2) Understanding your health care goals and values.
- 3) Discussing your treatment plan.
- 4) Getting information from you.
- 5) Understanding who should make decisions when you are unable to make them. It is recommended that you select one individual to be the family's spokes person. This individual will be included in sharing information regularly your call and would be responsible for sharing this information with family members and close friends.

PROTECTION OF YOUR PRIVACY

We respect the confidentiality of your relationship with your team and the sensitive information about your health and health care that are part of that relationship. State and federal laws and hospital operating policies protect the privacy of your medical information. You will receive a Notice of Privacy Practice that describes the ways that we use, disclose and safeguard patient information and explains how you can obtain a copy of information from our records about your care.

PREPARING YOU AND YOUR FAMILY FOR WHEN YOU LEAVE THE HOSPITAL (DISCHARGE PLANNING)

For rehabilitation patients: Discharge planning begins in the hospital when you are evaluated by the rehabilitation team. Your team at Kernan will help you prepare for discharge and teach you and your family how to best care for you at home or in other appropriate settings. Before you leave, your physician may prescribe medications and supplies to use at home. Your physician and treatment team may recommend home-based or outpatient-based therapy services. Kernan Orthopedics & Rehabilitation offers a hospital-based outpatient therapy program as well as two satellite practices in Woodlawn and Timonium. He or she may schedule a follow-up visit to check your progress. (A member of your treatment team may also call you at home to see how you are doing.) The success of your treatment often depends on your efforts to follow medication, diet and therapy plans. Your discharge date is subject to change based on your progress.

Your family may need to help care for you at home. You can expect us to help you identify resources for follow-up care and to let you know if Kernan has a financial interest in any referral setting. As long as you agree that we can share information about your care with them, we will coordinate our activities with your caregivers outside Kernan. You can also expect to receive information and, when possible, training about the self-care you will need when you go home.

On the day of discharge please arrange with your family or friends to be picked up prior to 1p.m.

For surgery patients: The case manager on your unit reviews your chart each day and updates your insurance company on your progress toward meeting treatment goals. The case manager also discusses your condition and the level of services you're receiving with your treatment team. They use this information to determine your discharge date and resources you may need when you leave the hospital.



ATM

An ATM is located in the main lobby of the hospital.

AUXILIARY/VOLUNTEERS

The Auxiliary supports the hospital through services and fundraising activities. The funds are used for programs and equipment to help patients. Throughout the hospital, volunteers augment the staff's efforts and provide an extra dimension to the patient's care. If you want to learn more or would like to join our Auxiliary or be Kernan volunteer (you must be at least 14 years old)—call the Coordinator of Customer/Community Service at 410-448-6748.

BARBER/BEAUTICIAN

Kernan offers a list of licensed hair care individuals who will provide services during your hospital stay. All barbers/beauticians listed set their own appointment times and fees for service. Please call them directly to schedule an appointment and/or to inquire about services and fees. Each nursing unit has a current list at the reception desk.

CHAPEL/CLERGY

The hospital chapel is open 24 hours a day for you, your family and visitors. It is located on the Terrace Level. There are both a nondenominational service and a Catholic communion service every Sunday. If you would like a chaplain of a certain faith to visit you, please ask your nurse.

DENTAL SUITE

Our dental suite, which is unique among rehabilitation hospitals, provides a variety of services. These services include evaluation, hygiene, restoration, prosthetics, endodontics and oral surgery. If you are an outpatient, you may call and make an appointment for dental services at 410-448-6290.

EATING FACILITIES/CAFETERIA

Kernan has several dining areas for patients and their families. If you are at Kernan for rehabilitation, you will eat most of your meals in the dining room or in your room on the unit. Sometimes there are situations that may require you to have in-room service. If you are at Kernan for surgery, you will receive your meals in your room. If you have dietary or meal concerns, contact your nurse.

Our cafeteria is open for breakfast, lunch and dinner. It offers a variety of meal choices.

Cafeteria Hours:

Monday Through Friday
 Breakfast 6:30 – 9:30 a.m.
 Continental Breakfast 9:30 – 10:15 a.m.
 Lunch 11:00 a.m. – 2:30 p.m.
 Snacks and Lite Fare 3:00 – 4:00 p.m.
 Dinner 4:00 – 6:30 p.m.

EDUCATIONAL PROGRAMS

A variety of educational programs are open to patients and families. Your team will invite you to programs that may be of interest to you. Please ask for information about in-house activities at any time.

FIRE ALARMS

Regular fire/disaster drills keep our staff skilled in safety procedures. If you hear a fire alarm, you may be asked to return to your room and the door will be closed. Your visitors should stay with you. Never use the elevators during a fire drill. If you are in a therapy area, follow the instructions of staff in that area. Visitors who are in the lobby will be asked to remain there until the end of the drill.

GIFT SHOP

Our gift shop, located off the main lobby, is open from 10:00 a.m. to 7:00 p.m. daily and 2:00 to 6:00 p.m. on weekends. The shop sells gifts, toiletries, phone cards, snacks and candy, cold drinks, cards, magazines and newspapers. Staffed by volunteers, the gift shop benefits the Kernan Auxiliary.

HEALING GARDEN

The Healing Garden provides a unique environment for parents, families, staff and visitors. Utilizing the harmonious balance between body and mind, the garden has been designed to stimulate one's visual, auditory and olfactory senses through the choice of plants, sound and color. Various ground patterns and textures are incorporated to challenge mobility skills and prepare for community reintegration. Please ask a staff member for directions to the garden.

HEARING-IMPAIRED SERVICES

We have TTY (text telephone for the deaf) equipment available for your use. Please ask your nurse or speech therapist and they will be happy to provide a TTY. Maryland Relay may be accessed by dialing 1-800-735-2258.

ILLEGAL SUBSTANCES/ALCOHOL

Alcohol and illegal substances are not allowed in the building or on hospital grounds. Use of alcohol or illegal substances on Kernan property can result in legal action or immediate discharge.

IMAGING CENTER

A CT scan / MRI are located on the campus of Kernan and can be utilized when an inpatient or an outpatient.

INSURANCE COVERAGE

Private insurance, Medicaid and managed care benefits will be verified prior to admission, and prior authorization for admission will be obtained. **This is not a guarantee of payment.** If you need help understanding your insurance coverage or health plan, start with your insurance company or health benefits manager. If you do not have health coverage, we will try to help you and your family find financial resources or make other arrangements. We need your help with collecting information and other requirements to obtain coverage or assistance. Our staff members will file claims for you with health care insurers or other programs, such as Medicare and Medicaid. They also will help your physician with necessary documentation or hospital bills and insurance coverage. If you have questions about your bill, contact patient financial services' customer service representative at 410-821-4140.

INTEGRATED MEDICINE

Physicians trained in both conventional and complementary medicine work with skilled complementary practitioners to offer individualized care and treatment options. Services offered include acupuncture, yoga, mindfulness based stress reduction (MBSR), nutrition counseling, craniosacral therapy, hormone and herbal counseling and healthy aging consultations. Please call 410-448-6361 for additional information or to schedule an appointment. Our Web site is www.compmed.umm.edu.

INTENSIVE CARE UNIT / INTERMEDIATE CARE UNIT

Kernan offers a higher-level intensity unit for those patients who require mechanical ventilation or temporary hemodynamic monitoring. This unit is staffed by fellowship-trained intensivists, critical care nurses and a critical care physician assistant. Twenty-four hour coverage is managed by a physician on site.

In the event that you or your family member requires transfer to a tertiary care

center due to worsening medical status, the staff, in consultation with your attending physician, will arrange for transport. Our intention is to accept you back to our unit for transition to rehabilitation, once medically suitable.

INTERPRETER SERVICES

A language or sign language interpreter will be provided based on patient need.

JOINT REPLACEMENT CLASS

Kernan offers a weekly class for patients who are to undergo hip or knee replacement surgery. This class is presented by the Total Joint Coordinator (clinical nurse specialist), physical therapist, occupational therapist and case manager. For further questions call 410-448-6479.

LAUNDRY

Families are encouraged to label all patients' clothing and take items home for laundering. If this is not possible, free washers and dryers are available for patient and family use on each floor in the rehab center. You will need to bring detergent.

MAIL

Your mail will be delivered to your room. It will reach you faster if the address includes your full name and room number. After your discharge, we will send mail to your home. A mailbox is conveniently located in the hospital's main entrance for outgoing mail.

MEALS

Menus are carefully planned by dietitians. They offer you a selection of appetizers, entrees, vegetables, beverages and desserts at each meal. We also have a special menu for children. The menus follow a three-week cycle, for greater variety. You may order guest trays for your visitors for a fee.

Let us know how you like the meals we serve. Thanks to our menu-review process, we are always changing our menus to please our patients. Our dietitians and food managers can be reached at any time at 410-448-6422 to answer your questions.

Patients often inquire about receiving food from the cafeteria. Any patient may come to the cafeteria to purchase food, but cafeteria food is not made available to patients through the patient meal program.

MEDICATIONS

No medication (including vitamins and supplements) is to be kept at the bedside unless specifically ordered by your Kernan physician. All medications are issued by the hospital pharmacy and administered by the nurse. Unless you have been specifically told otherwise, send all medications home with your family.

OUTPATIENT THERAPY

Kernan has several outpatient therapy sites. Those sites are located in Woodlawn, Timonium and on the Kernan campus. For more information contact x-xxx-xxx-xxx for the closest site nearest you.

PHARMACY

Kernan has an on-site pharmacy that serves both employees and patients. On the day of discharge, you or a family member can stop by with your discharge prescriptions and have them filled before you leave. The pharmacy is open weekdays from 8:30a.m. – 4:30p.m. Please call 410-448-MEDS(6337).

PARKING

Free parking is available for patients and visitors. Handicapped-accessible parking is located near the main entrance.

PERSONAL ITEMS AND VALUABLES

If you are staying for any length of time, you may want to bring a few personal items from home (photographs, etc.). We cannot accept responsibility for these items, **so please do not bring valuable things!**

Please label all personal items with your name or initials. You may want to keep a small amount of money to buy personal items and snacks.

POOL

Kernan has a large therapy pool with a pool side lift for those who need it. The pool is used by therapy teams to help patients who need aquatic therapy or other fitness and recreation programs.

RADIOLOGY SERVICES

Kernan's X-ray department, located next to Surgery, provides basic radiology services.

SECURITY

We have security officers on duty 24 hours a day. If you would like a security officer to escort you to your car, please do not hesitate to request their assistance.

SMOKING

Because we are committed to a healthy environment for our patients, visitors and staff, Kernan is a smoke-free environment. Smoking is not allowed anywhere in the facility. Designated outdoor areas where smoking is permitted are available until 7/1/08 when the campus is designated "Smoke Free."

SUPPORT GROUPS

Regular meetings of support groups (such as the Stroke Club and the Brain Injury, Spinal Cord Injury, Amputee and other groups) give patients a chance to discuss common concerns and problems and look at possible resolutions or options.

The Brain Injury Association of Maryland has its office at Kernan and is also a resource for patients and their families. If you would like to participate or want to know more about the groups, please call the Coordinator of Customer/Community Service at 410-448-6748.

SURGICAL SERVICES

Preadmission testing—Testing is required for surgery and can be arranged at Kernan or with your surgeon's office prior to surgery. If you have any questions, please call 410-448-6719 and ask for the registration nurse.

TELEPHONE

Local telephone service is free for all Kernan patients. You may bill long-distance calls to your own telephone calling card. If you have any trouble with your telephone service, please call the Kernan operator (dial O). If you need TTY (text telephone for the deaf) equipment, please speak with your nurse, speech therapist or case manager. Pay phones are located off the Grand Hall and on the Terrace level near the conference center.

TELEVISION

Each patient is provided with free cable television service.

TUTORING/SCHOOL

If you are 17 or younger, you must, by law, keep up with your school-work. A teacher from your school system may be provided to work with you. Discuss this with your case manager.

VENDING AREA

Located inside the dining area, the vending machines offer drinks and snacks. This area is open 24 hours a day.

VISITING HOURS

12:00p.m. – 8:30p.m. daily.

Contact your nurse if you need special visiting hours.

ICU: Families are to work with the nursing team based on patient needs and wishes.

PATIENT SAFETY

Kernan Orthopaedics and Rehabilitation is committed to ensuring the best possible health outcome for every patient. In our efforts to support patient safety and reduce errors, we encourage patients to ask questions regarding all aspects of their medical care. Being involved in every decision about health care can lead to better results.

TIPS TO IMPROVE YOUR SAFETY

Here's how you can help to achieve better outcomes (these topics are discussed at length in the following pages):

- 1) Be a part of your health care team.
- 2) Medication safety.
- 3) Open communication with your health care providers.
- 4) Handwashing.

WHAT YOU CAN DO

The single most important way you can help optimize your care is to be an active member of your health care team. That means insisting on taking part in every decision about your health care. Research shows that patients who are more involved with their care tend to get better results.

It is important that you learn about the medication prescribed to treat your illness and find out when you can return to your regular activities. When you are discharged from the hospital, ask your physician or nurse to explain the treatment plan you will use at home.

MEDICATION SAFETY

Make sure all of your physicians and nurses know about the medications you are taking—including prescriptions, over-the-counter medications and dietary supplements such as vitamins and herbs.

Make sure your care provider team knows about any allergies and adverse reactions you have had to medication(s) and/or food. This information can help you avoid getting a medication that can harm you.

Ask for information about your medication when it is prescribed and when you receive it. Make sure that caregivers give you the information in terms you can understand. Each time a caregiver administers a drug (even intravenously), ask what it is. Also, consider asking the following questions:

- What is this medication for?
- How am I supposed to take it, and for how long?
- What side effects are likely? What do I do if they occur?
- Is this medication safe to take with other medications or dietary supplements?
- What foods, drinks, or activities should I avoid while taking this medicine?

OTHER STEPS YOU CAN TAKE

- Speak up if you have questions or concerns.
- Insist on an answer.
- Do not be afraid to question anyone who is involved in your care.
- Do not be afraid to gently remind any caregiver to wash their hands before caring for you.
- Make sure that someone, such as your personal physician, is in charge of your care.
- Provide all health professionals involved in your care with accurate information about yourself. This is especially important if you have many health problems.
- Ask a physician or nurse about results of all tests performed. Don't assume that no news is good news.
- Ask physicians and nurses involved in your care about your condition and treatment during your hospital stay.
- Upon discharge from the hospital, ask your physician and nurses to explain the treatment plan you should use at home.
- Ask a family member or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't). Even if you think you don't need help now, you might need it later.
- Know that more is not always better. It is a good idea to find out why a test or treatment is needed and how it can help you.

HANDWASHING

Handwashing is an important way to prevent the spread of infections in hospitals. All employees, as well as patients and visitors, should regularly wash their hands and or use hand sanitizer.

SURGERY

Ask for the following information about your surgery in terms you can understand:

- Who will assist with my surgery?
- What is involved?
- How long will it take?
- What are the risks involved?
- How long will my recovery be?
- What are the expected outcomes?

If you are having surgery, make sure that you, your physician, your surgeon and anesthesiologist all agree and are clear on exactly what will be done, as well as the location of the surgery on your body.



YOUR RIGHTS

You have the right to participate in your own patient safety. If you need assistance while you (or a family member) are a patient at Kernan Orthopaedics and Rehabilitation, please contact the Manager/Director of that area.

Kernan respects your personal preferences and the values of each person. We believe that you play a vital role in your own health care, and we consider you a partner in your care. When you are well-informed, take part in decisions about your treatment and communicate openly with those who care for you, you help make your care as effective as possible.

WHEN YOU ARE A PATIENT AT KERNAN YOU HAVE THE RIGHT TO:

- Considerate, respectful care, free of retaliation, humiliation or fear of retribution.
- A reasonable response to requests for care. The hospital will evaluate, treat or refer you. If you are transferred you will be told why and what other choices you have. You will not be transferred until another facility accepts you (except for emergencies).
- Receive the information you need from your physician in a timely manner to decide about treatment and procedures. Except in emergencies, the information should include:
 - Specific procedure or treatment
 - Risks involved
 - Recovery time
 - Other treatment choices
 - Names of your physicians or nurses
- Know if your treatment is experimental. You may refuse to take part in research studies.
- Know the names and roles of people treating you.
- Refuse treatment, as allowed by law. You will be told the medical effects of refusing treatment.
- Continued care, within reason. At discharge, you may be given the name, location and hours of a physician or clinic for follow-up of your care.
- Recognition of diversity and sensitivity to your unique cultural, religious, spiritual, and ethnic beliefs and preferences.
- Receive your care in a safe and secure environment without discrimination due to age, race, religion, gender, sexual preference, ethnic origin, or ability to pay.
- Be involved in ethical decisions related to your treatment.
- Make decisions about future care should you become unable to communicate. You may choose someone to make healthcare decisions for you and protect your rights, as allowed by law.
- Privacy. Your history, exams and treatment are confidential. Observers must have your permission to be present.
- Confidentiality of medical records and information.
- Review your medical records, and have them explained, unless limited by law, and request to add information to the record.
- Know about the hospital relationships with other institutions as they affect your care. You have the right to know about professional associations among people caring for you.
- Know which hospital rules apply to your conduct.
- Assessment and appropriate management of pain.
- Examine your bill and have it explained, no matter how it is paid.
- Know about hospital resources, such as case managers or ethics committees, that can help you resolve problems and answer questions about your hospital stay and care.
- Voice complaints about the quality of your care. Discuss concerns with your physician, nurse, other health care workers or hospital representative. In an emergency, on weekends and during evening hours,

you may be referred to the administrator-on-call.

- Refuse to perform tasks in or for the benefit of the hospital.

YOUR RESPONSIBILITIES:

- Provide information about your health: past and present.
- Tell staff if you do not understand your diagnosis, care or treatment.
- Tell the staff if you cannot follow the instructions you received.
- Keep appointments or call to cancel if you cannot keep your appointment.
- Follow hospital rules and regulations. Hospital rules protect the rights and comfort of all patients.
- Be considerate of others. You are responsible for your visitors' behavior.
- Make arrangements for paying bills. Ask any questions about your bill as soon as possible.
- Follow all safety measures.
- Follow instructions for discharge (e.g. home exercises, medications, safety precautions, etc.).
- Recognize the effect of life style on your personal health. Know that, long-term, your health depends not on your hospital care alone, but also on the decisions you make in your daily life.
- Treat employees of Kernan with respect and dignity.

ADVANCE DIRECTIVES

As an adult, you generally have the right to decide if you do or do not want medical treatment, unless you are not mentally competent. This includes the right to decide whether you want treatment that extends life, such as use of life-support machines or feeding tubes.

Sometimes an accident or illness takes away your ability to make health care choices, but the decisions must still be made. If you are unable to make them, others will make them for you. They will decide based on your wishes or your best interests if your wishes are unknown. Maryland law gives you the right to make many health care decisions in advance through an "Advance Directive." In your Advance Directive, you may name your health care "agent," (a close relative or other person you trust) who will be allowed to make your health care decisions when you cannot. You may also state your preferences for receiving treatment, especially life-sustaining procedures.

FOR MORE INFORMATION REGARDING ADVANCE DIRECTIVES

Upon admission, all patients are asked if they have an Advance Directive. Additional information can be provided that will detail your rights and options. If you have legal questions about your rights, please talk to a lawyer. Also talk to your health care provider about medical issues involved in your case. 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 the Attorney General's Office, Opinions Division, 200 St. Paul Place, Baltimore, MD 21202 or call 410-576-7000.

PATIENT CARE ADVISORY COMMITTEE

Kernan recognizes that patients, relatives and medical personnel may

encounter difficult decisions regarding courses of treatment. At your request, the Patient Care Advisory Committee (Kernan's ethics committee) will provide consultation and emotional support for patients

and families facing serious clinical issues. The committee is made up of professionals from many different disciplines. For information, contact the Kernan Executive Office at 410-448-6701.



NOTES

TELEPHONE DIRECTORY

GENERAL INFORMATION

410-448-2500

PATIENT PLACEMENT

410-448-6260

AMBULATORY CLINICS

- Amputee
410-448-6383
- Community/Pediatric Orthopaedics
410-448-6450
- Total Joint/Spine
410-448-6450
- Rehabilitation/Neurology
410-448-6383
- University of Maryland
Orthopaedic Association
410-448-6400

CASE MANAGERS

410-448-6821

Customer/Community Service

410-448-6748

DENTAL SERVICES

410-448-6290

INPATIENT UNITS

- Stroke Unit (CVA)
410-448-6244
- Spinal Cord/Multi-Trauma
410-448-6264
- Comprehensive Medical Rehabilitation
410-448-6263
- Brain Injury
410-448-6241
- Intensive Care Unit
410-448-6354
- Medical Surgical Unit
410-448-6813

JOINT REPLACEMENT CENTER

410-448-6479

KERNAN OUTPATIENT PHARMACY

410-448-MEDS (6337)

OUTPATIENT SURGERY CENTER

410-448-6719

PATIENT FINANCIAL SERVICES

410-821-4140

PAIN MANAGEMENT CENTER

410-448-OUCH (6824)

SECURITY

410-448-6340

TTY

1-800-735-2258

UNIVERSITY POST-ACUTE CARE SERVICES

410-328-8680



KERNAN ORTHOPAEDICS AND REHABILITATION
2200 Kernan Drive
Baltimore, MD 21207
410-448-2500

www.Kernan.org



FROM THE BELTWAY (695): Take exit 17 east onto Security Boulevard (Woodlawn). Approximately two miles east of the Beltway, turn left at the light onto Kernan Drive and follow it across Windsor Mill Road into the hospital driveway.

FROM I-70 (OR BELTWAY EXIT 16): Follow "Local Traffic" to Security Boulevard. At the second light, turn right onto Kernan Drive and follow it across Windsor Mill Road into the hospital driveway.

FROM RT. 40 WEST (BALTIMORE CITY): Make a right at Cooks Lane and follow onto Security Boulevard. Turn right onto Kernan Drive and follow it across Windsor Mill Road into the hospital driveway.