

SIBLEY MEMORIAL HOSPITAL

patient and care partner resource guide



SIBLEY MEMORIAL
HOSPITAL

JOHNS HOPKINS MEDICINE

Sibley Memorial Hospital
5255 Loughboro Road, NW, Washington, DC 20016
202-537-4000 | Sibley.org



SIBLEY MEMORIAL
HOSPITAL

JOHNS HOPKINS MEDICINE

17. SHUTTLE SCHEDULE

<p>FROM TENLEYTOWN METRO TO SIBLEY MEMORIAL HOSPITAL</p> <p>PICK-UP LOCATIONS 1) Albermarle St. NW/Fort Dr. NW 2) Albermarle St. NW/40th St. NW</p> <p>AM</p> <p>6:00 6:40 7:20 8:00 8:40 9:20 10:00 11:15</p> <p>PM</p> <p>noon 12:45 1:30</p>	<p>FROM SIBLEY MEMORIAL HOSPITAL TO TENLEYTOWN METRO</p> <p>PICK-UP LOCATIONS 1) Albermarle St. NW/Fort Dr. NW 2) Albermarle St. NW/40th St. NW</p> <p>PM</p> <p>2:35 3:15 3:55 4:35 5:15 5:55 6:35 7:15 7:55</p> <p>END OF SERVICE</p>	<p>FROM SIBLEY MEMORIAL HOSPITAL TO TENLEYTOWN METRO</p> <p>PICK-UP LOCATION Building A, Traffic Circle (5215 Loughboro Rd. NW)</p> <p>AM</p> <p>6:20 7:00 7:40 8:20 9:00 9:40 10:15 11:35</p> <p>PM</p> <p>12:22 1:07</p>	<p>FROM SIBLEY MEMORIAL HOSPITAL TO TENLEYTOWN METRO</p> <p>PICK-UP LOCATION Building A, Traffic Circle (5215 Loughboro Rd. NW)</p> <p>PM</p> <p>2:15 2:55 3:35 4:15 4:55 5:35 6:15 6:55 7:35 8:35</p>
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3. WI-FI & KEY PHONE NUMBERS

Wireless internet access is available throughout the campus. The service is free and provided for the convenience of patients and their care partners. To connect, select the “JHGuestNet” network from your device and accept the terms and conditions.

Key Phone Numbers

Admissions (registration)	202-537-4190
Billing (patient accounts)	443-997-3370
Case Coordination (discharge planning/social work)	202-537-4004
Chaplaincy Services	202-537-4084
Environmental Services (housekeeping)	202-537-4775
Family Activated Rapid Response	x7000 from any hospital phone
Financial Counseling	202-537-4160
Foundation	202-537-4257
Gift Shop (Serenity)	202-660-6474
Medical Records (health information management)	202-537-4088
Operator	202-537-4000
Patient Relations	202-537-4267
Physician Referral Line	1-855-546-3939
Room Service (meal requests)	202-227-3663 (FOOD)
Safety & Security	202-537-4674
Sibley Senior Association	202-364-7602
Telephone/TV Support	202-537-4070
Volunteer Services	202-537-4485

4. LANGUAGE INTERPRETATION AND SERVICES FOR THOSE WITH VISION OR HEARING IMPAIRMENTS

We want to make sure that the exchange of information between you, your family and your health care team is as clear as possible. That's why we offer our patients world language or sign language interpreters free of charge. If you need a professional world language or sign language interpreter, please call **410-614-4685, para español 1-844-765-9930**. If you have vision, speech, hearing and/or other impairments, our staff members can provide additional resources.

5. TRANSPORTATION, PARKING & VISITING

Transportation Shuttle service is available Monday through Friday between the Tenleytown Metro Station and Building A. See page 16 for shuttle schedule.

Parking Parking is available in the visitor's garage next to Building A for reasonable rates of up to \$12/day. We do not validate patient parking; however, if you are returning on the same day, please enter/exit the booth with an attendant and inform him or her that you will be returning.

Care Partner and Visitor Policy Care partners and visitors are a vital part of a patient's treatment and care.

What is the difference between a care partner and a visitor? A care partner is any adult the patient/parent or legal guardian wishes to have at the patient's side. The care partner may provide support and/or can be included in the patient's care decisions but may not override the legally authorized health care decision-maker (LAHD). Care partners and parents/legal guardians are welcome 24/7. One care partner can stay overnight with the patient (up to two care partners for pediatric patients or patients with a disability).

A visitor is anyone the patient/LAHD or parent/guardian chooses to visit the patient. An adult patient, or parent/guardian of a pediatric patient, can identify anyone they desire as a visitor. Visitors are welcome during visiting hours. Visiting hours at Sibley Memorial Hospital are 8:30 a.m. to 7 p.m. daily. Scan the QR code to review our Care Partner and Visitor Policy for more details.



Sibley is a tobacco-free environment. By eliminating smoking, our aim is to promote good health and well-being for the community that we serve.

Service Animals Sibley welcomes your service animal during your inpatient or outpatient visit to any of our facilities; however, if the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements. For more detailed information, call patient relations at **202-537-4267**.

16. MYCHART BEDSIDE

MyChart Bedside is a free tablet application that helps you become more involved in your care while you are in the hospital.

HOME →



With MyChart Bedside, you can:

- Put names to faces.
- See your medications.
- Learn more about your care.
- Read about your tests, procedures and treatments.

MyChart Bedside – Features and Navigation Tips

- The first time you use MyChart Bedside you will need to create a PIN. If you forgot your PIN, ask someone on your unit for a PIN reset. You will have 10 chances to enter your correct PIN before being locked out of MyChart Bedside.
- Hold the tablet in landscape orientation (sideways) for the best view of the MyChart Bedside menu. Scroll through menu items on the left side of the screen to access important information about your hospital stay, along with links to helpful resources.
- To control the volume, double tap the gray “Home” button.
- If you still cannot hear after turning up the volume, ask for a purple tablet that is enabled for headphones.
- To change the language to Spanish, go to Settings > General > Language and Region > iPad Language.
- Permission from a staff member is required before recording any audio or video on the iPad.
- You will need to use your own account to access apps such as Netflix or Kindle.

Check out the MyChart Bedside FAQ menu on your tablet to learn more. If you speak a non-English language, we offer you language assistance services, free of charge.

Please note: Not all patients are eligible for a MyChart Beside Tablet based on medical status and availability. Please inform your care team if you have any questions.

14. CODE OF BEHAVIOR

Sibley Memorial Hospital’s goal is to provide quality care in a safe environment — safe for staff, patients, families and visitors. Our code of behavior requires that each person treat others with courtesy and respect. Any verbal or physical behavior that causes staff, patients, families or visitors to feel threatened, uncomfortable or embarrassed is unacceptable. If an individual displays behavior that interferes with care or poses a risk to patients, visitors and/or staff, Sibley staff will initiate a behavioral plan. This plan is an agreement between the individual and Sibley staff regarding expectations to keep us all on track to improve the individual’s health.

Sibley expects all individuals in The Johns Hopkins Health System to refrain from:

- Using foul language, racist comments or name-calling
- Videotaping or recording without consent
- Threatening or attempting to intimidate anyone
- Making sexually explicit comments or suggestions
- Touching someone inappropriately
- Using physical violence
- Damaging hospital property

Those individuals who do not refrain from such behavior will be asked to stop. If such behavior persists, security will be notified and may result in patients being discharged, or family or visitors being escorted out of the hospital and denied re-entry.

Depending upon the behavior, the police may also be notified and the individual may be charged with a crime or be subject to other legal action.

Thank you for helping us maintain a safe environment.

15. PATIENT ID



Your safety is our number one priority at Sibley. One of the many ways we help ensure safety is by making sure that we properly identify our patients. Expect that we will ask you at a minimum, your first name, last name and date of birth when you come into the hospital, as well as before medications and treatments. You will receive a patient identification band with your name, date of birth, and Sibley identification number. We will use this identification band to verify your personal information throughout your stay with us. It is our mission to properly identify you, even if your stay with us is extended and you are familiar with our medical team. We appreciate your understanding as we take these very important steps for your safety.

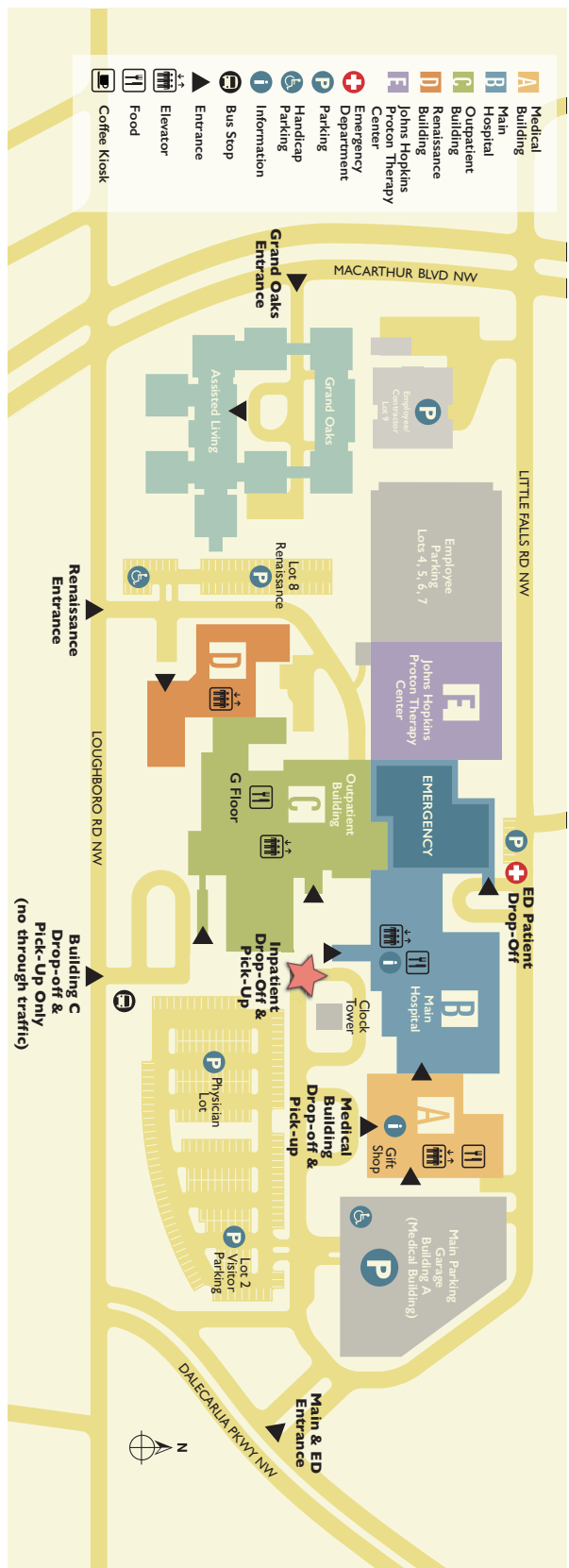
6. WHAT YOU CAN EXPECT FROM YOUR HEALTH CARE TEAM

Physician Team	Patients may have a variety of providers during their stay, such as hospitalists, physician assistants (P.A.s), attending physicians, surgeons and/or specialists. They are dedicated to ensuring you receive the best, safest, most efficient and personalized care during your hospital stay. Hospitalists (your Sibley doctors) provide 24/7 physician services to address issues quickly, communicate directly with primary care physicians at all critical decision points, directly manage patient care and coordinate with specialists and other services.
Nurses, Certified Nursing Assistants and Clinical Associates	Registered nurses (R.N.s) and advanced-practice nurse practitioners (N.P.s) provide care 24-hours-a-day. Certified nursing assistants (C.N.A.s) and clinical associates (C.A.s) help with routine care. A nurse leader oversees the daily operations of each unit.
Case Coordination/ Social Work	Case coordinators are R.N.s or social workers who help you and your health care team create a transition plan for your care after you leave the hospital or the Renaissance. Plans may include assistance with the activities of daily living, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.

Other members of the health care team include chaplain, pharmacists, respiratory therapists, physical and occupational therapists, dietitians, etc., who may see you during your stay with us.

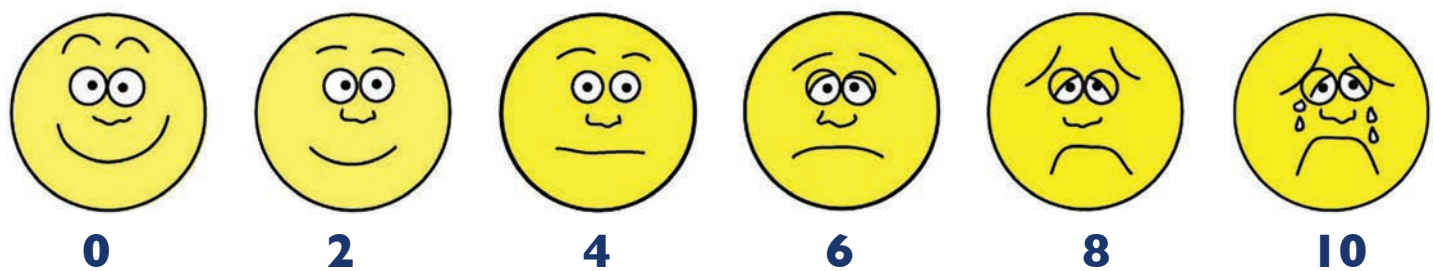
Uniform Colors





Pain Management

We want to ensure your pain is well controlled and do everything we can to help manage any pain you may experience during your hospital stay. We will provide you with pain management options to best meet your needs. Below is a visual to assist you in communicating your pain score to your care providers.



Medications and Side Effects

Please have with you a list of all medications you take, including dosage information, administration times and allergies. If you brought your medications with you and they are not needed during your hospital stay, you may send them home, or our staff will send them to the pharmacy department for safe-keeping until you are discharged. We want you to understand any new medications you receive during your stay with us. In all inpatient rooms, there is a chart describing common side effects of medications.

Please ask your care team if you have any questions regarding the **WHICH, WHAT** and **WHY** of every new medication we provide you.

- WHICH**—Name of the new medication
- WHAT**—Possible side effects
- WHY**—Reason for the new medication

LET'S TALK SIDE EFFECTS
This sheet will provide you with information on why you were prescribed new medications when you entered the hospital and the most common side effects of those medications.

REASON FOR MEDICINE	EXAMPLE MEDICINE NAMES/GENERIC (BRAND)	MAY CAUSE THESE MOST COMMON SIDE EFFECTS
Pain Relief	<ul style="list-style-type: none"> • Fentanyl • Hydrocodone/Acetaminophen (Vicodin®; Lorcetab®) • Hydromorphone (Dilaudid®) • Morphine • Oxycodone/Acetaminophen (Percocet®) • Oxycodone (Roxicodone®) • Tramadol (Ultram®) 	<ul style="list-style-type: none"> • Dizziness • Constipation • Nausea • Throwing up • Rash • Confusion • Itching
Blood Thinner to Prevent or Stop Blood Clots	<ul style="list-style-type: none"> • Enoxaparin (Lovenox®) • Dalteparin (Fragmin®) • Heparin • Warfarin (Coumadin®) • Aspirin • Clopidogrel (Plavix®) 	<ul style="list-style-type: none"> • Risk of bleeding • Bruising
Antibiotics and Antivirals for Infections	<ul style="list-style-type: none"> • Azithromycin (Zithromax®) • Cefazolin (Ancef®) • Ceftriaxone (Rocephin®) • Clindamycin (Cleocin®) • Doxycycline • Meropenem (Merrem®) • Moxifloxacin (Avelox®) • Ciprofloxacin (Cipro®) • Metronidazole (Flagyl®) • Piperacillin/Tazobactam (Zosyn®) • Vancomycin (Vancocin®) • Oseltamivir (Tamiflu®) 	<ul style="list-style-type: none"> • Stomach upset • Indigestion • Diarrhea • Rash/flushing
Queasiness or Vomiting	<ul style="list-style-type: none"> • Ondansetron (Zofran®) • Prochlorperazine (Compazine®) • Scopolamine Patch 	<ul style="list-style-type: none"> • Headache • Constipation • Tiredness • Drowsiness
Constipation	<ul style="list-style-type: none"> • Docusate (Colace) • Docusate and Senna (Senokot-S) • Polyethylene Glycol (Miralax) • Bisacodyl (Dulcolax) 	<ul style="list-style-type: none"> • Cramping • Loose stools • Diarrhea • Flatulence

Healing Environment

To maintain a peaceful and healing environment, please refrain from cell phone usage in the clinical hallways and outside patient rooms. We also have a Quiet Nights program for our patients to rest and recover. Evening lighting starts at 8 p.m. and Quiet Nights lighting is from 10 p.m. to 5 a.m.

Building A	Floor
Cortado Coffee Bar	1
Credit Union (NIH Federal Credit Union)	1
Gift Shop (Serenity)	1
Imaging/Radiology (Outpatient Imaging Center)	G
Johns Hopkins Dermatology, Facial Plastic Surgery, Otolaryngology-Head and Neck Surgery	1
Johns Hopkins Specialty Care	3
Endocrine Surgery	
Gastroenterology & Hepatology	
General Surgery	
Infectious Disease	
Neurology	
Orthopaedic Surgery	
Urology Surgery	
Johns Hopkins Surgery	1
Johns Hopkins Thoracic Center	4
Primary Care (Sibley Primary Care)	3
Surgery Center (Ambulatory Surgery Center)	G

Building B	Floor
Advanced Critical Care (ACCU) Unit	5
Johns Hopkins Kimmel Cancer Center	1
Medical Oncology	
Radiation Oncology	
Cashier	G
Education & Training	G
Emergency Department	G
Family Centered Care Unit (FCCU)/Postpartum	4
Foundation	1
Human Resources	G
Invasive Care	2
Labor & Delivery/Obstetrics	3
Lactation Services	4
Maternal Fetal Medicine	3
Medical/Surgical Units	7
Occupational Health	G
Oncology Unit	5
Operating Rooms	2
Orthopaedic Unit	6
Parent & Family Experience	1
Volunteer Services	6
Rehabilitation Clinic	6
Special Care Nursery	3
Surgical Reception & Family Lounge	2

Building C	Floor
Behavioral Health/Psychiatry	7
Cafeteria (Magnolia Cafe)	G
Chapel (Interfaith Chapel)	
Dietitian, Outpatient	1
Endoscopy/Outpatient Procedures Suite	1
Imaging/Radiology (Main Department)	G
Johns Hopkins Cardiology	1
Medical Records	1
Patent Registration	1
Pre-Surgical Testing Center	1
Sleep Center	1

Building D	Floor
Bariatric Surgery (Center for Weight Loss Surgery)	4
Breast Center (Sullivan Breast Center)	4
Imaging	
Surgery	
Gynecologic Oncology & Surgery	4
Johns Hopkins Audiology	1
Memory Care (Oasis Neighborhood)	2
Rehabilitation Services	1
Renaissance Nursing Facility	3
Sibley Senior Association	1

Building E	Floor
Johns Hopkins Proton Therapy Center	

Directions:
Follow signs to Building _____
Take elevator to Floor _____
Follow signs to your destination.
If you need additional assistance, stop by one of the Information desks on Floor 1 in Buildings A or B.

Long-Term Care – Long-term care services help people live as safely as possible when they can no longer perform everyday activities independently.

Assisted Living - Assisted living is a residence for older people or people with disabilities who require help with some of the routines of daily living as well as access to medical care when needed.

Outpatient Services:

Outpatient Rehab - Outpatient rehab is a non-residential, therapy-based type of treatment for addiction. Outpatient centers for addiction usually include group and individual counseling, as well as behavioral treatments.

Palliative Care - Palliative care is care given to improve the quality of life of patients who have a serious or life-threatening disease, such as cancer. Palliative care is an approach to care that addresses the person as a whole, not just their disease. The goal is to prevent or treat, as early as possible, the symptoms and side effects of the disease and its treatment, in addition to any related psychological, social and spiritual problems.

Agencies:

Outpatient Dialysis - People who have kidney failure or end-stage renal disease (ESRD) may need dialysis.

Home Care Services – Home care includes any professional support services that allow a person to live safely in their home. In-home care services can help someone who is aging and needs assistance to live independently; is managing chronic health issues; is recovering from a medical setback; or has special needs or a disability. Professional caregivers such as nurses, aides and therapists provide short-term or long-term care in the home, depending on a person's needs.

Hospice – Hospice is end-of-life care. Many people associate hospice with cancer patients who no longer wish to receive treatment, but hospice care is an option for anyone with six months or fewer to live. When you receive hospice care, you'll no longer be receiving care that's meant to cure your condition or extend your life. Instead, you'll receive care intended to relieve your pain and make the time you have remaining as comfortable as possible.

Private Caregiving - While we are unable to arrange private care services for you or your loved one, we can give you a list of independent agencies whom you can contact. Please discuss with your discharge planner.



7. FOOD, BEVERAGES & GIFT SHOP

Your Nutrition

Your diet is prescribed by your physician. Our clinical dietitians monitor your nutritional needs and are available to answer your questions at **202-537-4641**.

Inpatient Meal Service

You can order a meal at any time between 6:30 a.m. and 6:30 p.m. The room service operator can assist you in making food selections for any special diet you may need during your stay. For more information, refer to your Room Service Menu or speak with a room service operator. To place your meal order, call the room service line at **202-227-3663 (FOOD)**.

Vending Machines

Vending areas are located in the family lounge of the Emergency Department, adjacent to the cafeteria in Building C* and on floors 2, 4* and 6, with coffee vending on floor 7 of Building B.

Cortado Coffee Bar

Located in the lobby of Building A, Cortado Coffee Bar is open Monday through Friday from 6 a.m. to 6 p.m. In addition to traditional coffee drinks, you can enjoy cold brew coffee, smoothies and cortado — the espresso drink for which the coffee bar is named. There are also grab-and-go items available, including snacks, pastries, muffins, salads and sandwiches.

Magnolia Café

Our cafeteria is located on Floor G of Building C to the right as you exit the elevators. Open daily.

- Breakfast – 6:30 a.m. to 10 a.m.
- Lunch/Grill – 11:30 a.m. to 3 p.m.
- Light Fare/Grab and Go – 3 p.m. to 4:30 p.m.

Serenity Gift Shop

Located in the lobby of Building A, it is open Monday through Friday from 9 a.m. to 4:30 p.m.

*Vegetarian and gluten-free vending options available 24/7.

8. YOUR ROOM—TV, REMOTE, PHONE AND ISOLATION

TV Our TV services include basic TV channels, health education and the C.A.R.E. (Continuous Ambient Relaxation Environment) channels: 68—music and nature scenes; 69—guided imagery. All channels are free.

Remote Press the HOME button on your remote to access your viewing options, including Watch TV Now and the Channel Guide.

Phone To make phone calls:

- Within the hospital: Dial the four-digit extension
- Calls to Washington, D.C., Maryland or Virginia: Dial “9” + area code + phone number
- Long-distance calls: Dial “9” + “1” + area code + phone number



Isolation Some patients have illnesses caused by germs that can easily be spread to other people. To help prevent the spread of infection to others in the hospital, patients who have these types of germs will have a sign on their door so that everyone who enters is aware they should take the proper precautions. These signs give instructions on what the family needs to do to protect themselves before entering the patient’s room. Contact your nurse with questions. The best thing you can do to protect yourself from germs is to ask anyone entering the room to perform hand hygiene.

Hand Hygiene Hand washing is the number one way to protect yourself from germs. One action you can take is either washing your hands or using hand sanitizer. Another thing you can do to protect yourself is to ask anyone entering the room to perform hand hygiene. It’s ok to ask!

How to properly use hand sanitizer



Clean hands are safe hands.



12. DISCHARGE PLANNING

What is a hospital discharge?

When you leave a hospital after treatment, you go through a process called hospital discharge. A hospital will discharge you when you no longer need to receive hospital-level care. A hospital may discharge you back to your home, or to a another type of facility, depending on your needs.

What is hospital discharge planning?

Discharge planning is the process of transitioning a patient from one level of care to the next for continuity of care. Here at Sibley Memorial Hospital, we have a discharge planner. This person helps coordinate the information and care you’ll need after you leave the hospital.

Your discharge planning begins on day one when your doctor says you have been hospitalized — meaning you can stay in the hospital for treatment. You and your care partners will be fully involved in your discharge planning process.

Throughout your stay at Sibley Memorial Hospital, your discharge planner serves as your advocate. It is very important that you provide the following information to your discharge planner:

- Your current address
- Insurance (if you have it)
- Who you are staying with at home
- Your care partner and their phone number
- Name of your pharmacy
- Your primary care physician (if you have one)
- Your transportation arrangement for when you are discharged from the hospital

This information is very important in planning your discharge, and for transferring you to the next level of care in a timely manner if there is a need.

While you remain in the hospital you may face many barriers to normal movement, your body may quickly lose strength and you may have difficulty with functional mobility. Our physical therapist team will work with you to ensure that you are able to function normally when you are ready to leave the hospital. If you have functional limitations, your physical therapy team in collaboration with your treatment team may recommend that you transition to another facility to continue with treatment upon discharge from the hospital.

Your discharge planner will meet with you and provide you with a list of facilities and agencies that meet your needs. The hospital requires that you review the list of facilities/agencies provided to you with your care partners and make your preferred choices within 24 hours of receiving the list from your discharge planner.

Upon receipt of your preferred choices, your discharge planner will make a referral to the facilities/agencies that you have chosen.

Facilities that you may be discharged to continue with your treatment plan:

Acute Rehab – Acute rehabilitation is appropriate for patients who will benefit from an intensive, multidisciplinary rehabilitation program. Patients receive physical, occupational and speech therapy as needed and are medically managed by specially trained physicians.

Sub-Acute Rehab – Sub-acute rehab (also called subacute rehabilitation or SAR) is complete inpatient care for someone suffering from an illness or injury. SAR is time-limited with the express purpose of improving functioning and discharging home. SAR is typically provided in a licensed skilled nursing facility.

Patient Responsibilities

You have the responsibility to:

- Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- Call if you cannot keep your appointment.
- Be respectful of your hospital team from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
- Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
- Be in control of your behavior if feeling angry.
- Give us a copy of your advance directive.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Follow hospital rules.
- Take responsibility for the consequences of refusing care or not following instructions.
- Leave valuables at home.
- Keep all information about hospital staff or other patients private.
- Do not take pictures, videos or recordings without permission from hospital staff.
- Pay your bills or work with us to find funding to meet your financial obligations.

SPEAK2US Hotline

When you have a concern, call **1-844-SPEAK2US**. Call 24-hours-a-day, seven days a week if you see any ethical/legal violations, questionable billing activity, or conflicts of interest/policy violations, including non-compliance with federal privacy regulations and other concerns.

Photography and Recording Policy

To ensure patient confidentiality, hospital policy does not permit videotaping, still photography or audio recording except in a patient's room. These photos may include only the patient, family members and/or their designee. Videotaping, audio-recording and/or photographing by any modality, including cellphone cameras, any care provided to patients is prohibited. This includes, but is not limited to, the birth process, birth procedures, newborn care and newborn exams.

11. DISCHARGE (When you leave Sibley)

During the discharge process, please ask questions to make sure everything is clear. You and your family will receive information regarding:

- New medications or medication changes, including their purpose and side effects
- Your diagnosis
- Diet and activity instructions
- Concerning signs or symptoms that require attention after you leave
- Any help at home that has been arranged
- Follow-up appointment instructions

9. VALUABLES/LOST BELONGINGS

Please send all valuables home at the time of your admission, including cash, jewelry, purses, wallets, money, credit cards, checkbooks and electronics.

If no one is available to take your valuables home, Building B has a safe in each patient room. Enter four to six digits and press lock to close the safe. Enter those same four to six digits to open it. If you are a patient in critical care (Building C) or the skilled nursing unit (Building D), please call security at **202-537-4674** to secure your valuables until discharge.

Before storing items in your room or with security, label all personal-use items (or their cases) with your name and inform the staff that you have brought these items with you so they may document them on your chart. Do not leave these items unattended at any time.

Sibley is not responsible for lost valuables or personal items. Check your personal items before leaving the hospital. If you deposited valuables with security, ask your nurse to notify a security officer so we can retrieve your items.

10. OUR COMMITMENT TO YOU

Nondiscrimination Promise It is the policy of Sibley Memorial Hospital and the Johns Hopkins Health System to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classification identified under applicable federal, state and local laws, regulations or statutes. Sibley Memorial Hospital does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

Grievance Process You and your family have the right to express concerns about the care you are receiving with your doctor, nurse, nurse manager or department manager. You also may contact patient relations at **202-537-4267**, Monday through Friday from 7:30 a.m. to 4:30 p.m. After business hours and on the weekends, contact the operator (dial "0") and ask to be connected to the patient care services nursing coordinator. You are welcome to put your concerns in writing and send to patient relations at Sibley Memorial Hospital, 5255 Loughboro Road, NW, Washington, DC 20016 or email patientrelations@jhmi.edu.

PATIENT RIGHTS & RESPONSIBILITIES

To promote patient safety, we encourage you to speak openly with your health care team, be well informed and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

Patient Rights

You or your designee have the right to:

Respectful and Safe Care

1. Be given considerate, respectful and compassionate care.
2. Have a family member/friend and your doctor notified when you are admitted to the hospital.
3. Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual.)
4. Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
5. Be free from restraints and seclusion unless needed for safety.
6. Know the names and jobs of the people who care for you.
7. Know when students, residents or other trainees are involved in your care.
8. Have your culture and personal values, beliefs and wishes respected.
9. Have access to spiritual services.
10. Have conversations with the Ethics Service about issues related to your care.
11. Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language or ability to pay.
12. Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
13. Ask for an estimate of hospital charges before care is provided.

Effective Communication and Participation in Your Care

14. Get information in a way you can understand. This includes sign language and foreign language interpreters and vision, speech and hearing aids provided free of charge.
15. Get information from your doctor/provider about:
 - Your diagnosis
 - Your test results
 - Outcomes of care
 - Unanticipated outcomes of care
16. Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
17. Involve your family in decisions about care.
18. Ask questions and get a timely response to your questions or requests.
19. Have your pain managed.
20. Refuse care.
21. Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
22. Ask for a chaperone to be with you during exams, tests or procedures.
23. Choose your support person and visitors and change your mind about who may visit.
24. Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

End of Life Decisions

25. Create or change an advance directive (also known as a living will or durable power of attorney for health care).
26. Have your organ donation wishes known and honored, if possible.

Informed Consent

27. Give permission (informed consent) before any non-emergency care is provided, including:
 - Risks and benefits of your treatment
 - Alternatives to that treatment
 - Risks and benefits of those alternatives
28. Agree or refuse to be part of a research study without affecting your care.
29. Agree or refuse to allow pictures for purposes other than your care.

Privacy and Confidentiality

30. Have privacy and confidential treatment and communication about your care.
31. Be given a copy of the HIPAA Notice of Privacy Practices.

Complaints and Grievances

32. Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager.
33. You may also contact patient relations at 202-537-4267 between 7:30 a.m. and 4:30 p.m. After 4:30 p.m. or on weekends and holidays, you may reach the patient care services coordinator through the page operator at 202-537-4111.
34. If your issue is not resolved to your satisfaction, other external groups you may contact include:

Hospital's Quality Improvement Organization (QIO) for coverage decisions or to appeal a premature discharge

Livanta Organization for Beneficiary Family-Centered Care (BFCC-QIO)
10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701
866-396-4646 (helpline)
866-985-2660 (TTY)

State Agency Washington, D.C. Department of Health
899 North Capitol Street, NE, Washington, DC 20002
202-442-5955

Accreditation Agency The Joint Commission Office of Quality and Patient Safety
One Renaissance Blvd., Oakbrook Terrace, IL 60181
1-800-994-6610
patientsafetyreport@jointcommission.org

To address any discrimination concerns, you may also file a civil rights complaint with the

U.S. Department of Health and Human Services Office for Civil Rights
200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201
1-800-368-1019 or 1-800-537-7697 (TDD)
OCRMail@hhs.gov
Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://www.hhs.gov/ocr/office/file/index.html)