

W elcome to UAMS. We are glad you have chosen us for your health care. Our commitment is to partner with you and your family to create comfort, hope and healing.

Your care and treatment here is a partnership between our care team and you and your family. Many UAMS doctors, nurses, therapists and staff will be involved in your care. Your team is dedicated to making sure you get the best treatment possible. If you have questions, please ask anyone working with you. If they don't know the answer, they can help find out for you.

After you leave the hospital, you will receive a survey asking about your stay here at UAMS. This survey is very important to us because it tells us how happy you were with your care and what we can do to get better. Please fill out the survey and return it. More importantly, if you are not happy about something, let us know while you are in the hospital so we can take care of it.

If you are worried about something that is not being handled by your care team, please call a patient representative at (501) 296-1039 or press 0 on your room phone and ask for the administrator on call.

Thank you again for letting us partner with you in your care.



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YOUR CARE TEAM

During your stay you will meet many UAMS doctors, nurses and staff. It can sometimes be hard to keep track of who's who and their role. The UAMS dress code is designed to help you identify members of your care team. They are wearing scrubs in the following colors:

Doctors and other Licensed Providers	Light Blue
Nursing	Royal Blue
Patient Care Techs	Navy Blue
Radiology and other Licensed Technicians	Red
Dietitians	Purple
Physical, Occupational and Speech Therapy	Wine
Respiratory Therapy	Teal
Lab	Evergreen
Surgeons and Surgical Staff	Gray
Labor & Delivery Surgery	Caribbean Blue

The Communication Board on the wall in your room lets your care team write their names and what you can expect to happen every day of your stay. There's also an area of the board for you and your family to use. Please use this board to communicate with your care team - it's a great way to share information with every person who enters the room.

You are welcome to invite family or friends to be with you at the hospital. You may name someone as your designated health care decision maker. In units where patients need a higher-level of care, the number of family members and guests, and the length of time to be with you, may be limited for your health and safety. We want your family and friends to be available for you, regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.

MEALS

Breakfast will be served by your nutrition services ambassador. After breakfast your ambassador will return and let you know about your choices for lunch and dinner. Once you make your selections, your ambassador will return to serve your meal. Menus are also available on your television.

TELEVISION

Cable service is provided free of charge. Channels 68 to 75 provide patient education programming (see page 15 for a complete listing of available channels). If you have problems with your television or your remote, ask your nurse for help.

SMOKING

UAMS is a tobacco-free environment, both inside and outside our buildings. Use of tobacco is not allowed in the parking decks or in cars on the UAMS campus. Open flames, including candles and incense, are not allowed. E-cigarettes are not allowed at UAMS.

UAMS is covered under a 2009 Arkansas law that prohibits smoking anywhere on the campus of a state-supported institution of higher learning. Violators are subject to fines of \$100 to \$500.

Your doctor may be able to give you medicine to help you handle withdrawal while in the hospital. If you need information on programs to help you stop smoking, call **1-800-QUIT-NOW**.

VALUABLES

UAMS is not responsible for personal belongings. Please leave valuables at home or send them home with family members. This includes jewelry, electronics and large sums of money.

It is also a good idea to leave at home any medicine you were taking before you were admitted to the hospital. Your care team will make sure you get all the medications you need while you are in the hospital.

MAIL AND E-MAIL

Mail is delivered to patient rooms daily. Ask friends and family to use your full name and your complete room number with wing. (such as Room H817 or E402)

Mail should be addressed to:

UAMS Medical Center
Your name, your wing and room number
4301 West Markham Street
Little Rock, AR 72205

You may drop off any stamped outgoing mail at your nursing station. Stamps are available for purchase in the Mail Room on the ground floor of the Central Building near the cafeteria. Greeting cards may be purchased in the hospital gift shop.

E-mail messages are also delivered to patients daily. To send an e-mail message to a patient, go to www.UAMShealth.com/patientemail.

LOST AND FOUND

The Lost and Found Office helps connect patients, families and staff with items that have been found in the Medical Center. You can call 501-526-4504 or visit UAMShealth.com/lostandfound to report or claim an item.

TELEPHONES

Telephones with free local service are provided in each patient room. Your phone number is on the Communication Board in your room. The area code in Little Rock is 501.

To make a long-distance call, dial "0" to place a collect call or follow instructions on your phone card. Cellular phones may be used throughout the hospital.

WIFI

UAMS provides free WiFi service throughout the hospital. To sign on, select the "UamsGuest" network and log-in using any valid e-mail address.

RELEASE OF PATIENT INFORMATION

As a patient of UAMS, you have the right to privacy and confidentiality about your condition while at our hospital and clinics. One way we protect your privacy is by offering you the opportunity not to have your name listed in our patient directory. This directory is used by staff to answer visitor and telephone questions about whether someone is hospitalized at UAMS and how they are doing.

If you choose not to be listed, anyone who calls to check on you will be told: "We have no listing for that patient in our patient directory." If you are not listed in our directory, we will not be able to deliver mail or flowers to you.

If you choose to be listed in our hospital directory, our staff can give family members updates on your condition. We suggest that you pick one family member to talk with your care team and have this family member share your condition with others.

NOTICE OF NONDISCRIMINATION

The University of Arkansas for Medical Sciences (UAMS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender, gender identity or sexual orientation. UAMS does not exclude people or treat them differently because of race, color, national origin, age, disability, gender, gender identity or sexual orientation. UAMS:

Provides free aids and services for people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call 501-686-7000. If you are deaf or hearing-impaired, please call 1-800-285-1131 or 711 to reach UAMS at 501-686-7000.

If you believe that UAMS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender, gender identity or sexual orientation, you can file a grievance with:

Patient Relations Coordinator
4301 W. Markham Street, #728
Little Rock, AR 72205
Phone: 501-296-1039
Fax: 501-686-8175
patientrelations@uams.edu

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the UAMS patient relations coordinator is available to help you.

You can also file a complaint with:

U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available

at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail:
 U.S. Department of Health and Human Services
 200 Independence Avenue
 SW Room 509F, HHH Building
 Washington, D.C. 20201
 Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: Language assistance services, free of charge, are available to you. Call 501-686-7000.

ATENCIÓN: Tiene a su disposición servicios de asistencia de idioma, sin costo alguno. Llame al 501-686-7000.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn không nói tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 501-686-7000. (TTY: 1-800-285-1131)

Kajin Majōl (Marshallese)

LALE: Ñe kwōj kōnōna Kajin ðajōl, kwomaroñ bōk jerbāl in jipañ ilo kajin ðe aḷ ejjeḷk wōḷāān. Kaalḷk 501-686-7000. (TTY: 1-800-285-1131)

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電501-686-7000。(TTY: 1-800-285-1131)

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ສັງຄ່າ, ແມ່ນມີຮັບໃຫ້ທ່ານ. ໂທ 501-686-7000. (TTY: 1-800-285-1131)

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 501-686-7000. (TTY: 1-800-285-1131)

(Arabic)

501-686-7000 مقرب لصتا. ن اجملاب لكل رفاوتت ةىوغللا تدعاسملا تامدخ نإف، ةغللا ركذا شحتت تنك اذا: قظوحلم همصلا مكبل او: 800-285-1131. مقر

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 501-686-7000. (TTY: 1-800-285-1131)

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 501-686-7000. (TTY: 1-800-285-1131)

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 501-686-7000. (TTY: 1-800-285-1131)

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 501-686-7000. (TTY: 1-800-285-1131) 번으로 전화해 주십시오.

Português (Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 501-686-7000. (TTY: 1-800-285-1131)

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。501-686-7000。(TTY: 1-800-285-1131)まで、お電話にてご連絡ください。

हंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 501-686-7000. (TTY: 1-800-285-1131) पर कॉल करें।

ગુજરાતી (Gujarati)

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 501-686-7000. (TTY: 1-800-285-1131)

Türkçe (Turkish)

DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 501-686-7000 (TTY: 1-800-285-1131) irtibat numaralarını arayın.

မြန်မာဘာသာ (Burmese)

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အရေး၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 501-686-7000. (TTY: 1-800-285-1131) သို့ ခေါ်ဆိုပါ။

PATIENT RIGHTS AND RESPONSIBILITIES

UAMS Medical Center is committed to providing quality medical care to every patient. It is our policy to respect your individuality and dignity. We support your right to know about your medical condition and your right to participate in the decisions that affect your well being. We have adopted the following regarding patient rights and responsibilities.

As a patient or when appropriate, the patient's representative as allowed by law, you have the right:

- To be treated with dignity and receive considerate care that is respectful of your personal beliefs and cultural and spiritual values;
- To request and receive medically appropriate treatment and services within the Medical Center's capacity and capabilities;
- To be informed of the nature of your illness and treatment options, including potential risks, benefits, and alternatives, in terms you can understand;
- To be involved in decisions about your medical care and treatment plan, including the right to refuse treatment;
- To participate in the development and implementation of your medical care and treatment plan;
- To receive information regarding outcomes of care, treatment and services;
- To impartial medical care regardless of race, color, national origin, religion/ cultural beliefs, sex, gender identity, sexual orientation, disability or financial status;
- To an interpreter as necessary to understand all pertinent communications;
- To have any restrictions on communications discussed with you;
- To be free from any form of restraint as a means of coercion, discipline, convenience or retaliation by staff;
- To be free from abuse or harassment;
- To receive care in a safe environment while maintaining your personal privacy;
- To have your family or representative of your choice and your own physician notified of your admission to the hospital;
- To the confidentiality of records about your care unless a disclosure is allowed by law;
- To access your medical records within a reasonable time frame and have them explained unless restricted by law;
- To know the names of your primary physician and other practitioners providing your care;
- To know that UAMS Medical Center is a teaching institution that participates in research;

- To be informed and to give or withhold consent if our facility proposes to engage in or perform research associated with your care or treatment;
- To expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when care at our facility is no longer appropriate;
- To obtain a full explanation of the bills related to your health care services;
- To access state and community protective services;
- To be involved in decisions about your medical care and receive information regarding outcomes of care, treatment and services;
- To participate in the development and implementation of your treatment/ care plan, discharge plan, and pain management plan;
- To refuse treatment;
- To exclude any or all family members from participating in your care decisions;
- To formulate advance directives and have them followed;
- To be involved with family and other decision-makers in resolving dilemmas about care decisions;
- To pastoral counseling;
- To appropriate assessment and management of your symptoms, including pain;
- To express any concerns or grievances orally or in writing without fear of reprisal.

As a patient, or the patient's representative as allowed by law, you or your designees have the responsibilities to:

- Provide accurate information about your present illness and past medical history, including medications;
- Ask questions when you do not understand information or instructions;
- Participate as best you can in making decisions about your medical treatment and carry out the plan of care agreed upon by you and your caregivers;
- Be respectful and considerate of others. Threats, verbal abuse, violence or harassment towards others will not be tolerated;
- Observe facility policies and procedures, including those on patient safety;
- Respect facility property and the property of other patients and caregivers;
- Accept the financial obligations associated with your care and request financial assistance if needed;
- Be reasonable in requests for medical treatment and other services.

To express any concerns about the service you are receiving, you may speak to any staff member or call: (501) 296-1039 for a patient representative or O and ask for the administrator on call. If you wish to submit a written grievance, you may address it to:

**Hospital Administration
4301 W. Markham, #557
Little Rock, AR 72205**

We are committed to addressing your concerns in a timely manner. You may also contact the following outside agencies about your concerns regardless of whether you have first used the UAMS grievance process:

**Arkansas Department of Health
5800 West 10th - Suite 400
Little Rock, AR 72204-1704
Phone: (501) 661-2201 1-800-223-0340
Web site: www.healtharkansas.com**

**Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: (630) 792-5642 1-800-994-6610
Fax: (630) 792-5636
e-mail: patientsafetyreport@jointcommission.org
Web site: www.jointcommission.org**

**KEPRO
5700 Lombardo Center Drive, Suite 100
Seven Hills, OH 44131
Toll Free 1-844-430-9504**

ADVANCE MEDICAL DIRECTIVES

An illness or accident may leave you unable to make or communicate your own health care decisions. Many people pick someone to make these decisions for them if they are too ill to do it themselves.

There are two types of advance medical directives that you may want to consider completing and keeping with your files while you are here at UAMS. For example, you can name someone to make decisions about your care in a form known as a Durable Power of Attorney. You can choose whether this person makes decisions about your personal care, medical care, hospitalization and if there are any limitations on who may visit you.

The second form is a living will. This form lets you determine whether you receive antibiotics, surgery, blood products, breathing treatments, food or other medical treatments if you are terminally ill or permanently unconscious. You may also ask your nurse for forms for organ and tissue donation. You will need to sign the forms in front of two witnesses, or they may be notarized. UAMS physicians and staff involved in your care may not serve as a witness for advance medical directives. Ask that the completed forms be placed in your medical records.

MEDICATIONS

Please tell your doctor or nurse about all medications you are taking, including prescriptions and over-the-counter medications. Also tell your doctor or nurse about any allergies you have. Do not take medicine from home without talking to your doctor first. This includes aspirin, vitamins, herbs and dietary supplements.

Our medication schedule may be different from your schedule at home. We will make sure all your hospital and home medications are given to you at the right time.

If you have any questions about your medication, please ask your doctor or nurse right away.

When you are ready to leave, we will give you a complete list of your medications, what they are for and any side effects to watch for.

IDENTIFICATION

A wrist band with your name, date of birth and medical record number will be placed on your arm when you arrive. This wrist band will be used during your stay to make sure we are providing the care plan created for your specific needs. Please do not remove this wrist band until you are discharged. Your health care team will check your ID band and ask for your name and date of birth each time they care for you.

For your safety, all UAMS staff are required to wear ID badges with their photo. Do not accept care from anyone not wearing a picture ID badge, and let us know if you see anyone not wearing the appropriate ID badge.

NURSING CARE

UAMS provides routine general duty nursing care appropriate for each patient's need and as prescribed by the patient's doctor. If you require attention, you may call a nurse using the call button in the room or the emergency call button in the bathroom. If you would like to have continuous patient supervision or a sitter, ask your nurse for a list of outside agencies serving UAMS. You will be responsible for making arrangements and paying for this service.

FALLS

There are several steps you can take to help prevent falls.

If you are asked not to get up without help from a staff member, please wait for someone to come and help you.

Make sure your call light, telephone, eye glasses and other personal items are within reach so you don't have to get up or stretch to reach them.

Ask your nurse to change the height of your bed so it's easier for you to get in and out of bed.

You may feel dizzy or light-headed when you stand up quickly. This happens when there is a sudden change in your blood pressure or pulse. This may also happen because of certain medications or if you are dehydrated.

To make sure this doesn't happen, sit at the edge of your bed for a few minutes and then stand up slowly. If you do feel lightheaded or dizzy, tell your doctor or nurse and ask for help when you get up.

Patients who need close monitoring to prevent falls will wear a yellow "alert" wristband during their stay at UAMS.

RAPID RESPONSE TEAM

If you have an urgent medical need while at the hospital, you can call 686-7000 and ask the UAMS operator for the rapid response team.

This service is like calling 9-1-1 while in the hospital. The rapid response team is available 24 hours a day, 7 days a week.

SAFETY HOTLINE

If you have any concerns about your safety while at UAMS, talk with your doctor or nurse. You may also call the UAMS Patient Safety Hotline at 1-888-511-3969 for help in addressing your concerns.

PATIENT EDUCATION

UAMS offers patient education through classes, one-on-one training and educational videos. Call 501-686-8084 for more information or to register for a class.

Patient education videos are available using the TIGR system on the TV in your room. To see one of these patient videos, dial 526-4766 on your room phone. You will be asked to press 1 for English or 2 for Spanish. Use the telephone keypad to enter the 3-digit code for the video you'd like to see or follow the prompts on the phone to browse selections and choose a video.

Information provided in these videos does not replace the information you get from your doctors and other care providers. Videos are for general education purposes only. UAMS does not promote or endorse the use of any specific products mentioned.

INTERPRETERS

UAMS has medical interpreting for patients and families 24 hours a day. Please ask for an interpreter when you are admitted to the hospital or when you arrive in the Emergency Department.

Our medical interpreters are available free of charge.

SERVICES FOR HEARING-IMPAIRED PATIENTS

Alerting systems and telephone amplifiers are available free of charge. A closed captioning device for your television and a TDD telephone are also available free of charge in the Family Resource Center on the first floor of the hospital. If you need any of these items or an interpreter, please tell your nurse.

PASTORAL CARE

Chaplains are available 24 hours a day to provide comfort and support for patients and families. You may contact a chaplain by pager at 501-688-2060 or by phone at 501-686-6890.

The UAMS Chapel is located on the first floor of the hospital behind the main information desk, near the Lobby Cafe.

ANIMAL-ASSISTED THERAPY

SPOT, or Special Pets Offering Therapy, involves UAMS volunteers who bring their specially-trained and certified animal partners to provide therapy to hospital patients.

With doctor's permission, patients have an opportunity to visit with a dog while in the hospital. Ask your nurse or other care giver for more information.

FOR FAMILY AND FRIENDS

We encourage friends and family to stay with patients to support the healing process. Our flexible family presence policy lets you and your care team create guidelines for guests in your room.

CHILDREN AT UAMS

Children who are supervised at all times by an adult (18 years of age or older) are welcome. Although younger children may be unable to remain with the patient for lengthy periods of time, contact with these children can be important to the patient. UAMS also has a child-friendly room on the first floor of the Hospital.

Children may be asked to undergo a brief health screening before entering areas such as intensive care units and those where patients need to be protected from infections.

HAND WASHING

Germ prevention is one of our top priorities for your safety and that of our patients and other family members and visitors. Frequent hand washing is one of the best ways to stop the spread of germs and disease. Soap, water and alcohol-based hand sanitizer are available in every patient room. Hand sanitizer is also available outside patient rooms and at major building entrances.

STAYING OVERNIGHT

All patient rooms, except those on intensive care units, have either a sleeper sofa or lounge chair for a family member to use overnight. A family member or friend is invited to spend the night in the hospital.

Adult family members may also stay in the hospital's overnight sleep area on the 4th floor. Phones in this area allow the care team to contact you if you are needed in the patient's room.

Detailed information about staying overnight in the sleep room is available from the 4th floor welcome desk.

Exterior doors to the hospital are locked every night at 8:30 p.m. You may leave through these doors at any time, but you cannot re-enter after they are locked at night. The Parking 1 Elevators are open at all times.

FAMILY RESOURCE CENTER

The Family Resource Center on the first floor of the hospital (near the B elevators and the Lobby Cafe) provides free access to computers, the Internet and printers as well as a copier and fax machine. Patients and families can also make phone calls and charge cellular phones and other small electronic devices using universal chargers. The Family Resource Center also has a variety of magazines, puzzles, books, newspapers, playing cards and other diversions for patients and family members.

The center is staffed by volunteers who can help with directions, call for a patient educator or pastoral care consult, offer advice on local dining, lodging or places to visit and answer many other questions.

The Family Resource Center is open from 9:00 a.m. to 6:00 p.m. Monday through Friday. This area is for both adults and children. To contact the Family Resource Center, call (501) 526-4225.

PARKING

Convenient hospital parking is provided in Parking 1, a four-level deck connected to the hospital. Entrance to this deck is underground, below the lobby entrance to the hospital.

Every patient receives a parking pass good for seven days of free parking for one vehicle at admission. If your stay is longer than seven days, you can extend your free parking pass at the main admission desk on the first floor of the hospital. (See inside front cover of this guide for more information.)

Parking is \$1 for the first hour and \$1 for each additional hour, with a \$7 daily maximum. Weekly parking passes are available at the pay station near the Parking 1 elevators in the hospital lobby for \$10.

Free parking is available at War Memorial Stadium. A free shuttle bus runs from the stadium lot to the hospital from 4:30 a.m. to 11:45 p.m. Monday through Friday.

Parking for Outpatient Clinics and the Outpatient Pharmacy is available in Parking 3 at the corner of Capitol and Cedar Streets. This deck serves the Cancer Institute, Spine Institute, Myeloma Institute, Eye Institute and Outpatient Clinics.

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6 ABC	44 ANIMAL PLANET
7 ABC HD*	45 NICKELODEON
8 CW	46 DISNEY
9 CW HD*	47 DISCOVERY
10 CBS	48 TRAVEL CHANNEL
12 CBS HD*	49 CARTOON NETWORK
14 IND	50 NICK JR
15 FOX	51 DISNEY JUNIOR
16 FOX HD*	52 THE WEATHER CH
17 MYNET	53 HALLMARK MOVIE CH
18 GALAVISION	54 SYFY
19 UNIVISION	55 HISTORY
20 TBS	56 COMEDY CENTRAL
21 TBS HD*	57 TCM
22 USA	58 TVLAND
23 USA HD*	59 CMT
24 TNT	60 WE
25 TNT HD*	61 LIFETIME
26 FX	62 TRUTV
27 FX HD*	63 BABYFIRST TV
28 SPIKE	68-75 Patient Education
29 E!TV	<i>Music Channels</i>
30 FOX NEWS	85 JAZZ
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*HD channels may not be available in all rooms

YOUR HEALTH CARE TEAM

A team of medical professionals and other UAMS employees will work together to provide safe, comfortable care for you. We have outlined some of these positions and their role in your care. Please ask any member of your health care team if you have any questions.

Attending Physician – The doctor who is ultimately responsible for your care. This doctor directs each patient’s health care team.

Fellow – A doctor who is doing additional training in a specialized field of medicine after completing residency training.

Resident/Intern – A doctor who is receiving additional training after graduating from medical school.

Medical Student *short white coat* – UAMS students often join a patient care team as part of their education and training to be a doctor, nurse, pharmacist, respiratory or physical therapist or other medical professional.

Registered Nurse (RN) *royal blue scrubs* – A nurse with the education and licensing to plan, coordinate and provide your care. Your RN will give all medications and serve as an advocate for you with your doctor and others on your care team.

Clinical Services Manager (CSM) *royal blue scrubs* – A registered nurse who is responsible for day-to-day operation of the unit. The CSM is responsible for patient safety and can help you with problems others on your team may not be able to address.

Patient Care Technician (PCT) *navy blue scrubs* – A member of your care team who helps with support and technical duties for patient care. These include bathing and grooming, changing linens and general patient comfort.

Case Coordinator – Helps with personal, family, financial (including insurance information and government benefits) and emotional issues related to your hospital stay. Your case coordinator can help with home health, nursing homes and transfers to other health care facilities.

Occupational Therapist (OT) *wine scrubs* – Provides training so you can return to your normal routine with independence and safety. Your OT will help with dressing and feeding yourself, grooming and how to use special equipment to increase your independence.

Physical Therapist (PT) *wine scrubs* – Provides training in walking and exercises to help you regain strength, balance and endurance.

Speech-Language Pathologist *wine scrubs* – Evaluates and treats speech, language and swallowing problems to help you communicate with your care team and family and help you eat and drink safely.

Respiratory Therapist (RRT, CRT) *teal scrubs* – Provides hands-on medical care ordered by your physician such as breathing treatments with inhaled medications, working with you to take deep breaths and clear your lungs and working with breathing and oxygen machines.

Registered Dietitian *purple scrubs* – Responsible for providing medical nutrition therapy to support your treatment plan. This is done by assessing your nutritional needs, planning and implementing a nutritional care plan. Your dietitian can also provide nutritional education to you and your family if requested by your physician.

Pastoral Care – Chaplains are available 24 hours a day to provide comfort and support for patients and families. UAMS chaplains can help in times of crisis or trauma and encourage the use of your particular faith to help you cope with decisions and your situation. You may call a chaplain at 501-686-6890 or page a chaplain at 501-688-2060.

OTHER MEMBERS OF YOUR TEAM

Nutrition Services Ambassador *royal and black uniform* – Provides daily menu choices, delivers meals to your room and helps you with any other nutritional needs such as snacks and food preferences. Please tell your ambassador about any food intolerances, dislikes or allergies that you have.

Housekeeping *khaki and black uniform* – Cleans your room and bathroom and empties your trash. If you need housekeeping services, call the number on your Communication Board.

Patient Transport *blue and black uniform* – Moves patients on stretchers or in wheelchairs to and from their room to procedures and discharge. A patient transporter will be called to take you from one place to another.

FREQUENTLY CALLED NUMBERS

Rapid Response Team	(501) 686-7000
Operator	(501) 686-7000
Hospital Administration	(501) 296-1039
Care Management/Social Work.	(501) 686-5870
Pastoral Care	(501) 686-6890
Billing.	(501) 614-2160
Medicaid Office	(501) 686-7680
Medical Records.	(501) 686-6083
Medication Assistance Program.	(501) 686-8953
Outpatient Pharmacy.	(501) 686-5530
Patient Education.	(501) 686-8084
Smoking Cessation Programs	1-800-QUIT-NOW

DINING

LOBBY CAFÉ

The Lobby Café on the first floor of the hospital is open 24 hours a day, 7 days a week and serves a variety of gourmet coffees, pastries, salads, sandwiches, wraps, pizza, soup and frozen yogurt.

CAFETERIA

The UAMS Cafeteria on the ground floor of the Central Building is open from 6:30 a.m. to 3:00 p.m. Monday through Friday. Hot and cold breakfast items are available. Lunch and dinner options include grilled burgers, a salad bar, traditional entrees and vegetables, a Mexican grill, pizza and baked potatoes.

DOC JAVA

Located on the first floor of the Central Building, Doc Java offers gourmet coffee, sandwiches, salads and fresh-baked goods. Hours are 7:00 a.m. to 2:30 p.m. Monday through Friday.

METRO DELI

Metro Deli is on the ground floor of the Central Building and offers made-to-order sandwiches. Hours are 11:00 a.m. to 3:00 p.m. Monday through Friday.

VENDING MACHINES

The Canteen on the ground floor of the Central Building is open 24 hours a day and offers vending machines with a variety of soups, sandwiches, chips, snacks, candy bars, soft drinks, bottled water and coffee. Limited seating is available.

Vending machines are also available in the family area on the second floor of the hospital and behind the Information Desk on the first floor of the hospital.

CASH MACHINES

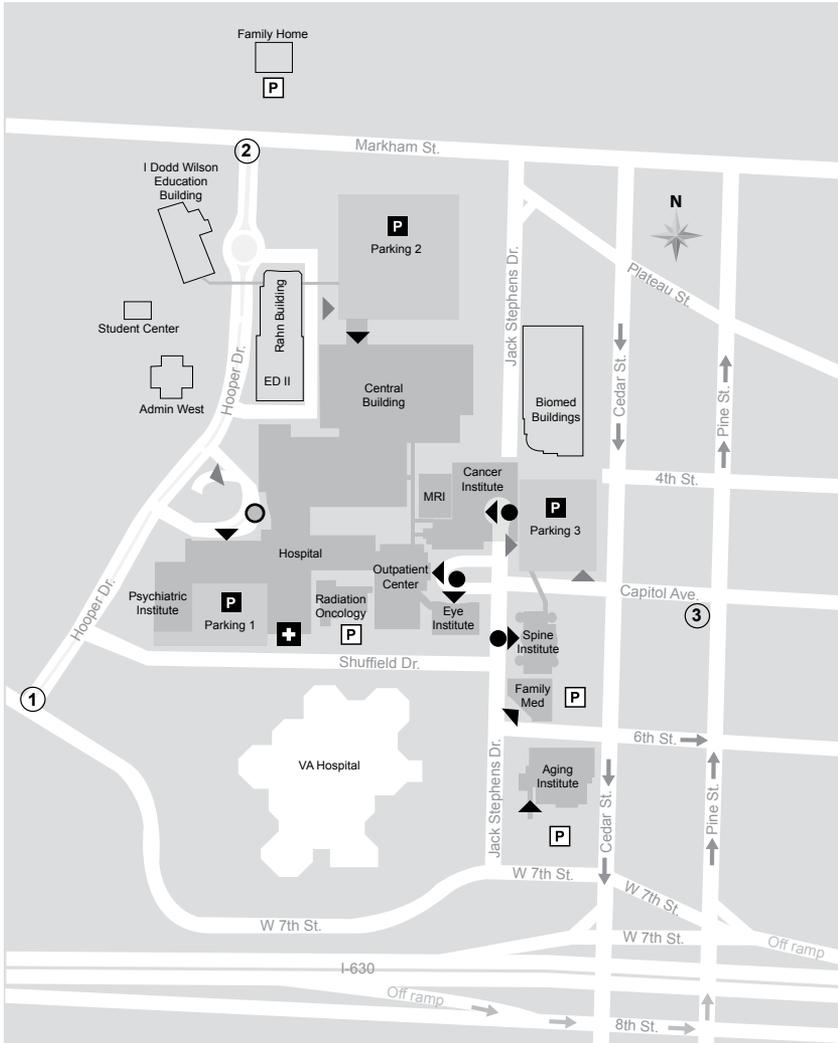
Automated Teller Machines are available in the following locations:

- First floor near the Discharge Desk
- First floor near Doc Java
- Ground floor, Central Building

GIFT SHOP

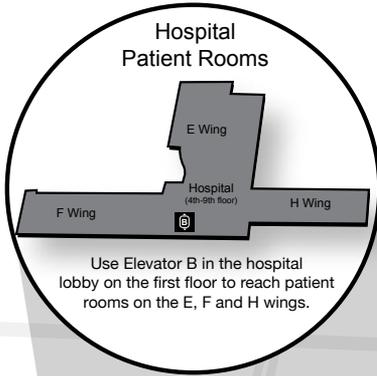
The UAMS Medical Center Gift Shop is on the first floor near the discharge desk. Hours are 9:00 a.m. to 4:30 p.m. Monday through Friday. The gift shop is a project of the UAMS Medical Center Auxiliary, and all proceeds benefit patients and families at UAMS through the work of the auxiliary.

UAMS CAMPUS MAP

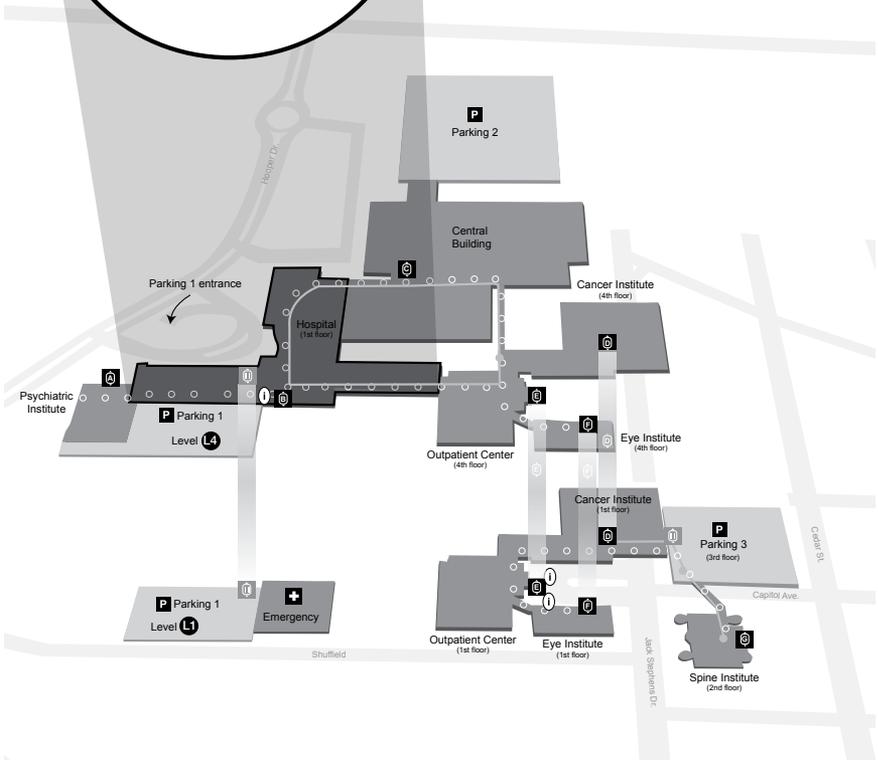


-  Emergency
-  Parking
-  Building Entrance
-  Parking Entrance
-  Valet Parking
-  Patient Discharge

INTERIOR MAP



Use Elevator C in the Central Building to reach patient rooms on the A wing.



Map Legend

- Pathway
- Parking
- Emergency
- Information
- Elevator Landmark
- Parking Elevator
- Shuttle Route

ARE YOU READY TO GO HOME?

- ___ I understand what day I will be ready to leave the hospital.
- ___ My questions have been answered about any special diet.
- ___ My questions have been answered about limiting activities.
- ___ I have prescriptions for any new medications.
- ___ My questions have been answered about medications.
- ___ I've talked with my doctor about my home medications and what I should continue to take.
- ___ My questions have been answered about any follow-up appointments.
- ___ I understand how to manage my condition once I leave.
- ___ I have friends or family who can help me at home if I need help.
- ___ I have all the supplies and equipment I need at home.
- ___ I have made arrangements for someone to pick me up.
- ___ My family/friends know to pick me up near the entrance to Parking 1 in front of the hospital.
- ___ I have clothing and shoes to wear when I leave the hospital. (If you need these items, please ask your nurse.)
- ___ I have everything I brought with me to the hospital.
- ___ I have any items I stored in the hospital safe.
- ___ I have told my care team about any concerns about my treatment, safety or comfort while at UAMS.

INSURANCE

UAMS is committed to helping patients and families with our billing process. We also work with patients to help them get healthcare benefits if they have no insurance or are underinsured. If you have questions about your bill, you can send a secure message to our customer service team any time through MyChart. You can also call our billing office at 501-614-2160 or 1-800-422-3963 from 8 a.m. to 3:30 p.m. Monday through Friday.

MEDICAID ASSISTANCE

The Medicaid Office on the first floor of Ward Tower near the Discharge Desk can help you with Medicaid questions. The office is open from 8:00 a.m. to 4:30 p.m. Monday through Friday, or you can call 501-686-7680.

MEDICAL RECORDS

The Health Information Management Department at UAMS provides medical records for all patients at UAMS except those cared for at the Psychiatric Research Institute. If you need psychiatric records, please call 501-526-8200.

The Health Information Management staff will be happy to help you get copies of your medical records. UAMS makes sure your personal information stays private, so you will need to provide a valid authorization and request for your files. You can fax, mail or personally deliver your authorization to release health information.

There is no charge for copies of a patient's medical records if the records are sent to a doctor's office, clinic or hospital.

There is a charge for copies if the records are requested for personal use or if the records are picked up at UAMS for use by a doctor, clinic, hospital or any other organization or business. The actual cost of copying records can only be determined after a request is received and processed. To protect patient privacy, we cannot fax patient records to individual patients. Patients who need records may pick them up at the UAMS Health Information Management/Medical Records office on the ground floor of the Central Building. The office is open from 8:00 a.m. to 4:30 p.m. Monday through Friday. You may call the office at 501-603-1520 or send a fax to 501-686-8361.

MEDICATION ASSISTANCE

If you do not have insurance for your medications, UAMS has a Medication Assistance Program (MAP) that may be able to help you apply for medicines from drug manufacturers. MAP charges a small fee for each medication. Ask your case coordinator if you may be able to use MAP services and for help in making an appointment.



UAMS MyChart gives you free, secure 24-hour online access to your health information.

With UAMS MyChart, you can:

- See your lab and test results
- Make appointments
- Refill prescriptions
- Pay your bill

UAMS MyChart is part of the UAMS Electronic Health Record system. Your medical records from the UAMS hospital and clinics are available every time you come to UAMS, no matter where you receive care.

UAMHealth.com/mychart

UAMS PATIENT JOURNAL

Being a patient or having a loved one in the hospital can be stressful. You are in a new place with a lot of new things coming your way. Please use this journal as a tool to help you manage this experience. This book was created to help you organize your thoughts and keep track of important information.

Think SMART

Symptoms to look for:

Things you will need to understand or report during your hospital stay or after you go home such as a temperature over 101 degrees or redness and swelling around a wound.

Medications:

Questions or notes about new medications, a change in medications, stopped meds, home meds, side effects or how often to take the medications.

Appointments:

Scheduled appointments or tests during your hospital stay and after you go home.

Results:

Test results from labs, scans or surgery. You can also follow up with test results using the UAMS MyChart web site or with your doctor after you go home.

Talk with me more about:

Talk with your health care team about any questions or concerns you have.

Quick Tips to Help You Manage Your Hospital Stay

- Don't be afraid to ask questions.
 - Make sure every health care team member who cares for you checks your name and date of birth on your bracelet.
 - Ask the medical care team members caring for you if they have washed their hands.
 - Encourage family and friends to wash their hands when they enter and leave the room.
 - Give your health care team complete information about your health history, any medications you take, and your personal habits such as your diet and any allergies.
 - Try to relax and trust that you are in good hands.
 - Keep track of information using this SMART Booklet.
-

IMPORTANT NAMES AND NUMBERS

Name _____

Phone Number _____

About Today

Day 1

Today is: _____ Where I Parked: _____

Medical Team: _____

Symptoms to look for: _____

Medications: _____

Appointments: _____

Results: _____

Talk with me more about: _____

THOUGHTS FOR TODAY:

About Today

Day 2

Today is: _____ Where I Parked: _____

Medical Team: _____

Symptoms to look for: _____

Medications: _____

Appointments: _____

Results: _____

Talk with me more about: _____

THOUGHTS FOR TODAY:

About Today

Day 3

Today is: _____ Where I Parked: _____

Medical Team: _____

Symptoms to look for: _____

Medications: _____

Appointments: _____

Results: _____

Talk with me more about: _____

THOUGHTS FOR TODAY:

Today is: _____ Where I Parked: _____

Medical Team: _____

Symptoms to look for: _____

Medications: _____

Appointments: _____

Results: _____

Talk with me more about: _____

THOUGHTS FOR TODAY:

Today is: _____ Where I Parked: _____

Medical Team: _____

Symptoms to look for: _____

Medications: _____

Appointments: _____

Results: _____

Talk with me more about: _____

THOUGHTS FOR TODAY:

FOLLOW UP APPOINTMENTS

Doctor _____

Time _____ Date _____

Clinic Name _____

Phone number _____

Location _____

Doctor _____

Time _____ Date _____

Clinic Name _____

Phone number _____

Location _____

Doctor _____

Time _____ Date _____

Clinic Name _____

Phone number _____

Location _____

Doctor _____

Time _____ Date _____

Clinic Name _____

Phone number _____

Location _____

I AM THANKFUL FOR:

Name _____

Thank You For _____

Name _____

Thank You For _____