

## PATIENT & VISITOR GUIDE





# WELCOME

Welcome to UAB Medicine, and thank you for choosing us for your care.

UAB's advanced facilities, unique services, and sophisticated equipment are second to none, but the medical staff and employees are what separate us from the rest. Our physicians are ranked by colleagues to be among the best, our nursing staff is recognized with Magnet distinction, and our employees strive to deliver personalized care – to every patient, every time.

It is our goal to provide you with exceptional service that matches the top-quality care you receive. Should you need anything during your stay, please call our Guest Services team by dialing \*55 from any UAB Medicine phone or call (205) 934-CARE (2273).



A handwritten signature in black ink that reads "Dawn Bulgarella".

**Dawn Bulgarella, MSHA, CPA**  
CEO, UAB Medicine

# TABLE OF CONTENTS

## For Our Patients

Your Stay at a Glance..... 2

What to Expect..... 4

Your Care Team ..... 4

Your Safety..... 6

Support Services ..... 8

Your Room, Your Comfort ..... 8

TV Channel Lineup ..... 10

Going Home..... 11

## For Families & Visitors

Family & Friends..... 13

Guest Services & Amenities..... 14

## Comments, Feedback, & Giving Back

Help Us, Help Others ..... 17

## Resources

Patient Bill of Rights..... 19

Advance Care Planning ..... 21

Important Phone Numbers ..... 22

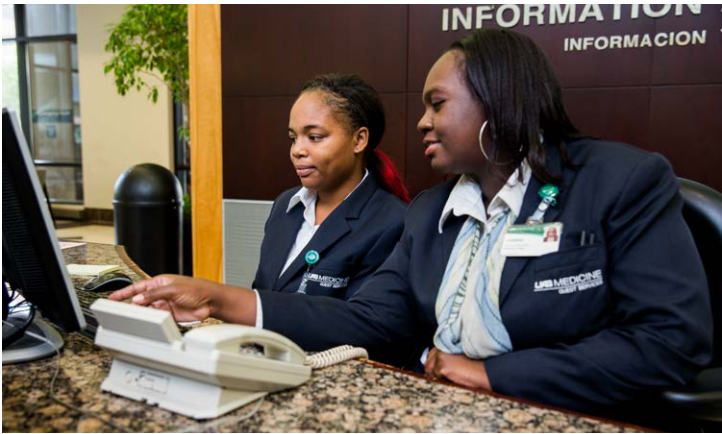
Parking Options..... 23

Maps..... 24

My Care Diary ..... 25

Discharge Checklist..... 27

Notes ..... 28



**\*55**

Whatever you need, call **205.934.CARE (2273)** or **\*55** within the hospital to speak with our Guest Services team. They can connect you to patient information, patient advocates, interpreter services, Spiritual Health, patient escort, social workers, volunteer services, maintenance and housekeeping, pet or music therapy, and many other services.



**FOR OUR PATIENTS**

# Your Stay at a Glance

**1. You are our partner.** We want to work with you and your family to provide an exceptional experience and achieve the best outcome. We encourage you and your family to participate in your care plan, so please feel free to ask questions, take notes, and speak up if something is unclear. And remember, you have rights as a patient.

**2. If you need immediate attention.** Certain symptoms can signal a life-threatening infection or medical emergency. If you or your family notices a change in your condition, talk to your nurse right away or dial 5-6000 on your room phone to activate Condition-HELP, which notifies our Rapid-Response Emergency Team.

UAB Medicine has specific rapid responses that prompt your health care providers to administer treatments quickly to minimize harm caused by sepsis, stroke, or a heart attack.

- Symptoms such as fever, chills, difficulty breathing, low blood pressure, fast heart rate, and confusion could indicate sepsis, a serious infection in your body.
- The sudden onset of severe headache with nausea or vomiting, vision problems, dizziness, trouble speaking or understanding, as well as paralysis or numbness of the face, arm, or leg, could indicate a stroke.
- Symptoms of a heart attack can include tightness or pain in the chest, neck, back, or arms; fatigue; lightheadedness; and anxiety.

If you or your family notices any of the symptoms listed above, let your health care providers know as soon as possible, because immediate treatment can minimize harm or even save your life. You have a voice, and we encourage you to be an advocate for yourself or your loved one if there is a breakdown in communication or you suspect a medical emergency.

**3. Your room.** The communication board in your room will be updated daily with the names of your care team and your patient goals. Bedside rails contain controls for the bed, TV, and nurse call button. Please do not attempt to move the bed without first asking for help. If you'd like the room temperature adjusted, ask any member of your health care team. Please leave valuables and credit cards at home. We understand trips to the hospital are not always expected, so let us know if you need help securing

any of your belongings. UAB is not responsible for personal items kept in patient rooms.

**4. Your meals.** Patient meals can be ordered room service-style any time between 6:30 a.m. and 7:30 p.m. Just dial 4-MEAL (6325) from your room phone and place your order. Family members can also order for you from outside the hospital by dialing 205.934.6325. Meals are freshly made and delivered within 45 minutes. If you are receiving insulin, notify your nurse before eating.

We are pleased to offer customized meal options and daily standard chef's special meals during your stay. You can find your options in our menu. Please ask your nurse if you don't have one. Call 205-934-6325 from any phone (or dial 4-MEAL from your room phone) and place your meal order. Your customized order must be placed within the time frame for each meal service. Review the hours below.\*

## Hours of operation & meal offerings

### Breakfast:

- Customized Meal Orders\* 6 a.m. – 8 a.m.
- Daily Chef's Special Meals\*\* 8 a.m. – 10 a.m.

### Lunch:

- Customized Meal Orders\* 11a.m. – 1p.m.
- Daily Chef's Special Meals\*\* 1p.m. – 3 p.m.

### Dinner:

- Daily Chef's Special Meals\*\* 6 p.m. – 7:30 p.m.
- After-Hours Meals 7:30 p.m. – 9 p.m.

Once your order has been placed, we will add it to the preparation list in the order in which it was received. Customized meals will be delivered within 1-2 hours. You can place orders for future meals if you wish.

## Customized Meals ordered after the cutoff time

During this time frame, no phone order is necessary. Review the hours above\*\* for the daily chef's special meals.

You will automatically receive our daily chef's special meal that complies with your dietary needs.





#### After-hours meals

After 7:30 p.m., someone from the nursing staff must go to the kitchen to place and pickup all meal orders.

- 5. Visiting hours.** Your care partner or family member is welcome 24 hours a day. Others are welcome to visit as long as they are not sick. We may need to limit the number of visitors or ask family members to remain in the waiting area at any given time so we can best care for you. If you are not up for company, please let us know.

Please be aware that access to the hospital will be limited to specific points of entry from 8 p.m. to 5 a.m. During those hours, visitors may enter through:

- North Pavilion Emergency Department
- North Pavilion second-floor access from 4th Avenue parking deck
- Women & Infants Center main entrance
- Spain Wallace first-floor entrance on 19th Street
- UAB Hospital-Highlands Emergency Department

All other public entrances will be locked during these hours.

- Patients recovering from surgery who need overnight care when no hospital room is available may be transferred to the Pre-Anesthesia Area (Pre-Op) or remain in the Post-Anesthesia Care Unit (PACU).
- During busy times, this area can be noisier than a typical hospital unit, so earplugs are available upon request.
- One visitor or care partner is allowed to stay at the patient's bedside overnight. However, there may be times when the visitor is asked to step out of the unit for a short while, to protect the privacy of other patients or for safety reasons.

- 6. Compliments and concerns.** We want to address any concerns or problems before you go home. If at any time we are not exceeding your expectations or you have a concern, dial \*55 to contact a patient advocate. After your stay, you may receive a phone call to provide feedback about your stay. You also may provide feedback online at [uabmedicine.org/feedback](http://uabmedicine.org/feedback). We always love to hear how our staff made your experience great. Tell us who went above and beyond at [uabmedicine.org/excellence](http://uabmedicine.org/excellence).

# What to Expect

Your recovery is much more comfortable at home, and as our patient, it is our goal to get you there. We start planning for your discharge on the first day of your stay, and it remains our priority throughout your time with us.

Nursing and clinical care team members will visit you throughout the day to make sure you are comfortable and that all of your care needs are met; we call this "hourly rounding". We will round on you once an hour during waking hours and every two hours during the night to ask about your pain, assist you to the restroom, and make sure you have everything you need within reach.

At shift change, our nursing units participate in "bedside shift report" to ensure good communication between team members regarding your continued care. The nurse going off duty shares important information with you and your care partner and with the nurse coming on duty for a seamless transition.

Rounding and bedside shift report are great opportunities for you and your care partner to speak up and be involved. Please ask questions, let us know about your pain, and tell us what we can do better if we are not exceeding your expectations.

You and your loved ones are important members of the care team here at UAB Medicine. Here's how you can be involved in our health care partnership.

## Your Role

- Appoint a care partner or support person. Let us know who they are and how you want them to be involved. UAB Medicine recognizes that your support person may be a spouse, adult child, close friend, partner, or significant other, regardless of gender.
- Provide complete and accurate information about your medical history, conditions, current medications, and allergies.
- Ask any questions you have, speak up if something is unclear, and keep asking until you understand.
- Listen and take notes when the risks, benefits, and alternatives of any procedure are explained.
- Remember, you have rights as a patient, including the right to refuse treatment.
- If you are having surgery, participate in marking your surgical site.



## Care Partner & Family's Role

- Spend time with your loved one; most areas allow 24/7 visitation unless it interferes with patient care or safety.
- Appoint a representative to be our point of contact who can relay information to others.
- Be there when the care team rounds and ask questions.
- Be there during the discharge process. You will be your loved one's caregiver when you go home. It's crucial that you understand how to care for them, symptoms to look for, and medications they will take.
- Show your loved one care and attention to help their recovery.
- Do not visit if you are sick.

## Your Care Team

Because UAB Hospital is a teaching hospital, a team of health care providers will take care of you, including doctors, specialists, nurses, medical students and residents, and advanced practice providers. Each of them wears a different color depending on their role and is required to wear a photo ID badge that displays their name and title. They are expected to introduce themselves and explain their role in your care and what you can expect. The communication board in your room will be updated daily with the names of your care team members and your patient goals.



## Physicians

An attending physician will supervise and coordinate your care alongside other providers who may include:

- **Consulting physician** – a physician with specialized knowledge who may see you at the request of your attending physician
- **Fellow physician** – a medical doctor pursuing in-depth knowledge in a specialized area of medicine
- **Resident physician** – a medical doctor practicing under the direct or indirect supervision of an attending physician
- **Medical student** – a student training to become a physician who may observe your care or assist in limited ways

## Advanced Practice Providers (APPs)

These are licensed health care professionals who provide care under close supervision from a physician. Advanced practice providers include nurse practitioners, physician assistants, certified registered nurse anesthetists, and certified nurse midwives.

## Nurses

UAB is the only hospital in the state that holds Magnet designation, the highest recognition for nursing excellence. Your nurse will be the main contact in the coordination of your care and should be the first person you ask if you have a problem or question. The nurse manager and assistant nurse managers oversee day-to-day activities on the units and are available if you have any concerns, comments, or compliments about your care.

## Patient Care Technicians (PCTs)

PCTs assist nurses and physicians in performing your daily care needs and maintaining your comfort and hygiene.

## Unit Secretaries

Unit secretaries help coordinate the unit by answering phones, assisting in supply management, answering call lights, and organizing forms and charts.

## Care Transitions

A case manager or medical social worker will work with you to coordinate your stay, assist in discharge planning, and help transition you from the hospital to home or to other care facilities.

## Respiratory Therapist

These clinicians are specially trained in advanced airway management. They are involved in monitoring, evaluating, and providing treatment to patients with a wide range of heart and lung issues.

## Radiology Technologists

Radiology techs perform diagnostic imaging examinations including X-ray, MRI, and CT scans.

## Spiritual Health

- **205.934.4254**

Our chaplain team is available 24 hours a day, 7 days a week, to provide emotional and spiritual support specific to your faith or spiritual tradition.

## Environmental Services (EVS)

The EVS team takes pride in keeping your room clean and tidy.

## Food Services

- **205.934.MEAL or 4-MEAL (6325)**

Our Food and Nutrition Services team members deliver your meals.

## Guest Services & Patient Transport

- **\*55 or 205.934.CARE (2273)**

Just dial \*55 or 205.934.CARE (2273) to reach our Guest Services team, which is available to help with anything regarding your stay – from finding your way and getting around to art therapy and religious services. They can also connect you to Patient Transport and assist with getting you a wheelchair or to your next destination.

Other care team members may include pharmacists, registered dietitians, physical therapists, occupational therapists, speech therapists, and laboratory personnel.



**Pharmacy**  
Wine



**Rehabilitation Therapy**  
Steel Pewter Gray



**Labs**  
Teal



**Non-Clinical Staff**  
Olive Green, Khaki, or Eggplant

# Your Safety

UAB is recognized for our commitment to safety and quality. We take the safety of our patients, their family members, and visitors very seriously and have implemented a number of key practices to lower your risk of harm and make your stay safer. If you or your family has any patient safety concerns during your stay, you are encouraged to speak with your patient advocate or contact the Patient Safety Office at 205.996.SAFE (7233).

It's important that you speak with your nurse or the unit secretary before leaving the unit and when you return. Many of your medications, therapies, and lab tests are on a schedule, and we need to be able to provide you with the right care at the right time. If we ask you to stay on the unit, we will work with you to walk and be active as much as possible.

## Id Bracelet

You will be given an ID bracelet with your name, date of birth, and medical record number when you are admitted. Please do not remove this bracelet or any others you may be given. For your safety, your care team will check your ID bracelet or verify your identity before examination, treatment, or giving any medications. It may seem like we are asking the same questions over and over, but this process ensures that the right person is receiving the right procedure or medication at the right time.

## Preventing Infections

Handwashing is the single most important factor in preventing the spread of infection. All staff will "gel in and gel out" or wash their hands when they enter and exit your room or before any hands-on care. Family members and guests should do the same. We encourage you to ask anyone who has contact with you if they have cleaned their hands. It is for everyone's benefit.

## Medications

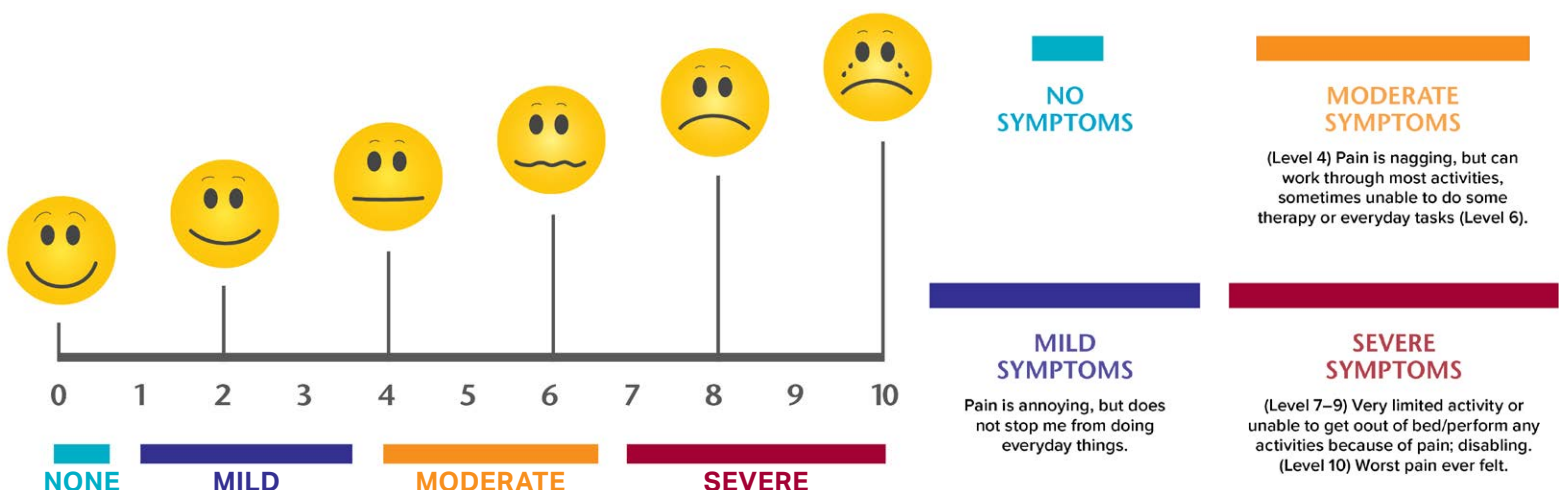
Tell us about any and all medications you are taking, including prescriptions, over-the-counter medications, and any herbal, vitamin, or nutritional supplements. Carry a list of medications and dosages with you and make sure your care team is aware of any allergies. While in the hospital, do not take any medications from home without first talking with your care team.

Your physician or nurse should discuss any new medications or changes in medications with you. Be sure you understand exactly what any new medications are and why they are being prescribed. Record medications, instructions, or any questions you have for your care team in the back of this book.

## Pain Management

While in the hospital, you may feel some pain. Pain after surgery or in response to an injury or illness is normal. We will work hard to reduce your pain and keep you comfortable. Please ask your care team about what medicines and other options are available to help you feel better.

Your care team can explain natural ways to reduce your pain, such as how to calm your body, take your mind off your pain, apply heat or cold, move around safely, and take slow, deep breaths. These can reduce the amount of pain you feel and make you more comfortable. Calming images and music also can help ease your pain; you may access this type of programming on channels 115 and 116 on your hospital TV (channels 89 and 90 at UAB Hospital-Highlands), and it's also available online at [uabmedicine.carechannel.net](http://uabmedicine.carechannel.net) (password: uabhealing). Please let your care team know what would make you more comfortable while in the hospital.



## Staying Active

Staying active can help bring about a quicker and stronger recovery. To offset the negative effects of bedrest and immobility, including pressure ulcers or bedsores, your care team will help turn you, get you out of bed, and ensure that you receive proper nutrition. You also should ask your nurse or physician what activities you can do to enhance your recovery, such as spending time out of bed, sitting in a chair for meals, bathing and grooming yourself, and going for walks in the hallway with supervision.

## Preventing Falls

The hospital is an unfamiliar place, and certain factors and medications can affect your balance and increase your risk of falling. It is important for you to be as active as possible, but we do not want you to fall. Please use your call button and ask for help when getting out of bed, especially if you feel weak or unsteady. Your care team is happy to assist you in getting out of bed, going to the bathroom, or walking around.

## Restraints

The use of restraints to prevent harm to a patient sounds like a frightening concept that doesn't fit the definition of responsible patient care. UAB Medicine's goal is to use restraints only when we are concerned that you may harm yourself and only after other options have been tried. Through research and practice, we have identified alternatives to restraints such as distractions, comfort measures, and allowing family to be with you as much as possible. Restraints will be considered only as a last resort for your safety, and even then, we would use comfortable, minimally restrictive options for the least amount of time. If you have any questions or concerns, please don't hesitate to discuss them with your caregiver.

## Condition-Help (5-6000)

Condition-HELP is an important safety initiative that gives patients and families an immediate way to voice concerns if they do not understand the care plan, feel they are not being heard, or sense their loved one is in danger of a medical emergency. Speak first with the medical team and then call Condition-HELP (5-6000) to have our rapid response emergency team dispatched to your room.

For RNICU and CCN patients: As a parent, you sense and see changes in your baby that allow you to serve as their voice. When you call Condition-HELP, the emergency team will evaluate the situation and notify a neonatal specialist if further care is needed.

## Help For Quitting Smoking

Quitting smoking is one of the best things you can do for your health. UAB is a tobacco-free campus located in the Birmingham Health District, and we encourage you to stop smoking during and after your stay. Talk to your doctor or nurse to get help for your tobacco cravings while in the hospital. In addition to the resources listed below, your television offers a series of on-demand videos to help you stay tobacco-free. No smoking-related items (matches, lighters, vape pens, etc.) are allowed in any location where oxygen is in use. Please take all such items home to keep you and your loved one safe.

The Health District is a smoke-free area established by a city of Birmingham ordinance to promote the health and wellness of patients, employees, students, and visitors. All sidewalks, streets, and outdoor public areas in the district are designated smoke-free.

- [uabmedicine.org/readytoquit](http://uabmedicine.org/readytoquit)
- [smokefree.gov](http://smokefree.gov)
- [quitnowalabama.com](http://quitnowalabama.com)
- [quitterscircle.com](http://quitterscircle.com)
- 1-800-QuitNow

## Addiction & Recovery

We want to provide every patient with thoughtful, personalized care. If you have been suffering with an addiction or have received treatment for addiction in the past, please let us know, as it helps us better manage your pain and assist you in your recovery.

## Emotional Health

If you feel overwhelmed or need emotional support, please talk with your nurse or care team. They can assist you in determining the best resources available and help make arrangement for your care, including a visit from a chaplain in our Spiritual Health department.

## Stay Connected

Staying connected with family, friends, and community is very important to your healing. We encourage you to communicate with your loved ones while you are here and involve them in your care. We are here to help you in any way we can.

If you have access to a smart device or tablet:

1. Use apps such as FaceTime, Zoom, and WhatsApp to video visit with loved ones.
2. Participate in social activities, book clubs, and church services that are available for streaming through Facebook Live or other services. Many organizations record their events and post them for viewers to watch later.
3. If you would like to include your loved ones in conversations with your provider, please speak with a member of your care team for help.
4. If you do not have access to a smart device or tablet, speak with a member of your care team or use your in-room phone to make local phone calls by dialing 9 + the phone number, including area code.

## Support Services

Any of the services below can be requested by dialing **\*55** or speaking with your nurse.

### Patient Advocates

Patient advocates serve as a bridge between patients and clinical staff. They are available to help with questions, explain processes, and discuss any concerns you might have, including issues regarding safety and security.

### Ethics Consultants

Sometimes you and your care team face difficult decisions and may be uncertain about the “right” thing to do. An ethics consultant can help with questions surrounding advance directives, making medical decisions if the patient is unable to do so, and resolving disagreement about treatment plans. Anyone can request a consultation.

### Language

We provide Spanish interpretation services in-house and translation for more than 150 languages by phone or iPad. After discharge, patients have access to Spanish, Vietnamese, Punjabi, Chinese, Arabic, Korean, French, Japanese, and Russian interpreters through the UAB Medicine Interpreter Access Line. These interpreters can help you change or cancel appointments, answer billing questions, and assist with other inquiries by calling 1.855.938.0669.

### For The Deaf

We provide assistance for deaf patients by bringing American Sign Language-certified interpreters via video to the bedside. When available, we can arrange for live interpreters to assist you.

### For Veterans

Tell your care team if you have served in the military so we can plan the best care for you. Visit [HaveYouEverServed.com](http://HaveYouEverServed.com) to find health information and resources for military personnel and their families.

### Spiritual Health

Our chaplain team is available 24 hours a day, 7 days a week to provide emotional and spiritual support specific to your faith or spiritual tradition.

## Your Room, Your Comfort

We want to make you as comfortable as possible. Check with your nurse regarding what might be appropriate to bring and keep with you during your stay. We suggest: music player with earphones, extra socks, pajamas, pen and paper, toiletries. We urge you to leave valuables at home or send them home with family members.

### Meals

Patient meals can be ordered room service-style any time between 6:30 a.m. and 7:30 p.m. Just dial 4-MEAL (6325) from your room phone and place your order. Family members can also order for you from outside the hospital by dialing 205.934.6325. Meals are freshly made and delivered within 45 minutes. If you are receiving insulin, notify your nurse before eating.

We are pleased to offer customized meal options and daily standard chef’s special meals during your stay. You can find your options in our menu. Please ask your nurse if you don’t have one. Call 205-934-6325 from any phone (or dial 4-MEAL from your room phone) and place your meal order. Your customized order must be placed within the time frame for each meal service. Review the hours below.\*

#### Hours of operation & meal offerings

##### Breakfast:

- Customized Meal Orders\* 6 a.m. – 8 a.m.
- Daily Chef’s Special Meals\*\* 8 a.m. – 10 a.m.

##### Lunch:

- Customized Meal Orders\* 11a.m. – 1p.m.
- Daily Chef’s Special Meals\*\* 1p.m. – 3 p.m.

##### Dinner:

- Daily Chef’s Special Meals\*\* 6 p.m. – 7:30 p.m.
- After-Hours Meals 7:30 p.m. – 9 p.m.

Once your order has been placed, we will add it to the preparation list in the order in which it was received. Customized meals will be delivered within 1-2 hours. You can place orders for future meals if you wish.

#### Customized Meals ordered after the cutoff time

During this time frame, no phone order is necessary. Review the hours above\*\* for the daily chef’s special meals.

You will automatically receive our daily chef’s special meal that complies with your dietary needs.

#### After-hours meals

After 7:30 p.m., someone from the nursing staff must go to the kitchen to place and pickup all meal orders.



## Wi-Fi Access

Free wireless Internet access is available throughout our campus. Select "uabhs\_public" from the list of networks on your device. Once connected, open your browser and select "Yes" if you are prompted with a security alert. You will then be forwarded to the connection portal, where you will need to "Accept" the guidelines stated on the page. Once you have accepted, you should be able to access the Internet.

## Television & On-Demand Education

Take advantage of the one-on-one personalized training we offer as well as the on-demand videos available on your television to educate yourself about tests, procedures, medications, and how to best care for yourself or your loved one at home. See a complete listing of the cable channels available on the next page.

To access educational videos related to your care and treatment, tune the TV in your room to channel 100 (82 at UAB Hospital-Highlands). From the room phone, dial 6-2000 (7555 at UAB Hospital-Highlands) and follow the prompts. Tune to the specified channel when prompted and press "#" to start the video. At this point, you can hang up the phone. Be sure to watch Welcome to UAB (999). For relaxation and pain management through music and nature scenes, tune the TV in your room to the Care Channel. To view guided imagery videos, tune the TV in your room to the Guided Imagery Channel, or order them on demand via the DRAGN system. You can also view guided imagery videos online during or after your stay at [uabmedicine.carechannel.net](http://uabmedicine.carechannel.net) using the code 'uabhealing.'





# TV Channel Lineup

CHANNEL#	TV STATION
<b>2 – 68</b>	Spectrum Cable
<b>81</b>	CNN Espanol
<b>82</b>	UiMas
<b>83</b>	Newborn – English (WIC only)
<b>84</b>	Bingo
<b>86</b>	Contemporary Christian
<b>87</b>	R & B
<b>88</b>	Soft Rock
<b>89</b>	Smooth Jazz
<b>90</b>	Easy Listening
<b>91</b>	Classic Country
<b>92</b>	Gospel
<b>93</b>	Sound Scapes
<b>94</b>	Classical
<b>98</b>	Galavision
<b>100</b>	TV Education System Intro
<b>101 – 114</b>	Education On Demand
<b>115</b>	Guided Imagery Channel
<b>116</b>	Care Channel
<b>117</b>	Newborn – Spanish (WIC only)
<b>118</b>	Univision

## Spectrum Channels

<b>2</b> – WABM (MyNetworkTV)	<b>37</b> – TLC
<b>3</b> – WIAT (CBS)	<b>38</b> – CNBC
<b>4</b> – EWTN	<b>39</b> – FX
<b>5</b> – C-SPAN	<b>40</b> – The Weather Channel
<b>7</b> – WBRC (FOX)	<b>41</b> – Hallmark Channel
<b>8</b> – WVTM (NBC)	<b>42</b> – TBS
<b>9</b> – WTOO (The CW)	<b>43</b> – TV Land
<b>11</b> – WBIQ (APT/PBS)	<b>44</b> – Nickelodeon
<b>12</b> – WBMA (ABC) 33/40	<b>45</b> – Great American Country
<b>14</b> – ION	<b>46</b> – VH-1
<b>15</b> – News Nation	<b>47</b> – MTV
<b>17</b> – Lifetime Movie Network	<b>48</b> – Golf Channel
<b>18</b> – Cartoon Network	<b>49</b> – HGTV
<b>19</b> – Freeform	<b>50</b> – Bally Sport
<b>20</b> – ESPN	<b>51</b> – MSNBC
<b>21</b> – ESPN2	<b>53</b> – FOX News
<b>22</b> – QVC	<b>54</b> – truTV
<b>23</b> – HSN	<b>55</b> – Food Network
<b>24</b> – ShopHQ	<b>56</b> – Turner Classic Movies
<b>25</b> – USA Network	<b>57</b> – Comedy Central
<b>26</b> – Lifetime	<b>58</b> – SyFy
<b>27</b> – Discovery Channel	<b>59</b> – WE
<b>28</b> – A&E	<b>60</b> – Oxygen
<b>29</b> – AMC	<b>61</b> – Disney Channel
<b>30</b> – TNT	<b>62</b> – National Geographic
<b>31</b> – HLN	<b>64</b> – Paramount
<b>32</b> – BET	<b>65</b> – Bally Sport SE
<b>33</b> – E! Entertainment	<b>66</b> – Travel Channel
<b>34</b> – History Channel	<b>67</b> – FOX Sports 1
<b>35</b> – Animal Planet	<b>68</b> – SEC Network
<b>36</b> – CNN	

*Note: UAB Hospital-Highlands only has access to channels 2-68 per the listing, plus Education On Demand on channels 82-88, Guided Imagery videos on channel 89, and Care Channel on channel 90. For UAB Hospital, channels 2-68 plus the other channels listed above are available to patients.*

## Quiet Time

A calm and healing environment supports patients' sleep, health, and overall recovery. While we try to keep noise down, feel free to close your door and rest or notify us if it is too loud. Channel 116 on your TV provides relaxing music to help.

## Music, Art & Pet Therapy

A visit from one of our music therapists brings live music to your bedside to promote healing and ease pain, anxiety, and depression. Our artists-in-residence with Arts in Medicine help lower stress and improve your mood by painting, drawing, storytelling, or meditating with you in your room and performing dances and curating art exhibits in our common spaces. And a visit from a certified therapy dog through our partnership with local non-profit agency Hand in Paw combats boredom and loneliness while supporting physical and occupational therapy. We encourage you to take advantage of these special services to help brighten your day and make your experience great. Just call \*55 or speak with your nurse to request one of these services.

## Going Home

### Discharge Information

From the time you arrive, your care team begins working to help you return home. Before you leave, your doctor and nurse will review with you any special instructions for follow-up care or appointments, go over any new or previous medications, and ensure you are comfortable with transitioning from the hospital. Ask questions and take notes! It is also helpful if your loved one or care partner is there when we review your discharge instructions, as they will be the one caring for you at home. If you need a visiting nurse, home health services, supplies, special equipment, or access to community resources to support your healing, the care transitions team is here to assist you. Make sure you keep a copy of the printed discharge instructions that your care team provides you.

Your loved one may be moved from their room to the UAB Discharge Lounge, a waiting area offering personal assistance to patients and their family members, to make the discharge process easier. Patients will be cared for by our expert staff in a controlled environment, while discharge paperwork is being completed and while waiting to be picked up. The Discharge Lounge is located in the first-floor atrium of the West Pavilion. To pick up your loved one, drive into the covered discharge area, which is located on 7th Avenue South between 18th and 19th streets. Look for the Patient Discharge sign.

- Enter from 7th Avenue South.
- The covered discharge area is located between 18th & 19th streets.
- Please text or call your family member once you drive up.

### Fill Your Prescriptions

You have the right to use any pharmacy you wish. The pharmacy at The Kirklin Clinic of UAB Hospital and UAB Hospital-Highlands can fill your discharge prescriptions Monday through Friday 8 a.m. – 6 p.m. and bring them to your room. Speak with your nurse if you would like to have our Meds-to-Beds service deliver your prescriptions before you leave the hospital.

### Access Your Health Information

myUABMedicine is a free, secure patient portal that offers personalized access to portions of your electronic medical record, including select lab results, allergies, immunizations, and medication lists. You can also use the portal to communicate securely with your health care providers or request renewals for current prescriptions. During your stay, we will verify or obtain the email address you want to use to receive instructions on how to create your account. You can also sign up at any time at [uabmedicine.org/me](https://uabmedicine.org/me).

### Obtain Your Medical Records

For your convenience, we provide four different ways to request a copy of your medical records: in person, by mail, by phone, or by fax. To learn more, please call 205.930.7724 between 8 a.m. and 4:30 p.m. Monday through Friday, or visit [uabmedicine.org/medical-records](https://uabmedicine.org/medical-records).

### Your Bill

We understand how overwhelming it can be to deal with both your health and your health care billing. Our patient financial services representatives and billing customer service team members are available to help you before, during, or after your stay. Visit [uabmedicine.org/billing](https://uabmedicine.org/billing) or call \*55 or 205.934.CARE (2273) to speak with a representative.



## FOR FAMILIES & VISITORS

# Family & Friends

At UAB Medicine, we recognize the vital role friends and family play in helping their loved ones heal. Please ask the care team first if there are any restrictions or precautions for visiting.

## Guidelines For Visiting

The well-being of our patients is the most important consideration when making decisions regarding visitors and visiting hours. Most units allow open visitation 24 hours a day, and we encourage someone to be with the patient at all times. However, the number of visitors may be limited at any time depending on the patient's wishes and the need to ensure safety and privacy. Should an emergency arise, you may be asked to leave the room if it interferes with your loved one's care or the care of others.

### If you are visiting:

- Wash your hands with soap and water or use the hand sanitizer outside the room every time you enter.
- Do not visit if you have been sick, are sick now, or have been around others who have been sick in the past three weeks. Even a simple cold can cause a problem with a patient in the hospital. If you do choose to visit, speak with a nurse first, so that he or she can provide a mask or special clothing to protect the patient.
- Patient monitors and other equipment may make noises frequently. Your care team is trained to distinguish between reminder noises and emergency alarms. Please do not attempt to reset or silence any of the equipment.
- We use special equipment to move and adjust our patients; talk to a nurse before moving the patient or the bed.
- If a conflict arises between family members or friends that interferes with the patient's care, we have the right to ask those involved to leave.
- Please follow all posted guidelines for the waiting rooms on each floor.

Remember, points of entry are limited from 8 p.m. to 5 a.m., and you may only enter through certain doors during those hours. Please wrap up all visits by 10:30 p.m. if you are not spending the night. If you are spending the night, feel free to take advantage of the complimentary coffee offered on NP7.

Children of any age may visit if they are supervised at all times by a parent or guardian who is not the patient. We encourage children to visit if they have a close relationship to the patient or the situation is very serious and visiting may be important to the child's future well-being. If a child does not want to visit, that's okay too. They may stay in touch by talking

on the phone, drawing pictures, or writing letters or poems for the patient.

### If your child is visiting:

- Keep the visit brief, and speak with your nurse beforehand for tips on how to make the visit safe and successful.
- Wash their hands with soap and water or use the hand sanitizer outside the room every time they enter.
- Children should not visit if they have been sick, are sick now, or have been around others who have been sick.
- Younger children should not be left by themselves or allowed to crawl on the floor or play with any equipment.
- Babies under nine months old have weaker immune systems. It is especially important you do not feed or change the baby's diaper in the patient's room, set the baby on the floor or on the patient's bed, or allow staff to hold or touch your baby.





# Guest Services & Amenities

UAB Medicine Guest Services is here to provide exceptional service. Contact us on any hospital phone by dialing \*55. You may also reach Guest Services from outside the hospital by dialing 205.934.CARE (2273). Representatives are available 24 hours a day, including holidays and weekends, and are stationed at welcome desks through the hospital, The Kirklin Clinic of UAB Hospital, and UAB Hospital-Highlands main lobby. Our team is here to help with anything you might need.



## Transportation, Parking & Directions

A map and list of parking options are available at the back of this book. Pricing varies depending on location and length of stay. Guest Services can easily direct you to the option that best meets your needs. They are also able to arrange any transportation or wheelchair services you or your family may need once you are here.

## UAB Medicine Wayfinder

- **[uabmedicine.org/wayfinder](http://uabmedicine.org/wayfinder)**  
UAB Medicine Wayfinder is a navigation app that makes finding and reaching locations in and around the UAB Medicine campus much easier. This free app provides step-by-step directions with functionality similar to Google Maps, enabling patients and families to reach destinations with ease and reliability. Wayfinder also provides travel and parking planning features; amenities such as gift shops, Guest Services, and dining options; directories of providers, urgent care clinics, and inpatient units; and other resources. To download the app, search for "UAB Medicine Wayfinder" in the Apple App Store or the Google Play store.

## Dining

There are a number of dining options for guests both within the hospital and adjacent to our medical center campus. Stop by an information desk for a list of dining options and directions.

- **Starbucks**  
**2nd Floor of North Pavilion**  
Monday – Friday, 5 a.m. – 12 a.m.  
Saturday & Sunday, 8 a.m. – 6 p.m.
- **Panera Bread**  
**2nd Floor of North Pavilion**  
Monday – Friday, 6 a.m. – 10 p.m.  
Saturday & Sunday, 10 a.m. – 6:30 p.m.
- **North Pavilion Food Court**
  - The Sandwich Board: 11 a.m.-2 p.m. (Monday – Friday)
  - Pizza: 11 a.m. – 2 p.m. (Monday – Friday)
  - The Silver Kitchen: 6 – 9:45 a.m., 11 a.m. – 2 p.m., and 5 – 7:30 p.m. (Monday – Friday)
  - Bistro on the Pavilion: 6 – 9:45 a.m., 11 a.m. – 1 a.m. (every day)
  - Salad Bar: 11 a.m. – 2 p.m. (Monday – Friday)
  - Sushi: 11 a.m. – 2 p.m. (Monday – Friday)
  - Bakery Items: Open 7 Days a Week
  - Grab-N-Go: Open 7 Days a Week
- **North Pavilion Food Court**  
**2nd Floor of North Pavilion**  
Open 7 days a week  
Breakfast: 6 a.m. – 9:45 a.m.  
Lunch/Dinner: 11 a.m. – 1 a.m.
- **The Red Cat at UAB Highlands**  
**1st Floor of UAB Hospital-Highlands**  
Monday – Friday, 6:30 a.m. – 8 p.m.
- **UAB Hospital-Highlands Cafeteria**  
**3rd Floor of UAB Hospital-Highlands**  
Open Monday – Friday  
Breakfast: 6 a.m. – 9 a.m.  
Lunch: 11 a.m. – 2 p.m.  
Dinner 6:30 p.m. – 8 p.m.
- **Chick-Fil-A**  
**2nd Floor of Jefferson Towers**  
Monday – Saturday, 7 a.m. – 10 p.m.
- **Subway**  
**2nd Floor of Jefferson Towers**  
Monday – Friday, 9 a.m. – 9 p.m.  
Saturday & Sunday, 10 a.m. – 6 p.m.



## Lodging

UAB has exclusive partnerships with Courtyard Birmingham Downtown at UAB and the Hilton Birmingham at UAB. These hotels are conveniently located very close to UAB Hospital, and both offer a number of special amenities as well as special discounted rates for UAB patients and family members. We can also provide additional information about all other local lodging options.

- **Courtyard Birmingham Downtown at UAB**  
**205.254.0004**
- **Hilton Birmingham at UAB**  
**205.933.9000**

## Gift Shops

We have three gift shops that offer flowers and plants, greeting cards, gifts, and other items. You may call any of our gift shops to purchase a gift and arrange delivery to a patient's room.

- **North Pavilion – 2nd Floor**  
**205.996.2019**  
Monday – Friday, 9 a.m. – 6 p.m.  
Saturday, 10 a.m. – 4 p.m.  
Sunday, 1 p.m. – 5 p.m.
- **West Pavilion – 1st Floor**  
**205.934.6434**  
Monday – Friday, 9 a.m. – 5 p.m.  
Saturday, 10 a.m. – 4 p.m.  
Sunday, 1 p.m. – 5 p.m.
- **UAB Hospital-Highlands – 3rd Floor**  
**205.930.7025**  
Monday – Friday, 9 a.m. – 5 p.m.

## Religious Services & Quiet Spaces

Hospitalization can be emotionally and spiritually challenging for everyone. We offer weekly faith-based worship services in the West Pavilion chapel, and the following quiet spaces are available for meditation or prayer 24 hours a day:

Interfaith chapels for private prayer and meditation

- **West Pavilion, 1st floor**
- **UAB Women & Infants Center, 2nd floor**

UAB Spiritual Health is one of the largest full-time spiritual health teams at a single hospital in the United States and is available 24 hours a day, 7 days a week to support your emotional and spiritual needs while here.

## Recreation & Wellness

Family members are encouraged to relieve stress and take care of themselves while their loved one is at UAB. Indoor and outdoor walking trails in one- to three-mile loops are marked across the medical campus. Look for the UAB Medicine walking trail signs on the 2nd floor of most buildings. Downtown Birmingham also has lots to offer visitors including nearby Railroad Park, shopping, dining, and entertainment.

## Cashier's Office & Business Center

Our cashier's office is open from 8 a.m. to 4:30 p.m. Monday through Friday and is located on the first floor of the Spain Wallace building at UAB Hospital and on the 1st floor of UAB Hospital-Highlands. The cashier's office accepts payments by cash, check, or credit card. The business center is located on the 2nd floor of the North Pavilion and offers computers with free Internet access.

## Nursing Moms

Lactation services are located on the 6th floor of the UAB Women & Infants Center in room 6110 and UAB Hospital-Highlands on the 3rd floor in EVS suite. The area includes private pumping stations available 24 hours a day, 7 days a week for nursing moms. You will need to provide your own pumping kit that is compatible with the Medela Symphony pump. We can provide additional information about other pumping rooms throughout the hospital and medical campus.





## COMMENTS, FEEDBACK, & GIVING BACK

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# Help Us, Help Others



## Comments & Feedback

We want to hear your feedback and address any comments or concerns you have. Please visit [uabmedicine.org/feedback](https://uabmedicine.org/feedback) to let us know how we did. You may receive a phone call to provide feedback about your stay. Please use this opportunity to let us know about your experience.

## Excellence In Action

We always strive to recognize our employees and providers for a job well done. If our team exceeded your expectations, we want to know. Please complete an Excellence in Action submission online at [uabmedicine.org/excellence](https://uabmedicine.org/excellence).

## Join Our Patient And Family Advisory Council

The UAB Medicine Patient and Family Advisory Council (PFAC) is comprised of volunteers who recently have been cared for at UAB Medicine or whose family member was cared for here. They are a voice for others working together to provide UAB Medicine's leaders with valuable feedback and insight regarding the planning, design, and delivery of care. The council helps identify needs or concerns of patients and their family members and generates new ideas to improve the patient experience. If you would like to become an advisor, visit [uabmedicine.org/pfac](https://uabmedicine.org/pfac).

## Give

If you are interested in giving to UAB, there are many opportunities to do so. Please visit [uabmedicine.org/giving](https://uabmedicine.org/giving) to explore the various ways you can support the incredible work here at UAB.

## Volunteer

A diverse group of individuals generously share their time and talents as volunteers across all of UAB Medicine. They own and operate our gift shops, read to patients, and offer many valuable services to patients and families. To learn more, visit [uabmedicine.org/volunteer](https://uabmedicine.org/volunteer).



## RESOURCES

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## We Care About Your Rights.

### All UAB Medicine patients shall have the RIGHT:

1. To receive considerate, respectful and compassionate care regardless of your age, gender, race, religion, culture, language, disabilities, socioeconomic status, sexual orientation, or gender identity or expression.
2. To receive information in a manner that is understandable and have access to sign or foreign language interpreter services. We will provide an interpreter as needed.
3. To be called by your proper name and to be told the names of the health care team involved in your care.
4. To receive care in a safe environment free from all forms of abuse, neglect or harassment.
5. To have a family member or representative of your choice and your own physician/dentist notified promptly of your admission to the health care facility, if you so choose.
6. To be told by your doctor/dentist about your diagnosis and possible prognosis, the benefits and risks of treatment, and expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
7. To have your pain assessed, reassessed, and be involved in decisions about managing your pain.
8. To be free from restraints and seclusion in any form that is not medically required.
9. To expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination.
10. To access protective and advocacy services in cases of abuse or neglect. The hospital will provide protective and advocacy resources.
11. To participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent permitted by law, request another physician, or to be moved to another hospital. If you leave against the advice of your doctor/dentist, UAB will not be responsible for any medical consequences that may occur.
12. To agree or refuse to take part in medical research studies. You may at any time withdraw from a study.
13. To make an advance directive, appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help you complete one.
14. To be involved in your plan of care from admission to discharge. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge from the hospital or outpatient setting of care, you can expect to receive information about follow-up care that you may need.
15. To receive financial information as a result of your treatment, care, and services received, including financial counseling resources.
16. To expect that all communications and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Medical Records Department. Upon request, you have the right to receive a list of to whom your personal health information was disclosed.
17. To participate in ethical decisions that arise in the course of your care. Members of the ethics committee are on call 24 hours/day.
18. To voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your health care team to resolve the problem. If unresolved, you have the following contact options:
  - a. UAB Hospital/Highlands and Ambulatory/HSF Clinics:
    - Contact Guest Services to request assistance from a Patient Advocate by dialing \*55 from an in-house phone or 205.934.CARE (2273).
    - Send a written letter of unresolved grievance to: UAB Hospital/Ambulatory Clinics, Chief Operating Officer, Suite 502, 500 22nd Street South, Birmingham, AL 35233.
  - b. Callahan Eye Hospital and Clinics: President, 1720 University Boulevard, Birmingham, AL 35233 or call 205.325.8380.
  - c. File a complaint with:
    - The Alabama Department of Public Health, Division of Health Care Facilities, Complaint Unit, P. O. Box 303017, Montgomery, Alabama 36130-3017 (Complaint Unit phone number is 1.800.356.9596).
    - The Joint Commission (TJC) by calling 1.800.994.6610.
    - The Centers for Medicare & Medicaid Services (CMS) by calling 1.800.633.4227 or [cms.gov/center/ombudsman.asp](https://cms.gov/center/ombudsman.asp).



**Patient RESPONSIBILITIES:**

1. You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
2. You should provide the health care facility or your doctor/dentist with a copy of your advance directive if you have one.
3. You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.

**Patient RESPONSIBILITIES, continued:**

4. You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor/dentist. You are responsible for outcomes if you do not follow the care, treatment, and services plan.
5. You are expected to actively participate in your pain management plan and to keep your doctors/dentist and nurses informed of the effectiveness of your treatment.
6. Please leave valuables at home and only bring necessary items.
7. You are expected to treat all staff, other patients and visitors with courtesy and respect; abide by all UAB rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
8. You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
9. You are expected to keep appointments, be on time for appointments, and to call your health care provider if you cannot keep your appointments.

*\*This information is available for the sight-impaired and in Spanish.*

**Nondiscrimination And Language Accessibility Notice**

UAB Medicine complies with applicable Federal civil rights law and does not discriminate based on race, color, religion, ethnic or national origin, genetic information, age, disability, religion, veteran's status or sex (consistent with the scope of sex discrimination described at 45 CFR §§92.10(1)(i)). UAB Medicine does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

**UAB Medicine provides free aids and services to 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).

**We also provide free language services to people whose primary language is not English, such as:**

- Qualified interpreters
- Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact UAB Guest Services at 205-934-2273.

If you believe that UAB Medicine has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the UAB Medicine Civil Rights/ADA Coordinator in person or by mail, fax, or email using the following contact information:

**P.O. Box 55746**  
**Birmingham, AL 35255**  
**Phone: 205.731.9863**  
**Fax: 205-801-8468**  
**Email: UABMedCivilRightsCoord@uabmc.edu**

If you need help filing a grievance, the UAB Medicine Civil Rights/ADA Coordinator is available to help you. You can also file a civil rights complaint with the 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 or phone at:

**U.S. Department of Health and Human Services**  
**200 Independence Avenue, SW**  
**Room 509F, HHH Building**  
**Washington, D.C. 20201**  
**Phone: 800-368-1019, 800-537-7697 (TDD)**

*\*Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).*

<p><b>English</b></p> <p>ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call <b>205-934-2273</b> or speak to your provider.</p>		
<p><b>العربية (Arabic)</b></p> <p>إذا كنت تتحدث اللغة العربية، فستوفر لك تنبيه: كما تتوفر وسائل خدمات المساعدة اللغوية المجانية. مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم <b>205-934-2273</b> أو تحدث إلى مقدم الخدمة.</p>	<p><b>中文 (Chinese)</b></p> <p>注意: 如果您说中文, 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 <b>205-934-2273</b> 或咨询您的服务提供商。</p>	<p><b>Français (French)</b></p> <p>ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le <b>205-934-2273</b> ou parlez à votre fournisseur.</p>
<p><b>Deutsch (German)</b></p> <p>ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzen zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie <b>205-934-2273</b> an oder sprechen Sie mit Ihrem Provider.</p>	<p><b>ગુજરાતી (Gujarati)</b></p> <p>ધ્યાન આપો: જો તમે ગુજરાતી બોલતા છો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓકિઝવરી સહાય અને એક્સેસબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ કવના મૂલ્યે ઉપલબ્ધ છે. <b>205-934-2273</b> પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.</p>	<p><b>हिंदी (Hindi)</b></p> <p>ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। <b>205-934-2273</b> पर कॉल करें या अपने प्रदाता से बात करें।</p>
<p><b>日本語 (Japanese)</b></p> <p>注: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。 <b>205-934-2273</b> までお電話ください。または、ご利用の事業者にご相談ください</p>	<p><b>한국어 (Korean)</b></p> <p>주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. <b>205-934-2273</b> 번으로 전화하거나 서비스 제공업체에 문의하십시오.</p>	<p><b>ລາວ (Lao)</b></p> <p>ເລື່ອງລາວ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂ້າມໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບີ <b>205-934-2273</b> ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ."</p>
<p><b>Português do Brasil (Brazilian Portuguese)</b></p> <p>ATENÇÃO: Se você fala Português do Brasil, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para <b>205-934-2273</b> ou fale com seu provedor.</p>	<p><b>РУССКИЙ (Russian)</b></p> <p>ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону <b>205-934-2273</b> или обратитесь к своему поставщику услуг.</p>	<p><b>Español (Spanish)</b></p> <p>ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al <b>205-934-2273</b> o hable con su proveedor.</p>
<p><b>Tagalog (Tagalog)</b></p> <p>PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa <b>205-934-2273</b> o makipag-usap sa iyong provider.</p>	<p><b>Türkçe (Turkish)</b></p> <p>UYARI: Türkçe biliyorsanız, ücretsiz dil destek hizmetlerini kullanabilirsiniz. Erişilebilir formatlarda bilgi sunmak üzere uygun yardımcı destek araçları ve hizmetler de ücretsiz olarak kullanılabilir. <b>205-934-2273</b> numaralı telefonu arayın veya tedarikçinizle konuşun.</p>	<p><b>Việt (Vietnamese)</b></p> <p>LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số <b>205-934-2273</b> hoặc trao đổi với người cung cấp dịch vụ của bạn.</p>

# Advance Care Planning

It can be difficult for doctors and loved ones to know what kind of treatment you want if you are unable to tell them. The best way to make sure your wishes are respected is to discuss them with your health care provider and your loved ones while you're healthy and then fill out an advance directive.

## What Is An Advance Directive?

An advance directive, as implied by the name, gives instructions in advance regarding what type of care you want or do not want in the event you lose the ability to speak for yourself. Most advance directives also designate who you would prefer to help make sure your instructions are followed. The UAB Health System has both inpatient and outpatient facilities where you can receive information about advance directives. Federal law requires that all patients admitted to a hospital are asked if they have an advance directive, and if not, to supply them with that information if requested. Every patient admitted is asked about advance directives regardless of health condition.

While most advance directives refer to medical care, Alabama does recognize psychiatric (sometimes called "behavioral") advance directives. If you have such a directive or would like information about this type of directive, please talk to your treatment team.

There are generally two types of medical advance directives: a living will and a durable power of attorney for health care decisions:

- **Living will:** A written declaration of your wishes for medical care desired at the end of your life, specifying choices about what treatment you would or would not want. Many living wills, including the Alabama Advance Directive for Health Care, include appointing a health care proxy to make sure your instructions are followed.
- **Durable power of attorney for health care decisions:** Most durable power of attorney documents do not include specific instructions for your end-of-life wishes; rather, the document allows you to appoint someone to speak on your behalf. It is important to choose someone who knows you well and can represent your morals and values.

## When Does An Advance Directive Go Into Effect?

An advance directive becomes active when you are too sick to speak for yourself and meet either of these two conditions:

- **Terminally ill or injured:** Two doctors have determined that you have a condition that cannot be cured and that you will likely die in the near future from this condition.
- **Permanent unconsciousness:** Two doctors have determined that you have a condition that results in the inability to think, feel anything, knowingly move, or be aware of being alive. The doctors believe this condition will last indefinitely without hope for improvement.

## What Kinds Of Choices Need To Be Made?

Advance directives define whether or not you would want life-sustaining treatment if you were terminally ill or injured or in a state of permanent unconsciousness. Life-sustaining treatment means drugs, machines, and/or medical procedures that may keep you alive but will not cure you. You are also asked about whether you would want artificial nutrition or hydration provided through a tube or IV to keep you alive if you can no longer eat, either on your own or with someone helping you. Advance directives are also used to appoint a health care proxy; however, you are not required to appoint a proxy.

## Who Can Help Me Complete An Advance Directive?

It is normal to feel anxious and uneasy about making these choices, but the goal is for you to remain in control even if you become too sick to speak for yourself. Choose someone you trust to discuss what you want or don't want at end of life. Your doctor, nurse, hospital chaplain, and medical social worker are available to assist you. Hospital chaplains or patient advocates are available to witness or notarize these documents.

## Frequently Asked Questions

- **Am I required to have an advance directive?**  
No. The UAB Health System is committed to providing the best care for every patient, regardless of what choices have been made about life-sustaining treatments at the end of life.
- **I have an advance directive from another state. Will it be honored?**  
Generally speaking, yes, but since there are differences from state to state, completing an advance directive using Alabama's form can help remove uncertainty. Please provide your treatment team with a copy for review.
- **Will my advance directive be honored during surgery?**  
Yes. However, many interventions that might be considered life-sustaining treatment in other settings are a routine part of anesthesia and surgery. If you are undergoing surgery, it is important that you discuss your advance directive with your surgeon and anesthesiologist prior to surgery, so they can discuss with you the best way to provide your care.
- **Are there conditions when my advance directive will not be honored?**
  - Under Alabama law, advance directives cannot be honored during pregnancy.
  - Advance directives are not routinely honored in the outpatient setting; please discuss your preferences with your treatment team.
- **Do I have to choose someone from my family as my proxy?**  
No. You may pick whoever you feel would represent you best. That may be someone from your family but also could be a good friend, same-sex domestic partner, church member, or neighbor. The point is that YOU choose who can speak for you if you cannot.
- **What should I do with my advance directive?**  
Copies should be given to your health care provider, your health care proxy, and to your family.

# Important Phone Numbers

Whatever your need, call 205.934.CARE (2273) or \*55 within the hospital to speak with our Guest Services team. They can connect you to:

- Patient information
- Patient advocates
- Office of Patient Experience and Engagement
- Interpreter services
- Spiritual Health
- Patient escort
- Social workers
- Volunteer services
- Maintenance and housekeeping
- Pet or music therapy

## My Important Numbers:

**Unit and room number:** \_\_\_\_\_

**Direct line to unit front desk:** \_\_\_\_\_

**Direct line to patient room:** \_\_\_\_\_

- **Make an Appointment** – 205.934.9999 / [uabmedicine.org/appointment](http://uabmedicine.org/appointment)
- **Condition-HELP Rapid-Response Emergency Team** – 205.934.2273 / 5-6000
- **Meals** – 205.934.6325 / 4-MEAL
- **Blood Donation** – 205.996.9851
- **Gift Shop – North Pavilion** – 205.996.2019
- **Gift Shop – West Pavilion** – 205.934.6434
- **Gift Shop – UAB Hospital-Highlands** – 205.930.7025
- **Courtyard Birmingham Downtown at UAB** – 205.254.4000
- **Hilton Birmingham at UAB** – 205.933.9000
- **Medical Records and Billing** – 205.930.7724 / [uabmedicine.org/billing](http://uabmedicine.org/billing)

If you have a question about your bill, start by calling the phone number listed on your bill. If you are unable to resolve the issue, call our billing department to help further. If you need a language interpreter to assist with the call, dial 1.855.938.0669 for assistance prior to calling the number on your bill.

### UAB Hospital

1802 6th Avenue South  
Birmingham, AL 35233  
205.934.3411

### UAB Hospital-Highlands

1201 11th Avenue South  
Birmingham, AL 35205  
205.934.3411

### UAB Medicine Guest Services

\*55 or 205.934.CARE (2273)

# Parking Options & Maps

We offer a variety of parking options, including lots, decks, and even valet parking services in some cases, depending on the facility and the time of day. Please see any Guest Services information desk for full details. All parking rates are subject to change and available at [uabmedicine.org/parking](http://uabmedicine.org/parking).

## UAB Hospital Parking Options

**4th Avenue Deck** – enter near the corner of 18th Street South and 4th Avenue South

- Main deck for patients, families, and visitors

**University Boulevard Deck** – enter near the corner of 19th Street South and University Blvd (8th Ave South)

- Public parking is available

**Long-Term Parking Lot** – enter near the corner of 17th Street South and 4th Avenue South

- Across from the UAB Women & Infants Center

**UAB Women & Infants Center Parking Lot** – enter from 18th Street South

- Valet service is available at no additional charge

**Spain Rehabilitation Center / Center for Psychiatric Medicine Parking Lot** – enter from 6th Avenue South

- Valet service is available at no additional charge

**UAB Hospital-Highlands Parking** – parking is conveniently located in the lot next to the building and in a deck on 12th Street South across from the UAB Hospital-Highlands ER. Valet parking is available.

## The Kirklin Clinic of UAB Hospital (TKC) & Whitaker Clinic of UAB Hospital Parking Options

**The Kirklin Clinic of UAB Hospital & Whitaker Clinic of UAB Hospital Parking Deck** – enter near the corner of Richard Arrington Jr. Blvd and 6th Avenue South

- Main deck for patients, families, and visitors
- Valet service is available

## City of Birmingham Parking Authority

**5 Points South Parking Deck** – 2012 Magnolia Avenue  
Phone 205.254.2629 for rates

- NOT within walking distance
- Long-term parking available

The DART bus (Green Line – Southside Loop) runs 7 days a week (except holidays) and is FREE with pick up areas along 20th Street. DART goes to and from the medical center district to the 5 Points area on the following schedule:

*Monday – Thursday:*

11 a.m. – 2 p.m., every 10 minutes

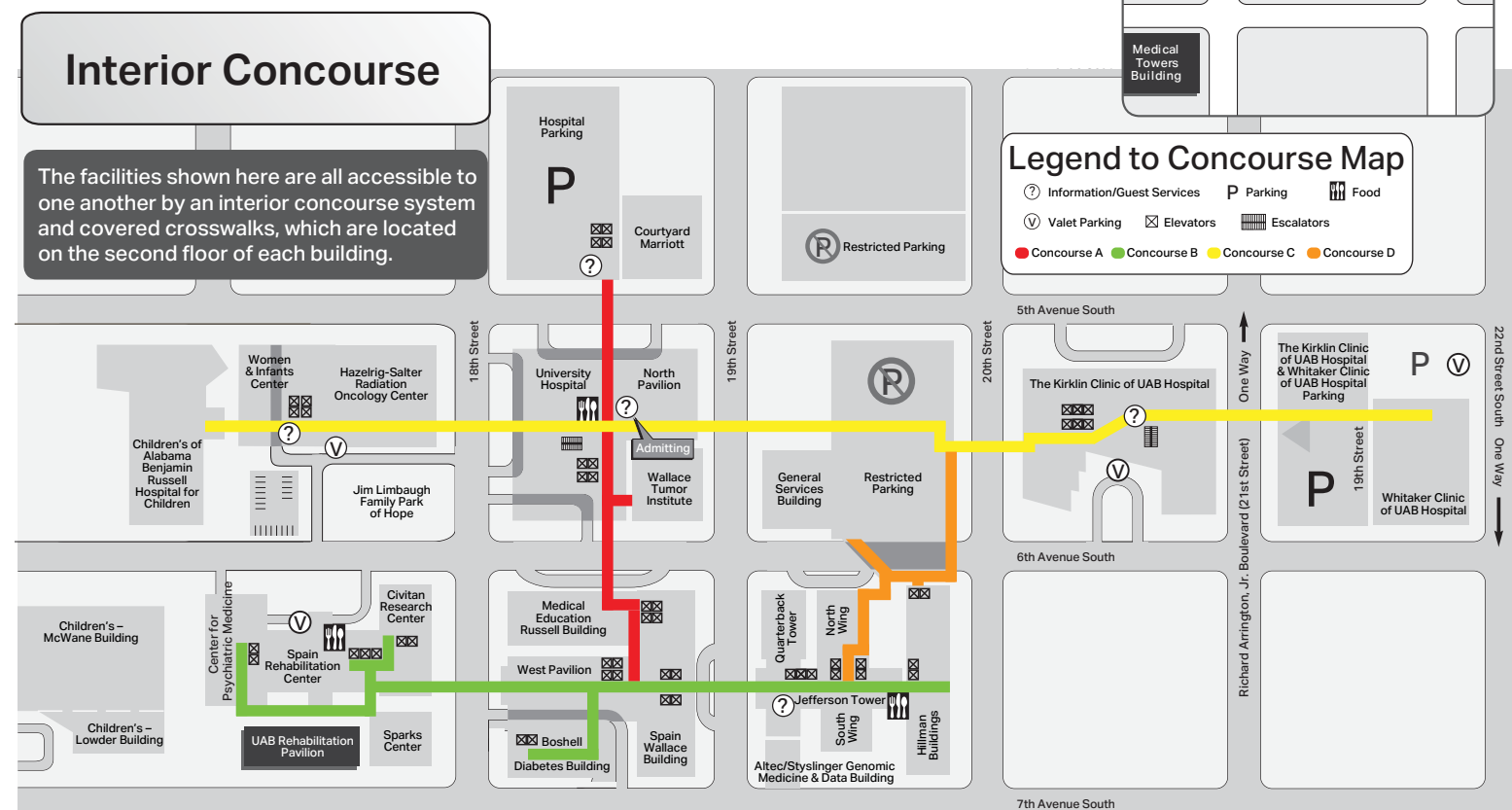
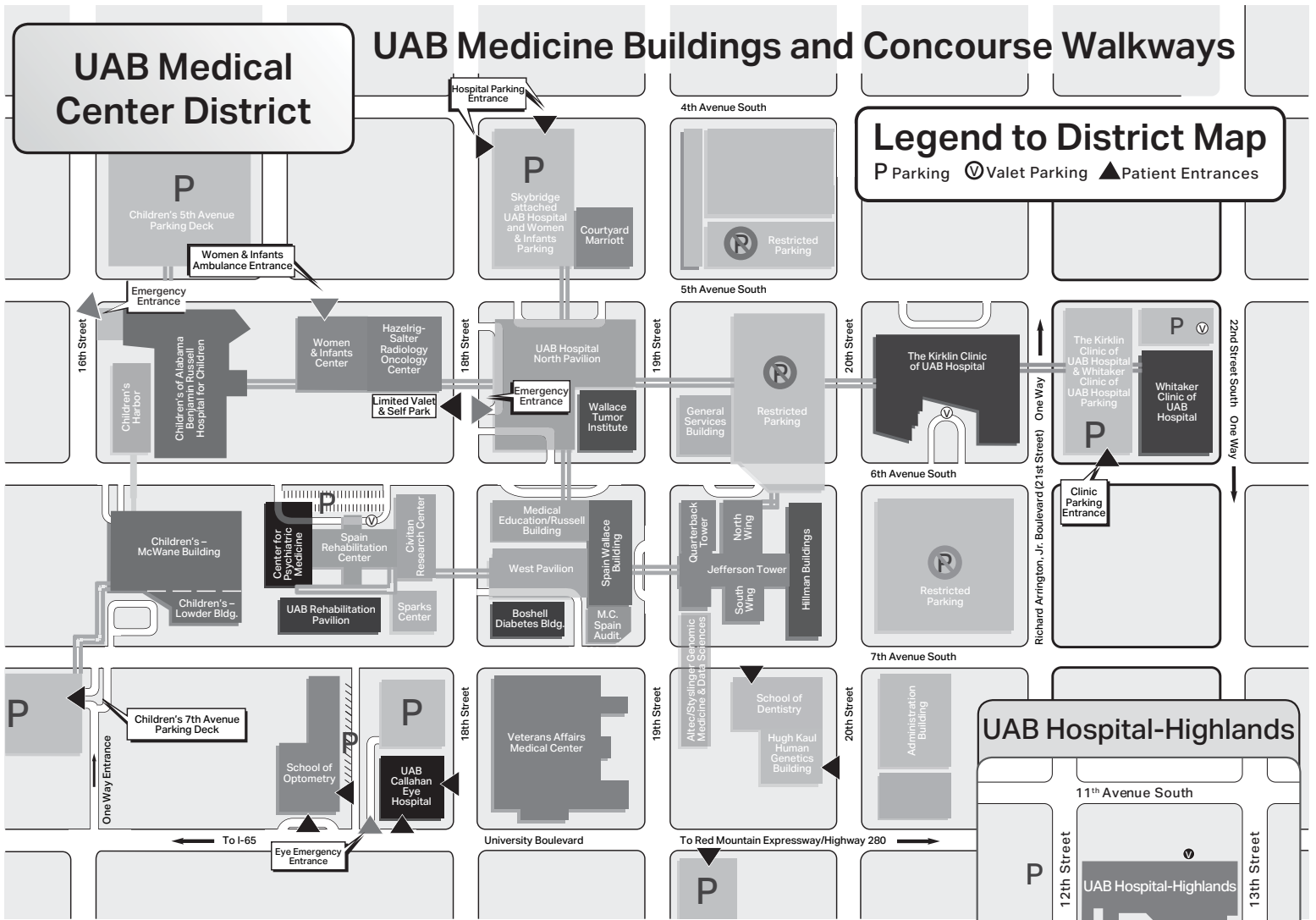
2 p.m. – 10 p.m., every 20 minutes

*Friday – Saturday:*

11 a.m. – 2 p.m., every 10 minutes

2 p.m. – Midnight, every 20 minutes





Download the free UAB Medicine Wayfinder app today. It is available from the Apple App Store for iPhone/iPads and from the Google Play store for Android devices.

# My Care Diary

**Care team members:** \_\_\_\_\_

**Medications or procedures:** \_\_\_\_\_

**Questions or notes:** \_\_\_\_\_

\_\_\_\_\_

## Discharge Instructions

Your care team will review the information below with you. For care partners, it is extremely important that you make plans to be at the bedside when discharge instructions are discussed, so you can learn how to help your loved one. You will need time to learn about and practice any special care needs such as changing dressings, turning and skin care, feeding tubes, or giving shots.

• **My expected discharge date is:** \_\_\_\_\_

\_\_\_\_\_

• **I was admitted to the hospital for:** \_\_\_\_\_

\_\_\_\_\_

• **When I am discharged from the hospital, I will go:** \_\_\_\_\_

\_\_\_\_\_

• **My discharge instructions are:** \_\_\_\_\_

\_\_\_\_\_

• **If I have any restrictions, they are:** \_\_\_\_\_

\_\_\_\_\_

• **If I have questions, I should call:** \_\_\_\_\_

\_\_\_\_\_

• **I should always call if I experience:** \_\_\_\_\_

\_\_\_\_\_

• **If my appointments are not on my discharge papers, what follow-up appointments should I have and with whom?**

\_\_\_\_\_

• To schedule or reschedule my appointments, I should call: \_\_\_\_\_

\_\_\_\_\_

• I should bring to my appointments: \_\_\_\_\_

\_\_\_\_\_

## List Of Future Appointments

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

Provider: \_\_\_\_\_

Purpose: \_\_\_\_\_

\_\_\_\_\_

## Supplies Or Equipment Needed

• I will need: \_\_\_\_\_

\_\_\_\_\_

• If I need more supplies, I should call: \_\_\_\_\_

\_\_\_\_\_

# My Care Diary

## Home Health/Hospice

• I will be using: \_\_\_\_\_

\_\_\_\_\_

• The agency will come to see me: \_\_\_\_\_

\_\_\_\_\_

• They will help with: \_\_\_\_\_

\_\_\_\_\_

• If I need to contact them, I should call: \_\_\_\_\_

\_\_\_\_\_

## Discharge Checklist

Check the box next to each item when you or your caregiver completes it.

- ☐ I know where I will receive care after discharge.
- ☐ I have a care partner or support in place to help me (name, phone number).
- ☐ I have someone to pick me up on the day of discharge (name, phone number, pick-up location).
- ☐ I know the types of follow-up care I may need (home health, physical therapy, occupational therapy, equipment).
- ☐ I know the special equipment or supplies I need and whom should be called to deliver them (name, phone number).
- ☐ I have a list of options and community resources that I might need.
- ☐ I have my medication list and I know how to take them.
- ☐ I have my prescriptions or I know where and when to pick them up.
- ☐ I have my follow-up appointments or know how and when to schedule them.
- ☐ I know what I need to bring to my appointments.
- ☐ I have a number to call to schedule or reschedule my appointments.
- ☐ I understand all of my follow-up instructions.
- ☐ We have discussed if I am ready to do activities such as bathing, dressing, cooking, errands, bathroom, stairs, and doctor's appointments.
- ☐ We have discussed if I will be able to get around my home without difficulty (door widths, shower bars, bedroom locations, ramps, etc.).
- ☐ We have discussed the care that I must do at home (trach care, tube feedings, other).
- ☐ I have been shown how to perform the care that I must do at home, and I am comfortable performing this care.
- ☐ I know about signs or symptoms to look for after I leave.
- ☐ I know whom to call in case of an emergency.



## Notes

[illegible]



[illegible]



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[uabmedicine.org](http://uabmedicine.org)