INFORMATION ABOUT YOUR HOSPITAL STAY

1. **Your room:** Bedside rails contain controls for the bed, TV, and nurse call button. If you'd like the room temperature adjusted, ask any member of your care team. Please leave your valuables and credit cards at home.
2. **Whiteboard:** Your room has a whiteboard for communication. Your nurse will write the names of staff members each day who will work with you during each shift. Your nurse will also list your goals and activities for each day. Please review your whiteboard daily with your nurse.
3. **Patient meals:** Breakfast, lunch, and dinner will be served to patients. Meal orders will be taken by the patient dining associate before the next scheduled meal. If you have questions about your food or nutrition, please ask a member of your care team or call 205-939-7692.
4. **Visitor hours:** Your care partner or family member is welcome 24 hours a day. Others are welcome from 9 a.m. to 9 p.m., as long as they don't have a cough, fever, or sore throat. If you're not up for company, let your health care partner or nurse know.
5. **Wi-Fi:** Complimentary wireless Internet access is available to patients and visitors for cell phones, tablets, and laptops. **Please select the Wi-Fi network named uabhs_public;** no password is needed. Review and accept the Terms of Use.
6. **Spiritual care and chapel:** The chapel is located on the first floor near the main lobby. It is open to all faiths, 24 hours a day. Also, a member of your care team can reach a chaplain 24/7.

PATIENT INFORMATION ACCESS CODE

Federal privacy regulations require hospitals to carefully limit access to your health information. If you wish for a family member or friend to receive your personal information by telephone during your hospitalization, that person will need to provide the nursing staff with your name, their name, and your access code.

Please understand that nurses have limited time for answering telephone calls. We request that you provide your code to only one person. Special arrangements for additional contacts will be considered upon request.

WELCOME!

We are honored that you have placed your trust in us by choosing UAB St. Vincent's Birmingham for your health care needs. Our goal is to provide you the best possible care and service during your stay.

Our patient admissions guidebook provides important information about our services and resources, and it has answers to many common questions. If you have additional questions or concerns, please do not hesitate to speak with any member of your care team. Any suggestions you have will be gratefully received and appreciated.

On behalf of the UAB St. Vincent's Birmingham family, we are grateful for the opportunity to care for you.

Kenny Shafer
CEO, UAB St. Vincent's Birmingham

OUR MISSION

To provide life-changing care.

OUR VISION

To be the leader in improving the health and lives of all we serve.

OUR VALUES

Compassion • Reverence • Holistic Care

IMPORTANT PHONE NUMBERS

UAB St. Vincent's Birmingham
810 St. Vincent's Dr.
Birmingham, AL 35205

- Main hospital 205-939-7000
- Admissions 205-939-7000
- Billing 844-483-7710
- Lost and Found 205-939-7799
- Patient Dining 205-939-7962
- Medical Records 205-939-7128
- Patient Relations 205-939-7264
- Security 205-939-7799
- Spiritual Care 205-939-7023

Interpreters
The hospital has access to interpreter services for many languages. Ask your nurse if you need an interpreter.

WHAT TO EXPECT WHEN YOU ARE ADMITTED

YOUR ACCOMMODATIONS

A button to call your nurse is located at the bedside. When you press the button, the nursing station will be alerted that you need assistance, and a staff member will respond to your call as soon as possible.

Bedside rails may be raised at night or during the day if you are recovering from surgery or taking certain medications. Please stay in bed after you have been prepared for the night. If you need assistance, please use your call button, because the strange surroundings and sleeping medications may disorient you.

MEDICATIONS

All medications you take during your hospital stay are prescribed by your doctor, dispensed by the hospital pharmacy, and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedside.

Medications ordered by your doctor that are approved to be kept at the bedside (such as creams and ointments) must be secured. For your safety, medications from home will be secured by your nurse.

SPIRITUAL CARE AND CHAPEL

The chapel is located on the first floor near the main lobby. It is open to all faiths, 24 hours a day. You will be offered the option of prayer. Chaplains are on the hospital campus Monday through Friday from 8 a.m. to 4 p.m. but are also on call. A chaplain can be reached 24/7 by a member of your care team.

SMOKING

Smoking is not allowed at any UAB St. Vincent's facilities.

VALUABLE OR LOST ITEMS

Please do not bring valuables to the hospital. If you do bring valuables, please send them home with a member of your family. If that is not possible, you may secure items in the hospital safe. Items will be returned to you upon discharge. The hospital is not responsible for lost items. Our Lost and Found Department can be reached at 205-939-7799.

INTERPRETERS AND HEARING-IMPAIRED DEVICES

The hospital has access to interpreter services when needed. A telecommunications device is available to patients who are hearing-impaired or who want to communicate with a hearing-impaired relative or friend. For more information, please call Nursing Services at 205-939-7290. TDD and ITT users, please call 1-800-548-2546.

AMENITIES

ATM
Located outside the cafeteria

CAFETERIA HOURS
- **Monday-Friday**
  Breakfast: 6:30 a.m.–10 a.m.
  Lunch: 11 a.m.–2 p.m.
- **Closed on weekends**

BISTRO
Offers grab-and-go sandwiches, salads, and fruit
- **Monday–Friday**
  10-11 a.m. and 4-10 p.m.
- **Weekends**
  7-10 a.m. and 11 a.m.-7 p.m.

GIFT SHOP
The Gift Shop is located on the hospital's second floor and is operated as a service to patients and visitors. It sells health and beauty products, magazines, candy, and a variety of gift items.

GIFTS FOR PATIENTS
Please check with the nurse to make sure your gift is appropriate, especially for gifts of food or drinks. Live plants are not permitted in the intensive care units.

HOUSEKEEPING
Please let your nurse know if you have any concerns about maintenance problems or cleanliness in your room.

PARKING RATES
0-29 minutes: Free
30 minutes–1 hour: $3
1–3 hours: $5
Day rate: $7

Valet parking service is available at the main entrance Monday–Friday from 8 a.m. to 4 p.m. for a fee of $8. Shuttles throughout campus are available Monday–Friday from 9 a.m. to 4 p.m.

POSTAL SERVICES
A U.S. Mail drop box is located next to the elevators in Professional Building 1.

PATIENT SAFETY

WHAT YOU CAN DO

- Say something if you have questions or concerns.
- Pay attention to the care you are receiving.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Know what medications you take and why you take them.
- Participate in all decisions about your treatment.

We take patient safety very seriously. You can help us keep you safe by getting involved and actively participating in your own care.

INFORM US

- Make sure that everyone on your care team is informed about your important health information.
- Ask for assistance if you need to get out of bed or go to the bathroom.
- Tell your doctor or nurse if you have a history of falls.

KNOW YOUR CARE PLAN AND TEAM

- Who is your nurse on each shift?
- What tests are you having?
- Will you have blood work?
- What medicines will you be receiving throughout the day?
- Will you be disturbed at night and why?

UNDERSTANDING YOUR CARE

If you are having an operation, be sure that you and the doctor agree and are clear on exactly what will be done. Just before the operation, you will be asked to tell the nurse or doctor exactly which part of your body will be operated on. Also, be sure that you understand your discharge instructions before leaving the hospital.

PATIENT SAFETY

PATIENT ID FOR PROCEDURES AND MEDICATION

When you're admitted to the hospital, we give you an identification band showing your name, date of birth, and medical record number. This ID band must be worn at all times during your stay. Staff members will always check your ID band before giving you any medicine or performing any test or procedure. In some cases, you may be asked for your name and date of birth. Please be patient, as we may verify your identity often, but it's for your own safety. We use bar code technology to help make sure that you are being given the correct medications.

COLOR-CODED ALERT WRISTBANDS

Color-coded alert wristbands are used to quickly communicate a certain health care status or an alert. We do this to help our staff members more quickly provide the best care possible, even if they do not know the patient. The different colors have certain meanings. Words for the alerts are also written on the wristband, to reduce the chance of confusing the alert messages.

PREVENTING SURGICAL COMPLICATIONS

The following steps are taken to help ensure your safety if you need a surgical procedure:

- Your surgeon will mark the site that will be operated on. He or she will perform a "time out" to ensure that the correct procedure is performed.
- Intravenous antibiotics will be given to you within one hour of starting surgery, to help prevent infections.

PREVENTING INFECTIONS

Remind all visitors to wash their hands with soap and water for at least 15 seconds every time they enter and exit your room. Alcohol-based hand foam may also be used, and dispensers are located throughout the hospital. If you cough or sneeze, please cover your mouth and nose.

PREVENTING FALLS

The risk of falling while in the hospital is often higher with patients who have received pain relief medication. A falls risk assessment is completed for all patients, but knowing about any previous issues will allow us to take special steps to help prevent falls. We will discuss these with you and your caregiver/family when you are admitted.

PATIENT SAFETY

TUBING CONNECTIONS

If your tubes or catheters become loose or come out, please alert a nurse immediately. Never attempt to reconnect or reinsert a tube or catheter.

MEDICATION SAFETY

Feel free to ask questions about your medications. If the medication we give you does not ease your pain, please let us know.

ALLERGIES

Tell your health care team about any allergies or bad reactions you have to medications, food, latex, and/or dyes.

MANAGING YOUR EMOTIONAL STATE

If you are feeling overwhelmed and need emotional support, please talk with your nurse. He or she can help determine the best available resources and make arrangements for them.

THINK BEFORE YOU ACT

This is a safe, healing environment. Aggressive behavior has no place here. Our associates have a right to work in a safe environment. Verbal threats or acts of violence will not be tolerated and may result in removal from this facility and/or prosecution.

VISITOR INFORMATION

Visitors can be good medicine for patients. Family members and friends are welcome to visit. However, patient care is our primary concern. For this reason, hospital entrances are only open from 6 a.m. to 9 p.m. Monday-Friday. Between 9 p.m. and 6 a.m., please use the Women and Children's Center entrance.

WAITING AREAS

- For the privacy of our patients, please use the waiting areas, and do not linger in the hallways. When overcrowding is an issue, please limit the number of family members in the rooms.
- The hospital does not provide pillows and blankets for visitors.
- Please do not move furniture in the waiting areas or patient rooms.
- No lounging furniture, appliances, or coolers may be brought into the hospital.
- Vending areas are located next to the Emergency Department, on floors 3-5 of the Women and Children's Center, and on the 6th floor of the South Tower.

VISITING GUIDELINES

- All UAB St. Vincent's locations are tobacco-free, and smoking is not permitted anywhere.
- Visitors must dress appropriately. A shirt and shoes must be worn at all times.
- Please check with the nurse before bringing food or candy to patients, as they may be on a restricted diet.
- Flowers and plants are not permitted in the intensive care units (ICUs). Latex balloons are not permitted in any area.
- Anyone with a cold, sore throat, or contagious disease should not visit patients.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- One overnight guest is permitted.
- Please use discretion with mobile phones, to avoid disturbing others.
- Please familiarize yourself with the nearby exits.
- In case of an emergency, follow the directions from hospital staff.

Exceptions to these guidelines may be made based on patient care needs.

VISITOR INFORMATION

CAFETERIA HOURS

- **Monday–Friday**
  6:30–10 a.m. and 11 a.m.–2 p.m.
  Closed on weekends

BISTRO

Offers grab-and-go sandwiches, salads, and fruit

- **Monday–Friday**
  10-11 a.m. and 4-10 p.m.
- **Weekends**
  7-10 a.m. and 11 a.m.-7 p.m.

MARKET CAFE

- **Monday-Friday**
  6 a.m.-4 p.m.
- **Weekends**
  7 a.m.-1 p.m.

DECISIONS ABOUT YOUR HEALTH CARE

ADVANCE DIRECTIVES

An advance directive is used to inform your doctor and family of the kind of medical care you want if you are too sick or hurt to talk or make decisions. If you do not have one, certain members of your family will have to decide on your care.

You must be at least 19 years old to set up an advance directive. You must be able to think clearly and make decisions for yourself when you set it up. You do not need a lawyer, but you may want to talk with one before you take this important step. You have the same right to get the care you need, regardless of whether you have an advance directive.

TYPES OF ADVANCE DIRECTIVES

In Alabama, you can set up an advance directive for health care. The choices you have include:

- A living will is used to write down ahead of time what kind of care you do or do not want if you are too sick to speak for yourself.
- A proxy can be part of a living will. You can pick a proxy to speak for you and make the choices you would make if you could. If you pick a proxy, you should talk to that person ahead of time. Be sure that your proxy knows how you feel about different kinds of medical treatments.
- A durable power of attorney is another way to pick a proxy. The person you pick does not need to be a lawyer.

Hospitals, home health agencies, hospice facilities, and nursing homes usually have forms you can fill out if you want to set up a living will, pick a proxy, or set up a durable power of attorney for health care. If you have questions, you should ask a lawyer or call your local Council on Aging for help.

WHEN TO SET UP AN ADVANCE DIRECTIVE

Be sure to sign your name and write the date on any form or paperwork you fill out. Talk to your family doctor now, so that he/she will know and understand your choices. Give him/her a copy of what you have signed. If you go to the hospital, give a copy of your advance directive to the staff member who admits you to the hospital.

DECISIONS ABOUT YOUR HEALTH CARE

WHEN DO I NEED TO DECIDE?

You will need to decide if you want treatments or machines that will make you live longer even if you will never get better. An example of this is a machine that breathes for you. Some people do not want machines or treatments if they cannot get better. Others may want food and water through a tube or pain medication. With an advance directive, you decide what medical care you want.

TALK TO YOUR DOCTOR AND FAMILY

Before you set up an advance directive, talk to your doctor ahead of time. Find out if your doctor is willing to go along with your wishes. Talk to your family once you decide on the care you want or do not want. Explain why you want the care you have decided on. Find out if they are willing to let your wishes be carried out. Family members do not always want to go along with an advance directive. This often happens when wishes are made ahead of time or if the family members are not sure about what has been decided. Talking with your family ahead of time can prevent this problem.

CHANGE YOUR MIND ANYTIME

As long as you can speak for yourself, you can change your mind at any time about what you have written down. If you make changes, tear up your old papers and give copies of any new forms or changes to everyone who needs to know. For help or more information, contact:

- Case Management: Ask your nurse to speak to a case manager
- Alabama Department of Senior Services: 1-800-AGE-LINE (1-800-243-5463)
- Elder Care Complaint Hotline: 1-800-356-9596
- Resources and referrals: 211 Connects Alabama (dial 211 to be connected)

PREPARING TO LEAVE THE HOSPITAL

DISCHARGE CHECKLIST

- ☐ **Verify your discharge date and time with your nurse or doctor.**
- ☐ **Confirm who is taking you home.**
- ☐ **Make sure that you understand your discharge instructions.**
- ☐ **Know your medications.**
- ☐ **Check your room, bathroom, and bedside table carefully for any personal items.**
- ☐ **Fill prescriptions before going home.**
- ☐ **Schedule follow-up visits with your physician.**
- ☐ **Follow your at-home care instructions.**

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

If you require more specialized care upon release from the hospital – such as home health care, hospice care, a licensed assisted living facility, or nursing home – the patient care manager will provide you with information. If you have any questions about these or other services, speak to the case manager on your unit.

PREPARING TO LEAVE THE HOSPITAL

PATIENT PORTAL

Manage your healthcare conveniently with MyChart, an easy-to-use patient portal that connects you to your medical record from wherever you are. MyChart makes it easy for you to see all your health information in one place, find the care you need and schedule appointments fast, connect with your doctor from anywhere, and take care of your children and other family members. Participate in your care and register for the MyChart patient portal at **uabstvincents.org/patient-portal.**

FEEDBACK ON OUR SERVICES

We welcome your feedback! You may receive a survey via email or text message. We would appreciate you taking a few minutes to complete the survey. These surveys help us ensure that we're delivering the best possible care, in a patient- and family-centered way.

We like to recognize our staff members for their outstanding work. If you feel that a nurse, medical associate, or other member of your health care team deserves praise, please include his or her name on the survey.

GRIEVANCE PROCESS

You and your family members have the right to express concerns about the care you are receiving from your care team. You may call Patient Relations at 205-939-7264 to speak to one of our patient relations specialists.

You are welcome to put your concerns in writing and send them to UAB St. Vincent's Patient Relations, 1130 22nd St., Birmingham, AL 35205 or email them to **uabstvpatientrelations@uabmc.edu.**

UNDERSTANDING YOUR MEDICAL BILL

We want to make it as simple as possible for you to manage the cost of the health care services you receive. By discussing expenses in advance with your doctor, your insurer, and the hospital, you will be better able to manage and minimize your medical bills.

PRICE TRANSPARENCY

Patients have the right to request and receive a written estimate of the total charges for non-emergency hospital services, procedures, and supplies that are expected to be provided and billed by the hospital. Learn more at **uabstvincents.org/billing/price-transparency.**

BILLING AND PAYMENT

Pay your UAB St. Vincent's bill through our online payment portal at **uabstvincents.org/billing.**

CALL US ABOUT YOUR BILL

If you need to speak with someone to better understand your bill, please call one of the following numbers:

- Doctor's office bills: 1-844-994-0410
- Hospital bills: 1-844-483-7710

FINANCIAL ASSISTANCE

Medical costs are often unanticipated, and not all expenses are covered by insurance. Please know that we have payment plans and even financial assistance programs (in some cases) that can make your payments more manageable. Learn more at **uabstvincents.org/billing/contact-billing-financial-services.**

WHEN YOU WANT TO SAY THANK YOU

UAB ST. VINCENT'S FOUNDATION

At UAB St. Vincent's it is a privilege to care for you and your loved ones. Our dedicated caregivers are honored to be here when you need us.

If you are grateful for the care you received, UAB St. Vincent's Foundation invites you to turn your appreciation into action by making a donation. You may wish to honor a doctor, nurse, staff member, or volunteer who impacted your care. Your experience is possible because of the generosity of people like you.

Your gift supports patient services, programs, and life-saving initiatives. Please call UAB St. Vincent's Foundation at 205-558-3850 or visit **stvfoundation.org** for more information.

DAISY AWARD

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Please say thank you by sharing your story of how a nurse made a difference you will never forget. Ask a member of your care team for a nomination form.

VOLUNTEERING

As a not-for-profit health care ministry, we rely heavily on the commitment and effort of our incredible volunteers to make a difference. If you are interested in volunteering at Ascension St. Vincent's Birmingham, please contact Dianne Guthrie at 205-939-7186 or email **dianneguthrie@uabmc.edu.**

NONDISCRIMINATION PROMISE

UAB St. Vincent's provides services to all people regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, gender, gender identity or expression, or any other protected classifications identified under applicable federal/state/local laws, regulations, and statutes.

UAB St. Vincent's does not discriminate against visitors based on age, gender or gender identity, race, national origin, religion, or disabilities.

Thank you for choosing UAB St. Vincent's for your care.

LEARN MORE ABOUT US AT UABSTVINCENTS.ORG.

UAB ST. VINCENT'S

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