Thank you for choosing UK HealthCare for your medical care. We know there are important choices that must be made when selecting a hospital for treatment, and we appreciate the confidence you have placed in us. Our entire staff will work hard to meet all of your expectations and provide you with excellent care.

UK HealthCare represents all of the patient care and clinical activities of the University of Kentucky, which includes UK Albert B. Chandler Hospital, Kentucky Children’s Hospital, UK Good Samaritan Hospital, the Kentucky Clinic, and the Colleges of Medicine, Dentistry, Pharmacy, Nursing, Health Sciences and Public Health. UK HealthCare also operates more than 143 outreach programs throughout Kentucky and West Virginia. All of this is possible thanks to a team of more than 9,000 health care professionals, all dedicated to providing excellence in patient care, education and research.

We hope you find the material included in this guide helpful. It is intended to answer many of your questions and to make your stay here at UK Chandler Hospital as easy and stress-free as possible. Many patient resources are also available online at ukhealthcare.uky.edu. If you find that you still have questions or need assistance with anything before, during or after your stay with us, please ask your doctor or nurse, or contact Customer Relations at 859-257-2178. Our team of caring, experienced customer service professionals will be happy to assist you.

Thank you again for choosing UK HealthCare.
Patient rights and responsibilities

At UK Chandler Hospital, we work with you as a partner to achieve your fullest recovery possible. As a patient you have the right to:

- Receive care, no matter what your religion, sex, race or disability.
- Know what is medically wrong and how we can help you get better. We will also tell you the things you will need to know when you get home so that you can stay well.
- Know the names of your doctors and nurses.
- Feel safe here and ask questions if you have concerns.
- Say “no” to anything we suggest.
- Not be involved with research unless you want to be involved.
- Receive treatment for pain.
- Have your religious beliefs respected.
- Have your regular doctor or a family member notified that you are in the hospital.
- Have your choices about end-of-life decisions respected.
- Be treated politely and with consideration.
- Have your privacy respected.
- Know about any rules that might affect you or your family.
- Receive a copy of your medical records, request amendment to your records and request a list of disclosures of your records.
- Have your questions about any costs or bills answered at any time.
- You can complain about anything without worry. If you do not want to talk to your doctor or nurse, please contact Customer Relations at 859-257-2178.

As a patient of UK HealthCare, you have the responsibility to:

- Tell us everything we need to know about your condition or history.
- Do what your doctor recommends or tell your doctor why you do not want to follow the recommendations.
- Be considerate of the people with whom you come in contact.
- Take part in making your hospital stay safe; be an active and involved part of your health care team.
- Provide your health insurance information or ask us about other options available to assist you with your payments.
- Let us know if you have legal paper about end-of-life decisions, such as a living will or other advance directives. Tell your nurse if you want to make any advance directive, or contact Patient & Family Services for more information at 859-323-5501.
ADVANCE DIRECTIVES/LIVING WILLS – Advance directives are legal documents that allow you to convey your decisions about your health care ahead of time, in case you become unable to speak for yourself. We recommend that all patients have an advance directive, which includes appointing a health care surrogate (someone who knows your wishes and can speak for you) or stating your preferences for care in a living will.

As part of a person’s right to make their own decisions about their health care, every adult may accept or refuse any treatment that is recommended by a doctor or nurse.

Copies of advance directives can be kept in your medical records. If you need additional information about how to make a living will or name a health care surrogate, please call Patient and Family Services at 859-323-5501, Monday – Friday 8 a.m. – 4:30 p.m.

ATMs – For banking needs, there are several ATMs on the medical campus. In Pavilion H, an ATM is located down the hall left of the registration desk on the right hand side. In Pavilion A, there is one located on the ground floor past the registration desk on the right hand side across from the restrooms. In the Emergency Department, an ATM is located in the pediatric waiting area. ATMs are also located on the first floor of the College of Dentistry building behind Pavilion H, or on the first and third floors of the Kentucky Clinic across Rose Street from Chandler Hospital.

CHAPEL – For a quiet place to pray or meditate, two sanctuaries are open 24 hours a day, seven days a week. The Pavilion H Chapel is located on the first floor in room H-122. The Myra Leigh Tobin Chapel is located on the ground floor of Pavilion A in the first hallway past the registration desk. Visitors of all faiths are welcome to visit for worship services, prayer and quiet reflection. Each Sunday morning, patients and families are welcome to attend a service in the Myra Leigh Tobin Chapel in Pavilion A at 10 a.m. or in the Pavilion H Chapel at 11 a.m. A Catholic mass is offered on Saturdays and Sundays at the Newman Center on Rose Lane, located about a mile from Chandler Hospital on the University of Kentucky campus.

CHAPLAIN – Chaplains are available to talk with people of all faiths. They also can contact leaders of specific faith groups for you upon request. Chaplains offer comfort, support for difficult decision-making, sacraments, spiritual literature (in English or Spanish), sanctuary meditations and services. If you would like to see a chaplain, ask any member of your health care team or anyone at an information desk to page them for you.

CLOTHING CLOSET – Should you find that you or a family member is in need of a change of clothing while you are in our care, gently worn clothing is available to you. The clothing closet is located in our Volunteer Services office on the first floor of Pavilion A and is open 8 a.m. – 5 p.m. If clothing is needed after these hours, your nurse may contact Security to open the closet.

COMMUNICATION NEEDS
• For the hearing impaired – Tell your nurse if you need a sign language interpreter or other resources to help you communicate. Certified American Sign Language interpreters are available. The language services coordinator can place a telecommunications device for the deaf (TDD) in your room. A TDD is also located in the Emergency Department and at the pay telephones on the first floor of Pavilion H near the registration desk.
• For the vision impaired – Large-print reading materials are available in the Don and Cathy Jacobs Health Education Center on the first floor of Pavilion A. The center is open 9 a.m. – 4:30 p.m. Monday through Friday. Please call 859-323-7808 if you have questions.
• Interpreter/translation services – UK HealthCare provides access to interpreter services to assist those who speak languages other than English. American Sign Language interpreters are also available. If possible, let your doctor or admitting
representative know in advance about your language needs. While in the hospital, ask your nurse for assistance or call Language Services at 859-323-8951.

CONFIDENTIALITY/PRIVACY (HIPAA) – The Health Insurance Portability and Accountability Act (HIPAA) requires all hospitals to guarantee patient privacy, confidentiality and the security of protected patient information. If you have any questions or concerns about this law and/or your privacy, call our Corporate Compliance Office at 859-323-8002.

DINING – The Chandler Hospital Cafeteria is located on the first floor of Pavilion H. It is open daily, Monday – Friday, 6:30 – 11 p.m. (closed 10-11 a.m. for breakfast to lunch transition); Saturday and Sunday 6:30 a.m. – 11 p.m. Follow the yellow tiles to the right from the Pavilion H registration desk or request a map from any information desk. Cash, Visa and MasterCard are accepted. Call 859-257-1168 for daily menus.

OTHER DINING OPTIONS
Additional dining options available on the medical campus are:

• **Courtyard Café** – Located in Pavilion A on the ground floor, adjacent to the lobby atrium and the auditorium; offering coffee, beverages, pastries, soups, salads and sandwiches. Open Monday – Friday, 7 a.m. – 3 p.m.

• **Terrace Café** – Located on the first floor of Pavilion A directly behind the information desk; a kiosk-type cafe offering beverages and pre-packaged food items. Open Monday – Friday, 11 a.m. – 2 p.m.

• **Starbucks** – On the first floor of the Kentucky Clinic. Open Monday – Friday, 6:30 a.m. – 7 p.m.

• **Wildcat Café** – Located on the third floor of the Kentucky Clinic near the pedestrian bridge from Pavilion H. Open Monday – Friday, 7:30 a.m. – 3 p.m.

• **Vending machines** – Located on the first floor of Pavilion H around the corner from the cafeteria; 24-hour service with a microwave available.

DONATIONS – UK HealthCare relies on the generosity of others to meet its commitment to providing the best possible health care services. Financial gifts are tax deductible and may be donated for use in areas of greatest need or designated for a specific area.

If you would like to know more about how you can make a financial donation, call the Development Office, 859-323-6306 or toll-free 800-875-6272.

FAX AND COPY MACHINES – For assistance with faxing and/or copying needs, stop by the Don and Cathy Jacobs Health Education Center on the first floor of Pavilion A near the concourse bridge. It is open Monday – Friday, 9 a.m. – 4:30 p.m.

GIFT SHOPS – Gift shops are located on the first floor of Pavilion H near the lobby and on the first floor of Pavilion A on the concourse. A wide range of personal care items, reading materials, cards, candy, snacks and unique gift items are available. Credit card purchases require a $3 minimum purchase.

**Hours of operation**

**Pavilion H**
- Monday – Friday 10 a.m. – 6 p.m.
- Saturday, 10:30 a.m. – 6 p.m.
- Sundays, 1-5 p.m.

**Pavilion A**
- Monday – Friday 9 a.m. – 5 p.m.
- Saturday, 10:30 a.m. – 6 p.m.
- Sundays, 1-5 p.m.

GUEST ACCOMMODATIONS – A variety of hotels and motels are within a short distance of the UK Chandler Hospital campus. For information on these hotels/motels, please see any information desk or the Customer Relations office for a complete list. Contact the hotel of your choice directly for reservations and rates.
DON AND KATHY JACOBS HEALTH EDUCATION CENTER – Located on the first floor of Pavilion A near the concourse bridge, the Health Education Center is open Monday – Friday, 9 a.m. – 4:30 p.m. This resource is open to patients and their loved ones and offers books, videos, brochures and computers with Internet access as a way to add to the information provided by your doctor or nurse. Visitors to the center may also check email and copy or fax documents. Please call 859-323-7808 if you have any questions about available resources or services.

INTERNET – Free wireless Internet access is available throughout the medical campus to patients and visitors who have their own laptop with them. Free Wi-Fi is also available at the Starbucks in the Kentucky Clinic. If you do not have a laptop and need to search the Internet or access email, you may use the computers in the Health Education Center. (See above.)


LIVING WILLS – See Advance Directives.

LOST & FOUND – Should you lose an item of value during your visit to UK Chandler Hospital, visit or call our hospital Admitting/Registration desk, located in the front lobby of Pavilion H or call 859-323-5062. We strongly suggest you leave items of value at home with a trusted person.

MEDICAL RECORDS – See page 13.

NOTARY – Patient & Family Services or your nurse can assist you in arranging for a notary should you need one. There is a fee for some notary services. Please call 859-323-5501 for notary assistance or speak to the person on duty at any information desk for assistance.

PARKING – The hospital parking garage is at 110 Transcript Avenue, directly across South Limestone from UK Chandler Hospital. The garage entrance is on Transcript Avenue. There is a fee for parking; rates are posted at the garage entrance.

• Extended-stay (seven-day) parking passes are available for purchase in the parking office on level A (ground floor) of the hospital parking garage. Once you have purchased two consecutive seven-day passes, there will then be no charge for the remainder of your visit. Contact the parking office at 859-323-8085.

• Directions – If you need directions to or from the hospital, stop by an information desk for assistance or ask one of the service ambassadors in the garage.

PATIENT & FAMILY SERVICES – Social workers in our Patient & Family Services office consult with your health care team on your behalf to ensure your needs are met. They assist with discharge planning when you leave the hospital, as well as transportation, lodging and information about advance directives. They also can give you and your family advice and guidance in stressful or crisis situations. Social workers are available Monday – Friday, 8 a.m. – 4:30 p.m. or by calling 859-323-5501.

PHARMACY SERVICES – UK HealthCare pharmacies offer a convenient way to fill a patient’s prescription or pick up an over-the-counter item. Pharmacies are open Monday – Friday, 7:30 a.m. – 9 p.m., Saturday, 9 a.m. – 5 p.m., and Sundays 1-5 p.m. Closed most holidays. Please call 859-323-5585 for pharmacy assistance. Locations are:

• Chandler Retail Pharmacy, on the first floor of Chandler Hospital Pavilion A near the Don and Mira Ball Surgery Waiting Area.

• Kentucky Clinic Pharmacy, in the Kentucky Clinic building, just inside the main entrance.

• Also ask your nurse about our Meds-to-Beds prescription service.
POST OFFICE – A full-service post office is located on the ground level of Pavilion H in Room M-63. The post office is open Monday – Friday, 8 a.m. – 4:30 p.m.

PUBLIC TRANSPORTATION – Information about Lexington’s bus service, LexTran, is available from any information desk. Taxi service is available by calling 859-231-8294.

RESEARCH – UK HealthCare is involved in various clinical research trials. If you would like to participate in a research trial, ask your doctor about studies underway that may benefit you. Doctors and nurses involved in the trial can explain the details of the study and help you decide if participation is right for you.

SHOWER AND LAUNDRY – Shower and laundry facilities are available for family and visitors to use. They are located on the fifth floor in the south wing of Pavilion H. These facilities are closed from 7-8:30 a.m. and 7-8:30 p.m. for shift changes. As a courtesy to patients and staff, please do not use the showers after 9 p.m.


TELEPHONES – Use of cell phones is allowed in the hospital; however, we ask that you respect the people around you. Public telephones are located on the first floor of Pavilion H to the left of the registration desk and on all floors (except the 7th). There is also a public telephone in the Pavilion H 4th-floor waiting room. Courtesy phones are located at the information desks throughout the enterprise, and a pay phone is located in the main cafeteria in the additional seating area.

WHEELCHAIRS – Wheelchairs are available at the information desks in Pavilion A on the ground and first floor, and in the Pavilion H lobby areas. We must hold a driver’s license or identification card while the wheelchair is checked out. The card will be returned to you when the chair is checked back in.

WI-FI/WIRELESS INTERNET ACCESS – See page 4.

VISITING HOURS – Visiting hours are 8 a.m. – 9 p.m. for most patient care rooms. Intensive care units (ICUs) offer flexible visiting hours but are closed to visitors 7-8:30 a.m. and 7-8:30 p.m. due for shift change. For more visitor information, see page 9 or talk to your nurse.

VOLUNTEERS – Volunteers provide invaluable assistance to patients and visitors. Volunteers offer reading materials, deliver flowers, items purchased from the gift shop, and mail sent to patients.

UK Healthcare is always looking for people who would like to become volunteers. If you are interested in making a difference in the lives of our patients and staff, call 859-323-6023.

Volunteer Services also provides gently used clothing to those in need while in our care. See page 6 of this guide details.

The Volunteer office is open Monday – Friday, 8 a.m. – 5 p.m. or can be reached by calling 859-323-6023.

During your stay with us

About your hospital room

• **Your room** – Your room assignment will depend on room availability and your medical needs at the time of admission. In Pavilions H and HA, private rooms are assigned to patients whose medical conditions require they be in a private room for their safety or the safety of others. We make every attempt to make your stay as comfortable as possible. If you have a roommate, please be considerate and discontinue television use between 9 p.m. and 7 a.m.

• **Safety drills** – Safety drills are held periodically to enable staff to practice response procedures for emergency situations. Please do not be alarmed if the automatic doors begin to close and announcements are made on the overhead paging system. In the unlikely event there is a true emergency, your health care team will assist you.

• **Tobacco use** – Smoking and all other forms of tobacco use are prohibited anywhere on the UK HealthCare grounds, including parking garages and outdoor areas. Information on options for patients and visitors who use tobacco is available from Customer Relations, located in the Pavilion H lobby, or online at ukhealthcare.uky.edu. If you are interested in help quitting tobacco, please ask your nurse or physician.

• **Telephones** – For your convenience, a bedside phone is provided. Callers may call your room directly, bypassing the hospital operator. Ask your nurse for the phone number to your room. Phones will not ring in patient rooms after 9 p.m. Long distance calls may be placed collect, charged to a third party or made with a calling card. You may use your cellphone; reception is available throughout most of the hospital. Courtesy phones are located at the information desks. Please remember to be courteous to other patients and visitors. Tell your nurse if you need TDD (telecommunication devices for the deaf) assistance.

• **Television** – Free cable television is offered in patient rooms.

• **Quiet time** – Some nursing units observe a period of quiet time during the day to provide patients uninterrupted rest and sleep to promote healing. During quiet time, family members and visitors are encouraged to take a break as well. Any family member who chooses to stay with the patient during quiet time is asked to ensure there are no unnecessary interruptions to the patient’s rest.

• **Wi-Fi access** – Free wireless Internet access is available throughout the UK HealthCare main campus. If you need assistance, please call our Information Technology help desk at 859-323-8586.

• **Hourly rounding** – A member of your care team will be around every hour during the day, and every two hours at night, to check on you and answer any questions or concerns you may have. Please feel free to use the call light for any assistance needed during those times.
Meet your health care team

Attending physicians are responsible for leading and supervising the care team. These physicians have a medical degree and at least three years of post-medical school training in a specialty area and are licensed to practice medicine.

Fellows are specialists who have completed three or more years of post-medical school training as a resident and are pursuing additional training in a specialized area of practice. Fellows are licensed to practice medicine and work under the direction of the attending physician.

Resident physicians have completed medical school and are pursuing initial training in a specialty area. They are licensed and work under the direction of the fellow and/or the attending physician.

Interns are licensed physicians in the first year of resident training.

Medical students have completed their undergraduate education and are in training to become physicians. Medical students may be involved in your care under the direction of the attending physician, although their involvement will be limited.

Physician assistants (PAs) and nurse practitioners (NPs) are health professionals who are certified by their professional organization. They may be involved in your care under the direction of the attending physician.

Nurses (UK-blue scrubs) are the primary point of contact between you and your health care team both at the bedside and in outpatient settings. Nurses perform frequent patient evaluations, including monitoring and tracking vital signs and performing procedures such as IV placement, drawing blood and administering medications.

Registered dietitians provide patients and family members with information on special diets and discuss any nutritional concerns. Dietitians are available Monday – Friday, 8 a.m. – 5 p.m. at 859-323-6987.

Pharmacists work closely with your health care team to determine the best plan of care for you using the most appropriate medications. If you would like to speak with a pharmacist to clarify medication-related issues, please ask your nurse to arrange a consultation.

Physical and occupational therapists (black scrubs) provide specialty care intended to help you return to your former state of physical mobility and function.

Certified nursing care technicians (turquoise scrubs), sometimes called nursing assistants, provide assistance with your activities of daily living under the direction of the registered nurse.

Housekeepers (light blue and black uniforms) play an important role in your care by keeping your room clean. If you have any concerns or comments about the cleanliness of your room, tell your nurse. You may also contact Environmental Services at 859-323-5133.

For your convenience, a space has been provided in the back of this guide to help you remember the names of your health care providers.
Infection prevention and patient safety

What you as a patient can do:

- **Hand hygiene** – Frequently wash your hands. Hand hygiene is the single most important factor for preventing the spread of infection. It is also very important that family and visitors wash their hands frequently using proper techniques or make frequent use of alcohol hand sanitizer. Alcohol hand gel is available to everyone. Dispensers are in every patient care room or immediately outside the door of the patient room.
- Make sure you and your family know your allergies and what medicines you take.
- **Speak up!** If something does not seem right, let someone know immediately. Do not assume anything.
- Never forget that your opinion matters and that you have a right to feel respected.
- Become educated by your care providers about your illness and treatment options.
  - Prepare a list of questions to ask during your doctor’s daily rounding time.
- Ask your nurse to help you if you are concerned about falling.
- Tell your caregiver if you have loss of vision, hearing or other sensory problems such as loss of smell or taste, difficulty swallowing, or altered sense of touch.
- Tell your health care team if you have problems with standing, walking or moving from bed to a chair.
- It is important as part of your recovery process for you to maintain as much independence as possible. However, please tell your caregiver if you need assistance with bathing, toileting, dressing, grooming, eating or other activities. We are here to help you.

What your care team can do for you

- Every hospital employee involved in your care is expected to introduce themselves by name and to wear a hospital identification badge. If you are not sure who a person is or what their role is in your care, ask them.
- Your caregiver will check your wrist identification bracelet and ask your name and birthdate before administering any medication or treatment. Speak up if you think he or she has you confused with another patient.
- A member of your health care team will be around hourly to check on you.
- All health care workers are expected to wash their hands before touching you and also as they are leaving the room. Please feel free to ask staff if they have done so.
- Your health care team is there to help you. If there are any questions or concerns, feel free to ask any member of your health care team.

Knowing your medications

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take this medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?

For your convenience, there is a medication table in the back of this guide to help you keep track of your medications.
Pain management

Keeping pain at a minimum is important to your healing and overall well-being. To ensure that you receive the best care possible, you are encouraged to:

- Ask about proper pain management.
- Ask your doctor, nurse or pharmacist what to expect from efforts to manage your pain.
- Provide accurate information regarding your medical history, including any prescription and over-the-counter (non-prescription) medicines you may be taking.
- Describe how your pain interferes with your daily activities and/or sleep patterns. Tell your doctor or nurse what has helped in the past to manage your pain.
- Question any instructions or information you do not understand and make sure you know whom to contact if your pain is not controlled.
- Ask about possible side effects of pain medication and inform your care provider if you are not feeling better.

Visitor information

We know that having family, friends and loved ones close by can be comforting. For the rest and safety of our patients, however, visitors should always check at the nurses’ station before visiting a patient. In order to create a healing environment, please follow these general guidelines:

- Only two individuals are allowed in the patient room at a time.
- If your loved one’s health requires that someone stay overnight, arrangements must be made with the patient’s nurse. Only one family member or friend may stay after visiting hours in the patient’s room. If you want to make arrangements before your hospital stay for overnight lodging, you may call Customer Relations at 859-257-2178 between 8 a.m. and 5 p.m. Monday – Friday or visit an information desk for a complete list of hotels that provide discounted rates.
- If you are ill with any contagious condition, such as a cold, sore throat, flu, cough, fever or stomach virus, please do not come to the hospital as you may endanger the health of our patients and others. Masks are provided throughout the hospital if needed.
- Children under the age of 10 are not permitted in patient care areas without special permission from the nurse. Children must have adult supervision at all times and must leave the hospital at 9 p.m.
- Wash your hands when entering and leaving a patient’s room. Alcohol hand gel is available near the door in every patient room.
- Hospital policy requires us to ask that you leave all personal linens at home. This includes pillows, blankets and comforters. This policy is in the best interest of your loved one and is an essential part of our infection-control policy.
- As a courtesy to other patients and families as well as staff, please limit cellphone use in patient rooms.
- Avoid wearing perfume or other types of fragrances and scents as some patients and staff are sensitive to them.
- Weapons, concealed or otherwise, are not permitted on UK HealthCare property unless carried by a sworn officer of the law.
- Visitors who are disruptive or who otherwise violate these policies may be asked to leave the premises.
- To reach a patient by phone, please call the patient information line at 859-323-5816.
During your stay with us

eGreetings – Family members and friends can send e-mail greetings to a loved one during their hospital stay. Messages are printed out and delivered by a volunteer to the patient once a day, Monday – Friday. Those received on weekends or holidays will be delivered the next business day. Visit ukhealthcare.uky.edu to send an eGreeting.

Flowers – Flowers sent to patients will be delivered to their rooms, except for patients in intensive care units. In ICUs, flowers will be left at the nursing station because they are not allowed in the critical care patient areas. Flowers are delivered by volunteers Monday – Friday. Any questions regarding deliveries please contact the Volunteer Office at 859-323-6023 or to place an order, please contact the hospital gift shops at 859-323-4127 or 859-257-1559.

Gifts for patients – Visitors should check with a nurse before bringing balloons or gifts of food or drink to patients. Latex balloons cannot be brought into the hospital.

Hotels and lodging – If your family plans to stay overnight, there are several options for overnight lodging. For details, please check with the Customer Relations office just off the Pavilion H lobby. If you want to make arrangements for overnight lodging prior to your hospital stay, you may call Customer Relations at 859-257-2178 Monday – Friday 8 a.m. – 5 p.m. for a complete list of hotels providing discounts for our patients and families. In addition, lodging is offered free or at special rates for patients and their families, with a referral from the hospital staff at The St. Agnes House. For more information, check with Patient & Family Services at Monday – Friday, 8 a.m. – 4:30 p.m. at 859-323-5501.

Mail – Letters and cards mailed to patients are delivered by a volunteer Monday – Friday. Mail received after the patient leaves will be forwarded to their home address. Mail should be addressed as follows:

Patient first and last name  
Room Number  
UK Chandler Hospital  
800 Rose Street  
Lexington KY 40536

Preparing for discharge and going home

Once your doctor determines it is medically safe for you to be released from the hospital, he or she will tell the rest of your care team. Each member of the team has responsibilities that must be completed before you can leave. This may take some time, so please be patient.

When your doctor tells you that you are ready for discharge, ask your nurse to estimate when you will be leaving. Make sure you collect all of your personal belongings. When all of the necessary arrangements have been made and you are ready to go, someone with Patient Transport or a nurse will come to your room to escort you to the front of the hospital to be picked up.

Meds-to-Beds

UK Pharmacy Services provides a Meds-to-Beds service for UK Chandler and Kentucky Children’s hospitals. The Chandler Retail Pharmacy staff coordinates with the patient care teams to deliver discharge medications to the patient’s bedside during the discharge process. Instead of sending the patient to the pharmacy, the pharmacy comes to the patient. Any copayments are collected upon delivery. All patients are eligible for this program unless they are transitioning to a facility that does not allow personal medications. If you would like to use this service, ask your nurse.

Before going home

Be sure you know the answer to these questions:

• What is my diagnosis?
• When should I see my doctor?
• When should I call my doctor after being discharged?
• How do I contact my doctor?
• What are my medications? (Refer to medications chart located in the back of the patient guide.)
• Should I take the medicines I was taking before I was hospitalized?
• What should I be eating?
• How do I take care of my incision? (for surgery patients)
• When can I shower or take a bath?
• Are there any restrictions to my activity?
• When will it be safe for me to drive a car?
• When will I be able to return to work or school?
For the caregiver

While your loved one is in the hospital you may have to be the one to speak up for him or her. You can do this by being your loved one’s patient advocate, which is the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, take a look at the advice in the caregiver checklist shown below. While you are making sure that your loved one’s needs are being met either at the hospital or at home, don’t neglect your own. This can be a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to relax, to be yourself, or to spend time with friends or other loved ones. Downtime is important, so don’t be reluctant to ask for help in caring for your loved one.

Caregiver checklist

- Know what condition your loved one is being treated for.
- Know your patient’s rights and responsibilities.
  Know whether your loved one has advance directives and, if so, what they specify. (See page 2)
- Ask questions; if your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have, and please don’t be afraid to speak up!
- Help your loved one track medications. The patient may be prescribed medications while in the hospital and may be seen by several different doctors. Use the medications tracker located in the back of this patient guide.

What’s next?

If you have any questions regarding your loved one’s post-discharge plan, please contact Patient & Family Services Monday – Friday, 8 a.m. – 4:30 p.m. or by calling 859-323-5501.

Going home

From the time your doctor feels you are close to leaving the hospital, plans will be made for your safe discharge.

Your doctor and nurse will review with you any special instructions needed for follow-up care. Be sure to take copies of your written discharge instructions and your medicines to your regular doctor and to your specialists the first time you visit them after your hospitalization.

Information will be provided about what medicines you should be taking and prescriptions will be provided for you to have filled. If you have questions about the new medicines or about whether you should continue take medicines you were on prior to your hospital stay, please ask your doctor.

For patients in some areas, bedside delivery of discharges medications is available from the Chandler Retail Pharmacy. Call 859-218-3340 for details.

Follow-up care

Most UK HealthCare follow-up is provided on the main medical campus, which includes the Kentucky Clinic, Gill Heart Institute and Markey Cancer Center, in collaboration with your primary doctor and the specialist who sent you to UK HealthCare. For information or to schedule an appointment, call UK Health Connection at 859-257-1000 or toll-free 800-333-8874.
Financial services and your hospital bill

HOSPITAL BILLS
Questions about the hospital bill should be directed to Patient Accounts, located at the Registration Desk on the ground floor of Pavilion A, Monday – Friday, 8 a.m. – 4:30 p.m.

You may also call or write:
UK HealthCare Patient Accounts
2347 Sterlington Road
Lexington KY 40517
859-257-8111 or toll-free 800-288-2779

Frequently asked questions about your hospital bill
Questions often arise about hospital bills and other financial arrangements. We have attempted to answer a few of the most frequently asked questions below. Please remember that a financial counselor is available to answer your questions personally.
Call 859-323-5806 to speak to financial counseling, or go to the Registration Desk on the ground floor of Pavilion A Monday – Friday 8 a.m. – 5 p.m.

What does my hospital bill cover?
Your daily room rate includes your nursing care, meals, and services such as linens and housekeeping. Your hospital bill includes your daily room charge along with other charges for services ordered by your physician, such as laboratory tests, X-rays, medications, treatments and therapy, operating room, anesthesia, and recovery room.

When must I pay my hospital bill?
Unless you have already made financial arrangements with our financial counselors, any outstanding balance on your hospital bill is due when you leave the hospital. If you are concerned about paying your hospital bill, please contact Financial Counseling at 859-323-5806. You may pay your balance in cash, with a personal check, or with MasterCard, Visa, Discover or American Express.

Will my insurance cover everything?
Every insurance policy is different. Your hospitalization coverage is a contract between you and your insurance company. While we will gladly provide assistance in filing your claim, you are ultimately responsible for your account. Please contact your insurance company in advance to determine the type of coverage they will provide.

Can you bill my insurance directly?
Most likely yes, but it depends on your insurance company. We will bill your insurance company, Medicare or any other medical assistance program promptly for the total of your charges. Payments received from your insurance provider will be credited to your account. We will send you a statement showing payments received and any unpaid remaining balance. If your insurance carrier or other agency denies your benefits or fails to reimburse the hospital, you will become responsible for the payments in the full amount of your hospital stay.

I already paid my bill; why did I receive another one?
Although your hospital bill is due and payable on discharge, it sometimes takes as long as 24 hours for charges or credits to be posted on your account. For this reason, the balance shown on your statement at the time you are discharged may not be the final statement; you may receive an additional statement by mail.

How do I apply for financial assistance?
You can apply for financial assistance two ways. You can personally go talk to a Patient Accounts representative at the Registration Desk on the ground floor of Pavilion A, Monday – Friday, 8 a.m. – 5 p.m.
You may also call 859-323-9898 or toll free at 855-211-4707.

If I am a Veteran, should I notify the Veterans Administration (VA)?
If you are admitted to the hospital, you or a family member should notify the Veterans Administration (VA) as soon as possible. The VA may not be liable for your hospital bill, so please be sure to give all of your health insurance information to your Registrar or Patient Financial Services. If you have questions about what the VA will cover, please call the VA directly. The VA will consider all bills for payment, but coverage is not guaranteed.

Do I need to contact my insurance company if I am in a wreck?
If you are in a wreck, please let your insurance carrier know so they may open a claim for you. This should be done as soon as possible. If you wish UK to bill your automobile insurance on your behalf then please call financial counseling at (859) 323-9898 or go to any Patient Financial Service location in the hospitals.
**Physician Bills**

Physician services are billed separately by Kentucky Medical Services Foundation (KMSF). Billing questions related to physician services should be directed to KMSF by calling 859-257-8618, Monday – Friday, 8 a.m. – 5 p.m., or writing to:

**Kentucky Medical Services Foundation**  
2333 Alumni Park Plaza, Suite 200  
Lexington KY 40517

**Hospital Medical Records**

Health Information Management (HIM) is in Room C106 of UK Chandler Hospital, which is located in Pavilion H to the left of the Registration Desk and is open Monday – Friday, 8 a.m. – 4:30 p.m.

In order to protect your privacy, written permission is required before UK HealthCare can release your medical records. Any patient or family member needing records may visit the HIM to obtain a copy of the form, and the HIM staff can assist with filling it out. Patients may also visit [ukhealthcare.uky.edu/med-records](http://ukhealthcare.uky.edu/med-records) for additional information, including a copy of the release form that can be mailed, faxed or hand-delivered to the HIM as well as printable instructions for completing the form.

Once the written request has been submitted, HIM will mail the records within 30 days. Except under extreme circumstances, patients and families cannot pick up records in person. Questions may be directed to the HIM clerk at 859-323-5117.

The first copy of your medical record is free; a standard fee of $1 per page will be charged for additional copies. Please keep a personal copy of any information you request to avoid future costs of obtaining copies.

Primary care physicians and other specialists may also contact HIM to have a patient’s records faxed directly to the doctor’s office. At the patient’s request, medical records will be released to any doctor free of charge.

**X-rays and Other Radiology Exam Records**

Copies of your X-rays and other scans such as CT scans, MRIs and ultrasounds can be requested by calling 859-323-5416 or can be picked up in the Imaging Library (Radiology) located on the second floor of Pavilion H.

**Additional Resources**

**Support Groups**

UK HealthCare offers a comprehensive list of community health education programs and support groups on a variety of topics. Visit [ukhealthcare.uky.edu/supportgroups](http://ukhealthcare.uky.edu/supportgroups) to view the list of available support groups in the state.

**Additional Health Information**

We also offer **UK House Calls**, a free monthly newsletter with health information on a wide variety of topics, and **HealthMatters**, a free email news service that alerts you to health developments and information on the topics you select. Visit [ukhealthcare.uky.edu/publications](http://ukhealthcare.uky.edu/publications) to subscribe to **UK House Calls** or to sign up for **HealthMatters**. You may also subscribe to either service by calling 859-257-1000 or toll-free 800-333-8874.

**Speak Up!**

To help prevent errors in patient care, UK HealthCare participates in the “Speak Up!” program sponsored by our accrediting body, The Joint Commission. We urge patients and families to get involved and speak up about any concerns or questions they may have. Bring your concerns to any member of your care team or call Customer Relations at 859-257-2178.

For more information on how to stay safe in the hospital, you may request a copy of our patient safety **HealthSmart!** by calling 800-888-3374 (toll free). If you are accompanying a child patient, ask for the pediatric version. These publications can also be found online at [ukhealthcare.uky.edu/publications](http://ukhealthcare.uky.edu/publications); click on the **HealthSmart!** link.

**Patient Satisfaction**

In addition to providing the highest quality care, we want to provide excellent service to our patients and guests at UK HealthCare. You may receive a survey several days after your discharge (or your outpatient visit) from a company called Press Ganey. Completing the survey takes only a few minutes, and your responses are confidential unless you choose to add your name and phone number. The scores and comments you provide let us know what we’re doing right and how we can improve our service.
We would appreciate your time filling out this survey should you receive one. If you would like to speak to someone while you are visiting us, you may contact a Customer Relations specialist, Monday – Friday, 8 a.m. – 5 p.m. Ask one of your caregivers or call us at 859-257-2178, toll-free 800-431-4894, or by email at ukhccustomerservice@uky.edu.

Compliments

We love to receive compliments about staff and physicians during or after your stay. We make great efforts to ensure they are aware of your compliments. Customer Relations can be reached at 859-257-2178, toll free at 800-431-4894 or by emailing at ukcustomerservice@email.uky.edu.

Complaints

You have the right to complain without worry that you or your loved one’s care will suffer. Our goal is to provide you with excellent care, and we want to make things right while you are in our hospital. If at any time during your stay with us you feel your needs or expectations are not being met, we want to hear from you.

Customer Relations helps patients and their loved ones communicate with health care providers and support staff. Our representatives serve to facilitate communication, helping patients voice their questions, compliments and concerns regarding their care. The office is open Monday – Friday, 8 a.m. – 5 p.m. If you need assistance after these hours, ask your nurse to let you speak to a hospital administrator.

You simply need to ask for a Customer Relations specialist and someone will be there to listen to and assist you. Customer Relations specialists can be reached at 859-257-2178, toll-free at 800-431-4894 or by emailing ukhccustomerrelations@email.uky.edu.

If we are not able to find a solution to your complaint, you have the right to contact the State Office of Inspector General toll free at 800-372-2973 or the address below. You may also contact The Joint Commission by calling toll free 800-994-6610; by emailing at complaint@tjc.org; or by sending mail to the addresses below:

**Office of Inspector General**
61 Wilkinson Blvd.
Frankfort KY 40601

**Office of Quality Monitoring**
The Joint commission
One Renaissance Blvd.
Oakbrook Terrace IL 60181
<table>
<thead>
<tr>
<th>Important phone numbers</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Billing Services, UK Chandler Hospital Patient Accounts</td>
<td>859-257-8111</td>
</tr>
<tr>
<td>Billing Services, Physician Billing (KMSF)</td>
<td>859-257-8618</td>
</tr>
<tr>
<td>Chaplain’s Office (Pastoral Care)</td>
<td>859-323-5301</td>
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<tr>
<td>Customer Relations</td>
<td>859-257-2178</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>859-323-5901</td>
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<tr>
<td>Financial Counseling</td>
<td>859-323-6577</td>
</tr>
<tr>
<td>Don and Cathy Jacobs Health Education Library</td>
<td>859-323-7808</td>
</tr>
<tr>
<td>Gill Heart Institute</td>
<td>859-323-0295</td>
</tr>
<tr>
<td>Gift Shop, UK Chandler Hospital</td>
<td>859-257-1559</td>
</tr>
<tr>
<td>Health Connection (appointments and information)</td>
<td>859-257-1000 or 800-333-8874</td>
</tr>
<tr>
<td>Housekeeping (Environmental Services)</td>
<td>859-323-5133</td>
</tr>
<tr>
<td>Kentucky Children’s Hospital</td>
<td>859-323-5741</td>
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<tr>
<td>Kentucky Clinic Information Desk</td>
<td>859-257-0181</td>
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<tr>
<td>Kentucky Clinic Pharmacy</td>
<td>859-323-5854</td>
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<tr>
<td>Kentucky Clinic South</td>
<td>859-257-9800</td>
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<tr>
<td>Markey Cancer Center</td>
<td>859-257-4488</td>
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<tr>
<td>Markey Cancer Center toll-free</td>
<td>866-340-4488</td>
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<tr>
<td>Medical Records (Health Information Management - HIM)</td>
<td>859-323-5117</td>
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<tr>
<td>Center for Advanced Surgery</td>
<td>859-323-5860</td>
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<tr>
<td>Parking</td>
<td>859-257-5757</td>
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<td>Patient Accounts – Hospital Billing</td>
<td>859-257-8111</td>
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<tr>
<td>Patient Information</td>
<td>859-323-5816</td>
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<tr>
<td>Polk-Dalton Clinic</td>
<td>859-257-8801</td>
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<tr>
<td>Registration/Admitting and Insurance Authorization</td>
<td>859-323-5811</td>
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<tr>
<td>Security</td>
<td>859-323-6156</td>
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<tr>
<td>Social Worker (Patient &amp; Family Services)</td>
<td>859-323-5501</td>
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<tr>
<td>Tobacco Cessation Services</td>
<td>859-323-4222</td>
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<tr>
<td>Twilight Children’s Clinic</td>
<td>859-257-6730</td>
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<tr>
<td>UK Chandler Hospital Operator</td>
<td>859-323-5000</td>
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<tr>
<td>Volunteer Services</td>
<td>859-323-6023</td>
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</table>
My name _________________________________________________________ Date ______________

Allergies__________________________________________________________________________

____________________________________________________________________________________

List all medicines you take, including prescription medicines, sleep aids, eye drops, ear drops, implantable pump medications, transdermal patches, herbals, vitamins, antacids or aspirin.

<table>
<thead>
<tr>
<th>Name of medicine</th>
<th>Dose (Example: mg, ml, units, puffs or drops)</th>
<th>When do I take this medicine (check time)</th>
<th>Why do I take it</th>
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<td>AM Noon PM Bed With Food</td>
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</table>
Upon Arrival at UK Healthcare:

- Patients and visitors going to Pavilion A (the new building), HA and G may walk across the concourse bridge, located at Level C of the Chandler Hospital Parking Garage, or take the free shuttle from the Lexington area to the concourse bridge.
- Emergency Department patients in need of immediate treatment may be dropped off at the ED entrance. The ED may also be accessed via the concourse bridge or a shuttle van from the garage.
- For patients and visitors to all other hospital pavilions, please use the entrance(s) on the ground floor.

Shuttle van from ground level to Pavilion A (ground floor).
<table>
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<td>Bills, physician</td>
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<td>Chapel</td>
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<td>Children as visitors</td>
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<td>Clothing Closet</td>
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<td>Communication needs</td>
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<tr>
<td>• For the hearing impaired.</td>
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<tr>
<td>• For the vision impaired.</td>
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<td>• Interpreter/translation services</td>
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<td>• Starbucks</td>
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<td>• Vending machines</td>
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<td>eGreetings</td>
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<td>Fax and copy machines</td>
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<td>Financial arrangements</td>
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<td>Flowers</td>
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<td>Follow-up care</td>
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<td>Gift shop</td>
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<td>Guests</td>
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<td>Health care team members</td>
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<td>Health Education Center</td>
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<td>Hotels, nearby, see guest accommodations</td>
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<td>Map, UK Chandler Hospital, First floor</td>
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<td>Map, UK Facilities</td>
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<td>Medical Records, Hospital</td>
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<td>Pain management</td>
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<td>Patient and Family Services</td>
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<td>Pharmacy</td>
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<td>Post office</td>
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<td>Patient satisfaction survey</td>
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<td>Support groups</td>
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<td>Telephones</td>
<td>6</td>
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<td>Tobacco-free policy</td>
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<td>Transportation, public</td>
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<td>Wi-Fi/Wireless internet access</td>
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<td>Visiting hours</td>
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<td>Volunteers</td>
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<tr>
<td>X-rays and other radiology exams</td>
<td>13</td>
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</table>
Our hospital is divided into six areas called pavilions. They are:

**Pavilion A** – the newest section of Chandler Hospital

**Pavilion H** – the original part of the hospital

**Pavilion HA** – located between pavilions A and H. Home to Kentucky Children’s Hospital

**Pavilion CC** – The Ben Roach Cancer Care Facility

**Pavilion G** – The Jack & Linda Gill Building, home of the Gill Heart Institute

**Pavilion WH** – The Whitney-Hendrickson Building, part of the Markey Cancer Center

**Kentucky Clinic** is located directly across Rose Street from the hospital.

Detailed maps located on pages 18 and 19 of this book. They also include information about parking.

You may also ask for help or directions at any Information Desk.

We believe that our patients have the right to understand the quality of care we provide, what we are doing well and where we need to do better. That’s why we share measures that show how we are performing in key components of quality online.

ukhealthcare.uky.edu/quality

UK Albert B. Chandler Hospital
800 Rose Street
Lexington KY 40536

859-257-1000
800-333-8874 (toll free)

ukhealthcare.uky.edu