UK GOOD SAMARITAN HOSPITAL

Guide for Patients
Welcome to UK Good Samaritan Hospital

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 very good care.

UK HealthCare is in the midst of an exciting phase of growth and renewal, both inside and out. Much is changing, but the one thing that has not changed is the organization’s commitment to the people it serves. We are committed to a culture of excellence in every aspect of our patient care.

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 Good Samaritan 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 Service at 859-226-7040. Our team of caring, experienced customer service professionals will be happy to assist you.

Thank you again for choosing UK HealthCare.
We hope the following information will help you prepare for your stay with us. If at any time you have questions about your upcoming hospital stay, please contact Customer Service at 859-226-7040 and a representative will be very happy to assist you. The office is open Monday - Friday, 8 a.m. - 4:30 p.m.

**UK HealthCare is tobacco-free**

Smoking and all other forms of tobacco use are prohibited anywhere on the grounds of UK HealthCare, including parking garages and outdoor areas. Information on options for patients or visitors who use tobacco is available from Customer Service, located off the main UK Good Samaritan Hospital lobby, or online at ukhealthcare.uky.edu.

If you or a loved one would like counseling services related to tobacco cessation, call 859-323-4222.

### What to bring with you

For admission at any UK HealthCare facility, please bring with you the following:

**Use the blocks below to check off these important items!**

- It is important that our doctors are able to communicate with your family doctor or specialist about your hospital visit. Please bring your doctor’s contact information (first and last names, address and phone number) with you when you check in. If you don’t have this information with you upon arrival, consider asking a family member to bring it to the admissions office before you are discharged.

- A list of all medicines you are taking, including prescription and over-the-counter (non-prescription) medicines, vitamins, herbal supplements and the like. You may also bring the actual bottles with you. For your convenience, space for notes has been provided on page 21 of this brochure where you can list your medicines.

- All insurance information, including any forms your insurance company requires to be filled out.

- A list of the names and addresses of all of your doctors, and if possible, the dates of any surgeries or other medical procedures you have had.

- A copy of any advance directives, such as your living will, health care surrogate or health care power of attorney documents. To learn more about advance directives, see page 6.

- A form of picture identification.

- Emergency contact information.

- Your hearing aid, glasses, dentures or contact lenses, along with their appropriate storage cases.

- Your cane or walker if you use one to assist with walking.

- Your wheelchair if you use it to perform your daily activities at home.

- A small bag with any personal grooming items you may need – shampoo, toothpaste, shaving cream, comb, etc.

It is very important that you label your belongings with your name, phone number and address.
If you have questions about any form, please ask the admitting representative.

• To provide a copy of any advance directives you may have in place. If you have questions about advance directives, please see page 6. If you have not made any advance directives and are interested in doing so, please contact Patient and Family Services/Case Management at 859-226-7168, Monday-Friday, 8 a.m. - 4:30 p.m.

• For a current copy of your insurance card.

• If you would like to designate a family member or trusted friend to receive information about your care. Due to privacy laws that are designed to protect you, we cannot provide information about your care to anyone without your consent. You may decide at the time of admission or anytime during your stay if you want someone to receive information about your care.

You will receive an identification arm bracelet upon registration. Prior to any treatment, medication or procedure, our staff will say, “Tell me your name and your date of birth,” and double-check your identification bracelet.

Financial arrangements

Prior to your visit, we ask that you do the following:

• Contact your insurance company to find out if you need special authorization for your admission, procedure or surgery.

• Be sure you have a valid and up-to-date copy of your insurance card and bring it with you to your visit.

• If you do not have insurance or you need to make special arrangements for payment of your hospital bill, please contact Financial Counseling at 859-226-7324. You may be required to make a good-faith deposit prior to your admission or procedure.

For frequently asked questions about your hospital bill, please see page 16.
Accessing UK Good Samaritan Hospital and Medical Plaza

The following routes are recommended for patients accessing UK Good Samaritan:

**Nicholasville Road/South Limestone (US 27)**
Nicholasville Road becomes S. Limestone at Cooper Drive. Continue on S. Limestone past Euclid Avenue (Avenue of Champions).
- For hospital parking, turn right into the Good Samaritan driveway just before Maxwell Street and proceed to the garage.
- For the Medical Office Building and Professional Arts Center, turn right onto Maxwell. Entrances to the buildings’ parking lots will be on your left.

**Harrodsburg Road/South Broadway (US 68)**
Follow South Broadway to Maxwell Street. Turn right onto Maxwell Street and proceed to S. Limestone.
Immediately after crossing S. Limestone:
- For hospital parking, turn right into the hospital driveway and proceed to the parking garage straight ahead.
- For the Good Samaritan Medical Office Building, take the first left.
- For the Good Samaritan Professional Arts Center, take the second left.

**Tates Creek Road (KY 1974)**
Tates Creek Road becomes High Street as you enter downtown – continue on High Street to Upper Street.
Turn left onto Upper Street and proceed to Maxwell Street. Turn left onto Maxwell Street. Immediately after crossing S. Limestone (US 27):
- For hospital parking, turn right into the hospital driveway and proceed to the parking garage straight ahead.
- For the Good Samaritan Medical Office Building, take the first left.
- For the Good Samaritan Professional Arts Center, take the second left.

**From Versailles Road (US 60)**
Versailles Road becomes Maxwell Street as you enter downtown Lexington. Continue on Maxwell to S. Limestone. Immediately after crossing S. Limestone (US 27):
- For hospital parking, turn right into the hospital driveway and proceed to the parking garage straight ahead.
- For the Good Samaritan Medical Office Building, take the first left.
- For the Good Samaritan Professional Arts Center, take the second left.

**Richmond Road/Main Street (US 25/US 421)**
Turn left onto Upper Street and proceed to Maxwell Street, turning left onto Maxwell.
Immediately after crossing S. Limestone (US 27):
- For hospital parking, turn right into the hospital driveway and proceed to the parking garage straight ahead.
- For the Good Samaritan Medical Office Building, take the first left.
- For the Good Samaritan Professional Arts Center, take the second left.

Use of Rose Street for through traffic is not recommended, as heavy congestion is common.
Free parking is available in the Good Samaritan Parking Garage, accessible from S. Limestone or Maxwell Street.

Free parking is also available at the Medical Office Building and the Professional Arts Center.
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 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 record. If you need additional information about how to make a living will or name a health care surrogate, please visit our Web site at ukhealthcare.uky.edu or contact the chaplain’s office at 859-226-7029, Monday–Friday, 8 a.m. – 5 p.m. If the chaplain’s office is not available, you can contact Case Management at 859-226-7168, Monday–Friday, 8 a.m. – 4:30 p.m.

ATMS – For banking needs, an ATM is located on the first floor of the hospital, just outside the cafeteria.

CHAPEL – For a quiet place to pray or meditate, a sanctuary is open 24 hours a day, seven days a week. The sanctuary is on the first floor of the hospital beside Conference Room A. Visitors of all faiths are welcome to visit for worship services, prayer and quiet reflection.

CHAPLAIN – Chaplains are available to talk with people of all faiths. They can also contact leaders of specific faith groups upon request. They offer comfort, support for difficult decision-making, spiritual literature, sanctuary meditations and services. Chaplains are available by calling 859-226-7029, weekdays 8 a.m. – 5 p.m., and are on call evenings and weekends. A Sunday service is offered in the hospital sanctuary at 5 p.m. A Catholic mass is offered on Saturdays and Sundays at the Newman Center on Rose Lane, located about a mile from the hospital on the university campus.

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 the hospital near the registration desk.

• For the vision impaired – Please notify the floor staff and accommodations will be made.
Interpreter/translation services – The hospital provides access to interpreter services to assist with 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 859-226-7412.

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 your privacy, call our Corporate Compliance Office at 859-323-6044.

Dining – The hospital cafeteria is located on the first floor of the hospital. It is open Monday-Friday, 7 - 10 a.m. and 11 a.m. - 5 p.m., and weekends 8 - 10 p.m and 11 a.m.-4 p.m. The cafeteria accepts cash only; an ATM is available nearby. Call 8512 from any hospital phone for daily menus.

Vending machines – Located on the first floor of the hospital just around the corner from the cafeteria. Accessible 24 hours a day. Microwave available.

Off-campus dining – Several restaurants are a short walk or drive from the medical campus. Check our Off-Campus Services brochure found in the lobby and waiting areas or at ukhealthcare.uky.edu/publications.

Donations – Major academic medical centers like UK HealthCare rely on individual gifts – large and small – to stay at the forefront of medicine and deliver the highest quality specialty and subspecialty care. Financial gifts are tax deductible and may be donated for use in areas of greatest need, or you may designate your gift to a specific area. If you would like to know more about how you can make a financial donation, call our Development Office at 859-323-6306 or write to:

UK HealthCare Development Office
138 Leader Ave.
Lexington KY 40506

Gift shop – The gift shop, located on the ground floor near the main hospital lobby, offers a wide range of personal care items, reading materials, cards, candy, snacks and unique gift items. The gift shop is open Monday–Friday 9 a.m. - 4:30 p.m. and Sunday noon - 4:30 p.m. The gift shop is not open on Saturday. Cash, Visa and MasterCard are accepted.
GUEST ACCOMMODATIONS – A variety of hotels and motels are within a short distance of the UK HealthCare campus. Many offer discounts to patients and their families. Please contact the hotel of your choice directly for reservations and rate information. Check our Lodging and Housing brochure in the hospital lobby for more information. In addition, lodging is offered at special rates to patients and their families with a referral from the hospital staff. For availability, check with Case Management by calling 226-7168, Monday – Friday, 8 a.m. - 4:30 p.m.

GUEST AND VISITOR BROCHURES – A series of brochures about services for patients and families are available in the hospital lobby and waiting areas. Please be sure to pick up a brochure during your visit to find more information about dining options, guest and family services, off-campus resources, hotels and lodging, and much more. These brochures are also available on the Web at ukhealthcare.uky.edu/publications.

INTERNET – Free wireless Internet access is available throughout UK Good Samaritan Hospital to patients and visitors who have their own laptop with them. If you do not have a laptop and need to search the Internet or access e-mail, you may use the computers located in the cafeteria during normal cafeteria hours. For login and access information contact Information Systems at 859-226-7500.


LOST & FOUND – Should you lose an item of value during your visit to UK HealthCare, notify your nurse immediately. We strongly suggest you leave items of value at home or that you send them home with a trusted family member. Items of value may be secured in the hospital security safe during your stay depending upon size and space availability.


MEDICAL RECORDS – Please see page 15.

NOTARY – Your nurse can assist you in arranging for a notary should you need their services. There is a fee for some notary services.

PARKING – Visitors and patients may park in the hospital garage adjacent to S. Limestone. Enter via E. Maxwell street. There is no charge for parking.
PATIENT AND FAMILY SERVICES/
CASE MANAGEMENT – Case managers and our social worker consult with your health care team on your behalf to ensure that your needs are met. They assist with discharge planning for when you leave the hospital, transportation, lodging and information about advance directives. They can also give you and your family advice and guidance in stressful or crisis situations. Case Management is available Monday - Friday, 8 a.m. - 4:30 p.m. or by calling 859-226-7168.

PUBLIC TRANSPORTATION – Taxi cab 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 under way that may benefit you. To help you decide whether or not to participate, doctors and nurses involved in the trial can explain the details of the study.

SHOWER AND LAUNDRY – Shower and laundry facilities are available for family and visitors to use. They are located on each patient care unit. As a courtesy to patients and staff, please do not use the showers after 9 p.m.

SOCIAL WORKER – See Patient and Family Services/Case Management.

TELEPHONES – Use of cell phones is allowed in the hospital, however we ask that you respect others around you. Public telephones are located on each patient care unit; please ask the floor staff for specific locations.

WIFI/WIRELESS INTERNET ACCESS – See page 8 of this guide.

VISITING HOURS – Visiting hours are 8 a.m. - 9 p.m. for most patient care rooms. Intensive care units (ICU) offer flexible visiting hours. For more visitor information, see page 12.

VOLUNTEERS – Volunteers provide invaluable assistance to patients and visitors. They can be identified by their volunteer identification badges. Volunteers offer reading materials and 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 a volunteer and make a difference in the lives of our patients and staff. The volunteer coordinator is available Monday - Friday, 9 a.m. – 5 p.m. and can be reached by calling 859-226-7029.

X-RAYS AND OTHER RADIOLOGY EXAMS – See page 15 of this guide.
Hand hygiene is the single most important factor for preventing the spread of infection. We expect all health care workers, nurses, physicians, etc., to wash their hands before touching you and also as they are leaving your room. Please feel free to ask staff if they have done so. It is also very important that family and visitors wash their hands frequently using proper techniques or make frequent use of alcohol hand sanitizer.

The use of alcohol hand gel is available to everyone. Dispensers are in every patient care room or immediately outside the door of the patient room.

Safety tips

To help make your hospital stay as safe and pleasant as possible:

• Make sure you and your family know your allergies and what medicines you take.
• Be aware that 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.
• Speak up if something does not seem right. Do not assume anything.
• Never forget that your opinion matters and that you have a right to feel respected.
• Educate yourself about your illness and treatment options.
• Make sure your caregiver checks your wrist identification bracelet and asks your name and birthdate before administering any medication or treatment. Speak up if you think he or she has you confused with another patient.
• Ask your nurse to help you if you are concerned about falling.

Speak Up

To help prevent errors in patient care, UK HealthCare participates in the “Speak Up” program, sponsored by The Joint Commission. We urge patients to get involved and speak up about any concerns or questions they may have.

• If you are having surgery, mark the surgical site, which your doctor will do as well, so that there is no confusion.
• Tell your caregiver if you have a loss of vision, hearing or other sensory problems such as loss of smell, 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 – please do not hesitate to let us know what you need.

For more information on how to stay safe in the hospital, you may request a copy of our patient safety HealthSmart! by calling 1-800-888-3374. If you are accompanying a child patient, ask for the pediatric version. These publications can also be found online at ukhealthcare.uky.edu/publications; click on the HealthSmart! link.
About your hospital room

• **Your room** – Your room assignment will depend on room availability and your medical needs at the time of admission.

• **Safety drills** – Safety drills are held periodically to enable staff to practice response procedures for emergency situations. Please do not be alarmed when the automatic doors begin to shut and announcements are made on the overhead paging system. In the unlikely event there is a true emergency, your nurse 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 or visitors who use tobacco is available from Customer Service, located off the main UK Good Samaritan Hospital lobby, or online at [ukhealthcare.uky.edu](http://ukhealthcare.uky.edu). If you are interested in tobacco cessation assistance, please ask your nurse or physician.

• **Telephones** – For your convenience, a phone is provided at the bedside. 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 must be placed either collect, charged to a third party or made with a calling card. You may use your cell phone; reception is available throughout most of the hospital. 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 service is offered in patient rooms. Please ask your nurse for a brochure of channel listings.

• **Quiet time** – Some nursing units observe a period of quiet during the day. This quiet time is so patients can have a period of uninterrupted rest and sleep to promote healing. During quiet time, family members and visitors are encouraged to take a break as well. If a family member feels he or she would like to stay with the patient, we ask that they assist in the quiet time process by ensuring there are no unnecessary interruptions to the patient’s rest.

• **WIFI access** – Free wireless Internet access is available throughout UK Good Samaritan Hospital. For login and access information, contact Information Services at 859-226-7500.
Information

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

• Visiting hours are 8 a.m. – 9 p.m. Intensive care units (ICUs) offer flexible visiting hours but are closed to visitors 7 - 8:30 a.m. and 7 - 8:30 p.m.
• Only two individuals are allowed in patient rooms 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. Please see our brochure titled *Lodging and Housing* for nearby hotels and other accommodation options.

If you want to make arrangements for overnight lodging prior to your hospital stay, you may call Customer Service at **859-226-7040** during the hours of 8 a.m. – 4:30 p.m. Monday – Friday for a complete list of hotels providing discounts.

• 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.
• Children under age 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 cell phone 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 859-226-7000.

**Flowers** – Flowers sent to patients will be delivered to their rooms, except for patients in the intensive care unit. Flowers delivered to the intensive care unit will be left at the nursing station, as flowers are not allowed in the critical care patient areas. Flowers are delivered by volunteers Monday through Friday.

**Gifts for patients** – Visitors should check with a nurse before bringing gifts of food or drink to patients. For the safety of our patients, only mylar balloons are permitted in the hospital.

**Hotels and lodging** – If your family plans to stay overnight, there are several options for overnight lodging. For details, please see our brochure titled *Lodging and Housing*, available in racks throughout the hospital. If you want to make arrangements for overnight lodging prior to your hospital stay, you may call Customer Service during the hours of 8 a.m. – 4:30 p.m. Monday through Friday at 859-226-7040 for a complete list of hotels providing discounts. In addition, lodging is offered free or at special rates to patients and their families, with a referral from the hospital staff, at St. Agnes House and the Hope Lodge. Check our *Lodging and Housing* brochure in the hospital lobby for more information, or check with Patient and Family Services/Case Management Monday – Friday, 8 a.m. – 4:30 p.m.

**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’s First and Last Name  
Room Number  
UK Good Samaritan Hospital  
310 S. Limestone  
Lexington KY 40508

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Lexington KY 40508
**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. Managing pain is an important part of your treatment and recovery.
- 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.
- 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.

**Preparing for discharge**

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 on the hospital staff will come to your room to escort you to the front of the hospital to be picked up.

**Before going home**

Be sure you know the answer to these questions:

- When should I be seen by a doctor after discharge? Should I see my regular doctor or my UK HealthCare doctor (if they are different)?
- What do I do if I need to talk to a doctor after being discharged? What is the number I should call?
- Should I take the medicines I was taking before I was hospitalized?
- Is there a special diet I should follow?
- For surgery patients: How do I take care of my incision? 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?

**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 to take medicines you were on prior to your hospital stay, please ask your doctor.

**Follow-up care**

Once you are discharged from the hospital, it is important that you know which doctor will be providing your follow-up care. If your follow-up care is being provided by your primary care or community physician, you will receive information regarding how to contact them for an appointment. If a UK HealthCare physician is providing follow-up care, you may call UK Health Connection at 859-257-1000 or 1-800-333-8874 (toll free).
Hospital Medical Records

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 direct questions to Health Information Management at 859-226-7033. Health Information Management is located on the first floor of the hospital.

You can request a copy through the mail at the address below:

Health Information Management
310 South Limestone
Lexington KY 40508
Fax: 859-226-7037 or 859-226-7457

Patients may also visit ukhealthcare.uky.edu/patient/medicalrecords.htm to find additional information, including printable instructions and the release form that can be mailed, faxed or hand-delivered to the Health Information Management office. The request will be processed and the records mailed within 30 days.

Patients who are being discharged and need to take their records to their hometown physicians can request assistance from staff or visit the Health Information Management office on the first floor. Primary care or referring physicians may also contact the office directly to have a patient’s records faxed to the doctor’s office.

The first copy of the 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. At the patient’s request, medical records will be released to a doctor free of charge. You can request your medical records by calling 859-226-7033 between 8 a.m. and 4:30 p.m. Monday through Friday.

X-rays and other radiology exams

Copies of your X-rays and other scans such as CT scans, MRIs and ultrasounds can be requested by calling 859-226-7144.

Health education and 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 to view the list of available support groups in the state.

We also offer UK House Calls, a free monthly newsletter with health information on a wide variety of topics, and Health*Click, a free e-mail news service that alerts you to health developments and information on the topics you select. Visit ukhealthcare.uky.edu/publications to subscribe to UK House Calls or sign up for Health*Click. You may also subscribe to either service by calling 859-257-1000 or toll free 1-800-333-8874.

Patient satisfaction surveys

We want to do everything we can to make sure you get the services you expect and deserve. Please help us by completing our survey if you receive one in the mail. It only takes a few minutes, and your name is kept confidential unless you choose to share it. Your comments will help us to know what we’re doing right and what might need to be corrected so that we can continue providing very good patient care.
Hospital bills
Questions about your hospital bill should be directed to Patient Accounts, Monday - Friday, 8 a.m.- 4:30 p.m.

**Patient Accounts**
UK Good Samaritan Hospital
310 S. Limestone
Lexington KY 40508
859-226-7324 or toll free 1-800-288-2779

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.

*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 a financial counselor at 859-226-7324. You may pay your balance in cash, with a personal check or by 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 be able to provide.

*Can you bill my insurance directly?* Most likely yes, but it depends on your insurance coverage and your carrier. 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 from some departments to be posted to your account. For this reason, the balance shown on our statement at the time you are discharged may not be the final statement; you may receive an additional statement by mail.

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**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
At UK Good Samaritan 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 Service at 859-226-7040.

As a patient of UK HealthCare, you have the responsibility to:
- Tell us everything we need to know about your condition and 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.

Your rights & responsibilities as a patient
PATIENT RESPONSIBILITIES
(continued)

• Let us know if you have legal papers 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 859-226-7168.

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 very good 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 Service 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. - 4:30 p.m. If you need assistance after these hours, ask your nurse to let you speak to a representative of hospital administration.

You simply need to ask for a customer service representative and someone will be there to listen to and assist you. Customer service representatives can be reached at 859-226-7040 or toll free at 1-800-431-4894 or by e-mailing ukhccustomerservice@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 1-800-372-2973. You may also contact The Joint Commission by calling toll free 1-800-994-6610; by e-mailing complaint@tjc.org or by sending mail to:

Office of Inspector General
61 Wilkinson Blvd.
Frankfort KY 40601

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace IL 60181

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 Service representatives can be reached at 859-226-7040 or toll free 1-800-431-4894 or by e-mailing ukhccustomerservice@email.uky.edu.
Team approach
At UK HealthCare, we believe in a team approach to care, and you, the patient, are the most important member of that team.

Our approach means you benefit from the combined expertise of physicians, nurse practitioners, nurses, social workers, pharmacists, dietitians and other specially trained staff. A team of health care professionals will take care of you during your stay.

Your team may include any of the following:
- **Attending physicians** are responsible for leading and supervising the care team. These physicians have a medical degree and at least three to nine years of post-medical school training in a specialty area.
- **Fellows** are specialists who have completed three to five years of post-medical school training and are pursuing training in a special area of medical practice. Fellows are licensed to practice medicine and work under the direction of the attending physician.
- **Resident physicians** have completed medical school and are licensed to practice medicine. They have completed one or two years of post-medical school training and work under the direction of the attending physician.
- **Intern physicians** have completed medical school and are in their first year of training. They will be involved in your care under the direction of the attending physician. They are licensed to practice medicine.
- **Medical students** have completed their undergraduate education and are in their third or fourth year of medical school in preparation for becoming physicians. Medical students may be involved in your care under the direction of the attending physician, although their involvement will be limited.
- **Physician assistants and nurse practitioners** 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** can help communicate your needs to your doctors and other team members and also tell you about medications, in-hospital treatments and post-hospital home care.
- **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 859-226-7047.
- **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** provide specialty care that is directed toward returning you to your former state of physical mobility and function.
- **Certified nursing care technicians, sometimes called nursing assistants**, provide assistance with your activities of daily living under the direction of the registered nurse.
- **Housekeepers** 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 859-226-7391.

For your convenience, a space has been provided in the back of this guide where you can write down the names of your health care providers (page 21).
The University of Kentucky medical enterprise, known today as UK HealthCare, opened its doors in 1960. Its mission then, as now, was to provide the best possible medical care to the people of the Commonwealth.

Now, 50 years later, UK HealthCare is in the midst of an exciting phase of growth and renewal, of which the new Albert B. Chandler Hospital being built on S. Limestone is only the most obvious feature. We’ve also added numerous specialties and services to better meet the needs of the community we serve. Our goal is that every Kentuckian can find help here, no matter how serious their illness.

Much is changing here, but the one thing that has not changed is our commitment to the people we serve.

UK HealthCare represents all of the patient care and clinical entities and activities of UK Good Samaritan Hospital, UK Albert B. Chandler Hospital, the Kentucky Clinic and the six colleges of health professional education: the colleges of Medicine, Dentistry, Pharmacy, Nursing, Health Sciences and Public Health. In addition, UK HealthCare operates more than 140 outreach programs throughout Kentucky and West Virginia thanks to a team of more than 8,000 health care professionals all dedicated to providing excellence in patient care, education and research.

Whether you are at UK Good Samaritan, UK Chandler Hospital or Kentucky Children’s Hospital, our goal is to provide advanced, compassionate care and excellent service to you, your family and visitors. Information about each of these hospitals is available on our Web site, ukhealthcare.uky.edu, and in printed brochures found in most of the hospital waiting areas.

Changes at UK HealthCare

Opening in 2011, the new UK Albert B. Chandler Hospital will be a landmark architectural statement in the heart of Lexington. It will provide Kentucky with a state-of-the-art patient-centered facility staffed by nationally recognized experts in specialty and subspecialty care.

Service excellence and patient satisfaction

Our goal at UK HealthCare is to provide you with very good care. In a few weeks, you may receive a patient satisfaction survey from a company called Press Ganey. Your honest comments are very important to us as we strive to provide all patients very good care. We sincerely hope that your experience here at UK Good Samaritan Hospital is worthy of our receiving the highest marks on the patient satisfaction survey. We appreciate your time in filling out this survey should you receive one. We would love to hear from you. You can contact a Customer Service representative Monday- Friday, 8 a.m. - 4:30 p.m. Call 859-226-7040 (toll free 1-800-431-4894) or e-mail ukhccustomerservice@email.uky.edu.
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UK Good Samaritan Hospital
Rapid Response Team

What is a Rapid Response Team?
A Rapid Response Team is a group of medical professionals who are experts in critical care. If needed, these experts will come to the bedside of any patient needing critical care.

Why do we need a Rapid Response Team?
When should a family member call the Rapid Response Team?
You have a right and responsibility to take an active role in your loved one’s care. Family members should call the Rapid Response Team if the person’s medical condition is getting worse quickly and you are not satisfied with the action taken by the person’s primary medical and nursing team.

Warning signs that the patient is getting worse quickly are:
• Sudden changes in breathing.
• Sudden onset of confusion or trouble responding.
• You know your loved one best – if you are very worried about them or have feelings of “something just isn’t right.”

How do I activate the Rapid Response Team?

1. Contact your nurse right away. Tell the nurse of your concerns. The nurse may contact the Rapid Response Team, or the nurse may be able to help lessen your fears.

2. If you feel the patient is continuing to get worse or you are not satisfied with the actions being taken to help the patient, **CALL THE RAPID RESPONSE TEAM.**

3. From any phone, call 323-3277.
A UK HealthCare team member will answer your call. Tell this person to **activate the Rapid Response Team.** You will be asked for:
• The patient’s name
• The patient’s room number
• Your name

The Rapid Response Team will be sent to your room right away.
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*All numbers have an 859- area code.

To schedule a patient appointment call: 859-257-1000 • toll-free 1-800-333-8874