



A PATIENT'S GUIDE TO SHADY GROVE MEDICAL CENTER



 **Adventist HealthCare**
Shady Grove Medical Center

LETTER FROM OUR PRESIDENT



**Dan Cochran,
President**

WELCOME to Adventist HealthCare Shady Grove Medical Center. It is truly our privilege to care for you.

Shady Grove's team members are dedicated to safe, compassionate healthcare. We understand that no two patients are alike. While you are with us, please let us know how we can serve your unique needs. We want to partner with you and provide high-quality, personalized service as we return you to good health.

Shady Grove's mission is to extend God's care through the ministry of physical, mental and spiritual healing. Here, we care for more than just your body. We realize being in the hospital can be overwhelming, so please let us know how we can help ease your mind and lift your spirit.

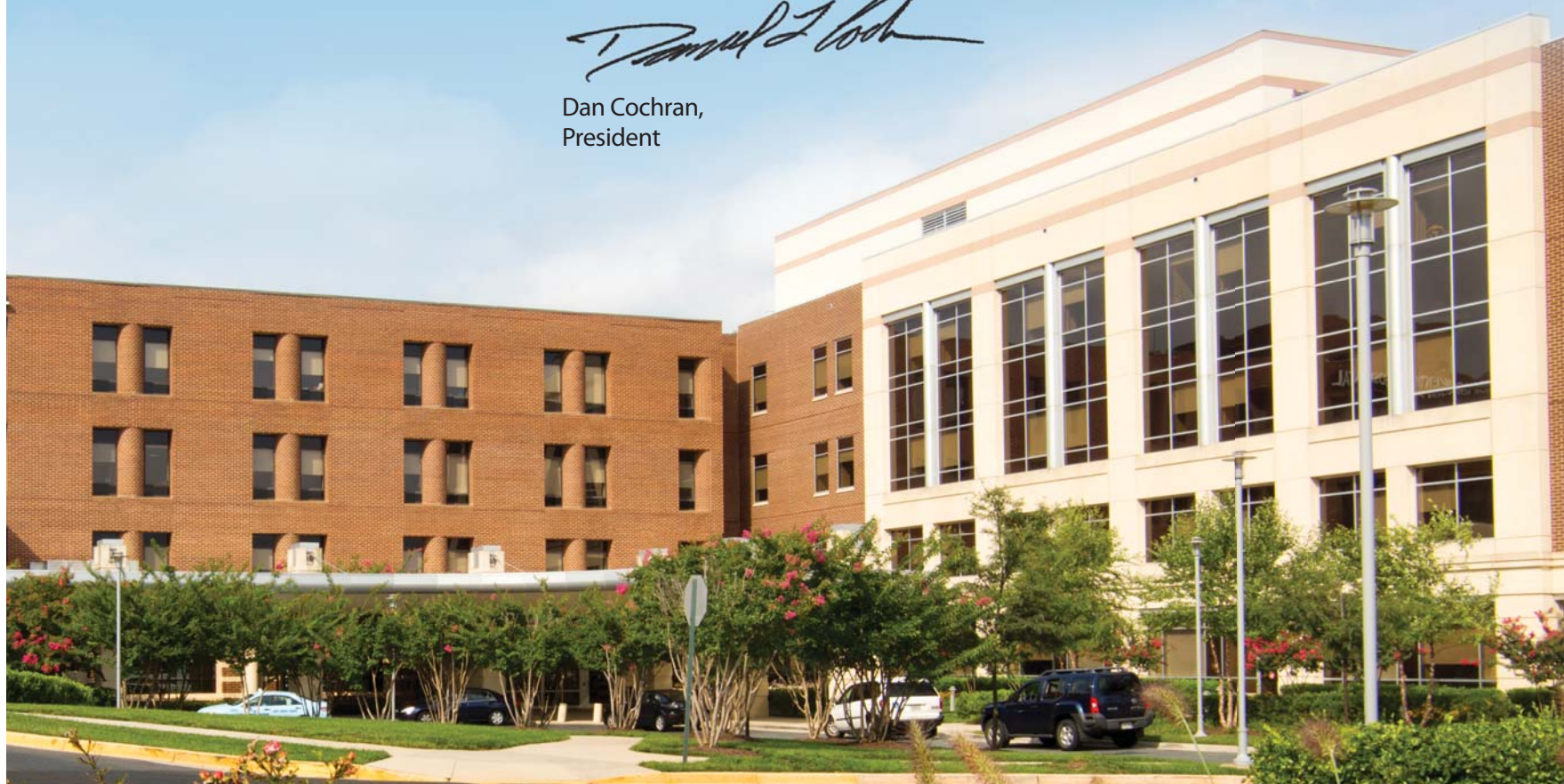
This guide provides information to help make your stay as comfortable as possible. In the back, you'll find a place to take notes or jot any questions you have for your caregivers.

When you return home, you may receive a survey about your care. I hope you will take a moment to complete it and share your experience with me. Our team routinely reviews survey results, and I greatly value your comments.

Thank you for trusting us with your health. You're in good hands.

A handwritten signature in black ink, appearing to read "Dan Cochran". The signature is fluid and cursive.

Dan Cochran,
President



ABOUT ADVENTIST HEALTHCARE SHADY GROVE MEDICAL CENTER

ADVENTIST HEALTHCARE SHADY GROVE MEDICAL CENTER opened in 1979 and is a member of Adventist HealthCare, the first and largest healthcare network in Montgomery County, Maryland. Adventist HealthCare is nationally recognized for services such as cancer care, cardiac and vascular care, orthopedics, joint replacement and maternity care. Our integrated, healthcare delivery network includes acute care and physical rehabilitation hospitals, mental health services and home health agencies, urgent care and a range of outpatient services.

How to Find Us

ADDRESS: 9901 Medical Center Dr.
Rockville, MD 20850

PHONE: 240-826-6000

TTY: 240-826-6405

WEBSITE: AdventistSGMC.com

FACEBOOK: [Facebook.com/
ShadyGroveAdventist](https://www.facebook.com/ShadyGroveAdventist)

TWITTER: [@AdventistHC](https://twitter.com/AdventistHC)



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YOUR STAY AT SHADY GROVE

Welcome to Our Hospital!

YOUR PATIENT ROOM is your home while you are here. We want to keep you comfortable, cared for and safe.

FOR ASSISTANCE IN YOUR ROOM — Please press the red call button on your television remote control. The unit coordinator will answer, listen to your needs, share them with your nurse and get you help as soon as you want it.

INTERPRETER OR HEARING-IMPAIRED SERVICES — We are committed to communicating with patients who prefer to speak in a language other than English for their health care experience or those who are deaf or hard-of-hearing. We want to explain things related to medical conditions or hospital visits in a way that all of our patients can understand. We offer qualified bilingual staff and remote interpreter services by phone or video.

No person will be denied equal access to services

at our hospital based on his or her ability to communicate or speak English. Please know that if you are experiencing an emergency, we will not delay care. Hospital staff will assist you in communicating as effectively as possible.

KEEPING YOUR ROOM CLEAN — Our team will make sure your room and bathroom are kept clean. Your housekeeper will clean your room once a day. If you see something that needs immediate attention, please **dial 6377 (MESS)** to reach our Environmental Services staff. Visitors also may call the MESS line. When calling, listen for prompts and press the number that matches your needs.

YOUR MEALS — We want to keep you well fed during your stay, with satisfying meals that meet your doctor's orders. To do this, a host from our Food & Nutrition Services team will visit you after your physician prescribes a diet. Your host can help you choose meals from our menu that correspond to your diet. A copy of the menu will be available in your room to browse at your convenience.



Former Stroke Patient
Thomas Din of Rockville with
Neurologist Perry Smith, MD

Visitors who would like to dine with you may purchase a guest tray from the cashier in our café. Food & Nutrition Services can deliver guest trays to your room with your meal. The cost of the guest tray will vary depending on the foods your guest selects.

Visitors also may eat in our Woodlands Café, located on the first floor, or buy snacks from our Jazzman's Café and Bakery kiosk or vending machines on the first and second floors. Please see the Hospital Services section of this booklet for hours and additional information on dining at Shady Grove.

FOR YOUR SAFETY

KEEPING YOU HEALTHY and safe is our top priority. Help us uphold our world-class standard of care by following these guidelines.

PREVENTING FALLS — We do all we can to make sure you don't accidentally fall during your stay. Many things can cause patients to have problems with balance and stability — medications, age, recent surgery, chronic health conditions and more.

When you are admitted into the hospital, we'll ask you questions about your balance and stability. We will monitor your risk of falling throughout your stay. We might note your balance and stability levels by having you wear armbands, by putting signs on your door to alert staff members or by giving you no-skid socks.

You might hear us use the phrase, "Call, don't fall." Never hesitate to ask for help. If you need help getting to the bathroom, using a bedpan or moving around your room, we'd rather you call us for assistance than risk injury from a fall. If you are alone and at great risk for potential injury from falling, please know that we may use special equipment to ensure your protection.

What to Expect from Your Care Team

WHILE YOU ARE WITH US, you should expect high-quality care including:

HAND HYGIENE — Our caregivers will frequently wash their hands or use special non-water hand cleansing solutions to prevent the spread of infections.

MANAGEMENT OF MEDICATION — Nurses will check and double-check any medications before giving them to you. If you are receiving a new medication, make sure you know its name, why you are taking it, how much you should get and how often you should receive it. Please **speak up** if you think something is wrong.

RAPID RESPONSE TEAM — If a nurse visits your bedside and has serious and immediate concerns about your health, he or she will call our Rapid Response team. This team includes a critical care nurse and respiratory therapist. Team members will come to your room quickly and check on you.

You or your visitors also can call the Rapid Response team if something is urgently wrong. To contact the team, please **dial 4444** from any hospital telephone and turn on the room's call light. An operator will ask for:

- The caller's name
- The room number
- The patient's name

PAIN RELIEF — Our caregivers are committed to preventing and managing any pain you may experience. Your doctors or nurses should discuss pain relief options with you, including medications and non-drug remedies.

Our caregivers should respond quickly if you are in pain. Please let them know as soon as possible if you are uncomfortable. It may be harder for them to control your pain once it becomes intolerable.

Everyone handles pain differently. Our goal is to help you to reach a level of pain that you can tolerate. Please know that we may not be able to completely take away your pain.

Here are some nondrug techniques you can try to help reduce pain:

- Breathing — Inhale slowly, and then relax as you exhale.
- Distraction — Listen to music, watch TV, read or work on a craft.
- Change positions — Turn in bed. Sit up. Walk. Elevate your legs or arms on a pillow. Let your nurse know if you need assistance.
- Ice or heat — Ask your nurse whether an ice pack or heating pad is appropriate. Heating pads require an order.
- Pray or meditate.

HOURLY ROUNDING — Your nurses or nursing assistants will introduce themselves and keep you informed of your care. They will check on you hourly to make sure you are comfortable, explain things and assist you with any personal hygiene needs. In addition, a nursing leader will visit you daily. When shifts change, nurses will report to your bedside and include you in conversations about your care.



VALUE-GUIDED CARE — All of our employees are committed to whole-person care and uphold the values of Respect, Integrity, Service, Excellence and Stewardship.

If you ever have concerns that your caregivers are not meeting any of these standards, please tell them or let our administration team know.

Our Best Team Member Is YOU!

EVERYONE HAS A ROLE IN MAKING HEALTHCARE SAFE — including you! We urge you to remain active, involved and informed while you are with us. Research shows that patients who take part in their own care are more likely to have better outcomes.

SPEAK UP

- If you do not understand something your doctor, your nurse or another healthcare professional tells you, ask him or her to explain it.
- Ask about safety.
- If you think you are about to receive incorrect medication or the wrong dosage, alert your nurse or doctor before taking it.
- Tell your healthcare professional if you think he or she has confused you with another patient.

PAY ATTENTION

- Tell your nurse or doctor if something does not seem right.
- All of our staff should introduce themselves when

they enter your room. They should also all have on identification badges. If you are unsure who someone is, ask.

Advance Directives: Make Your Wishes Known

AN ADVANCE DIRECTIVE ALLOWS you to document your preferences for care in the event that you become unable to make health decisions. You also can name a family member to make medical decisions for you if you are not able to do so.

If you have an Advance Directive, please provide it to a member of your care team. If you would like to fill out an Advance Directive form after admission, a member of our nursing team can help you. We encourage you to discuss your healthcare goals and wishes with your attending physician. Our Spiritual Care team can offer support as you weigh decisions.

Privacy

YOUR PRIVACY MATTERS! The Health Insurance Portability and Accountability Act, or HIPAA, is a federal law that protects your health information, gives you access to your medical records and explains the types of safeguards we take to protect you. More details about HIPAA are on our website, and we are happy to give you a printed copy if you prefer.

FOR YOUR SECURITY

We strive to maintain an ideal environment for healing.

WE ASK THAT YOU ADHERE TO THESE POLICIES to help us to make sure that your room and our entire campus remain safe and ideal for care.

VALUABLES — If you have arrived with valuables such as a wallet, a purse or jewelry, please ask a loved one to take them home for you. If this is impossible, the hospital maintains a process for keeping money and valuables. We shall not be liable for loss or damage of any personal property that is not stored according to this process. You must claim all items at the time of your discharge. We dispose of items that are unclaimed after 12 months and are released from liability after that time.

The hospital does not accept responsibility for

valuables that are not safeguarded in this manner.

STAY NEAR YOUR CAREGIVERS — For your safety and to allow our personnel to best treat you in the time you are with us, please stay on your unit or in the area where you are receiving care.

NO SMOKING — For our community's well-being, Shady Grove Medical Center does not allow smoking or tobacco use on our campus, inside or outside. We can provide nicotine substitutes for you.

REDUCING NOISE — Please use earphones with personal audio or video devices, especially if you are in a semi-private room.

QUIET HOURS — To allow you a period of uninterrupted rest, we observe quiet hours twice a day from 3 to 4 a.m. and 3 to 4 p.m. During these times, we ask staff and visitors to keep the area around your room quiet.



Joint surgery patient
Amy Kriewaldt Hudson of
Rockville

VISITORS

FAMILY AND FRIENDS can be crucial to your healing. In most cases we welcome guests 24 hours a day, seven days a week. However, some units have restrictions. Please check with each unit accordingly.

For added safety, certain units require visitors to check in and wear name tags. These units include:

- The Emergency department
- Operating rooms
- The Labor and Delivery unit
- The Pediatric unit

If your child is our patient, you can stay with him or her overnight. We'll provide you with pillows and blankets to make you comfortable. Just ask your caregivers.

ENTRY AND EXIT — In order to keep our patients and employees safe, the main hospital entrance closes nightly from 10 p.m. to 5 a.m. During that time, all patients and visitors must enter and exit through the Emergency Department.

PARKING — Parking is available in the visitor lots at the main entrance of the hospital, as well as in the parking garage. All patient/visitor lots on this campus require payment of a nominal fee. The parking system accepts cash and all major credit cards. You can pay at a kiosk located in the lobby or as you exit the lot. If you lose your ticket, please

contact the on-duty parking attendant by using the intercom system at the gates or pay stations, or call our Security office at 240-826-6671.

There is a 20-minute grace period in all lots to allow for patient drop-off and pickup. Additionally, Montgomery County operates metered parking along Medical Center Drive.

CAMERAS — We welcome you to take pictures or video of yourself or family members at our hospital. However, we cannot allow pictures or videos of other patients, staff or any medical procedures.

SOCIAL MEDIA — Shady Grove shares its enthusiasm for our mission on Facebook and other social media platforms. We invite you to follow us online, and we welcome and encourage dialogue with our community.

We strongly recommend that you never post personal details about your health on social media. Remember that your comments are available for anyone to see. Our photo policies extend to any images you wish to post from our facilities on social media sites.

Shady Grove babies
Cayla, Juliette, Ryker
& Emilia with parents
Evelyn & Michael



Restrictions

TO PRESERVE A HEALING ENVIRONMENT and prevent the spread of infections, we may limit or restrict visitation in these instances:

1. When you ask us to restrict visitation, or when your support person makes the request while you are incapacitated. Patients always have the right to refuse visitors. Please let your nurse know if you do not wish to have guests.
2. When we must maintain a sterile environment during procedures.
3. When a visitor's behavior disrupts the patient-care unit's functioning.
4. When a visitor's behavior presents a direct risk or threat to you, staff or others in the immediate environment.
5. When the visitor may put you at risk of infection.
6. When space is limited.
7. When you or a roommate needs rest or privacy.
8. When children are under age 18 and do not have a visiting adult to supervise them.
9. When a court order limits or restrains a visitor's contact.
10. When a patient is in police and/ or correctional services custody.
11. When an infectious disease outbreak requires extraordinary precautions.
12. When we have serious emergency situations, such as an external or internal disaster.

HOSPITAL SERVICES

Spiritual Care

IF YOU NEED EMOTIONAL OR SPIRITUAL SUPPORT during your stay, we encourage you to call upon our Mission Integration and Spiritual Care team. These interfaith professionals carry out our goal of whole-person care for our patients and their loved ones.

To request a chaplain's visit, just dial "0" from any hospital phone.

For quiet reflection or prayer, we have a chapel on the first floor of the hospital, to the left of the main entrance.

Spiritual Care also offers grief support groups and a variety of other ministries and services. To learn more, please dial 6112.



Healing Garden

VISITORS CAN ACCESS OUR AWARD-WINNING Barbara Truland-Butz Healing Garden from the second floor. You can enter through a door inside the family lounge on our oncology unit (2B). The rooftop garden provides benches for meditation and reflection amid greenery and flowers, a water feature, a Zen garden and a pathway of personalized stones donated in honor of loved ones. Many rooms in the hospital's Garden Wing have views of this lovely space, which is maintained with gifts to our Foundation. For more information on donating, please call 240-826-6570.



Visitor Dining

WOODLANDS CAFÉ — We encourage hospital guests to explore the variety of delicious, nutritious foods in our café, which is located on the first floor, just behind the main lobby.

The café's hours are:

WEEKDAYS

6:30 a.m. to 10 p.m.

WEEKENDS & HOLIDAYS

7 a.m. to 7 p.m.

VENDING MACHINES — For a quick snack or drink, guests can find vending machines in the following areas:

- 1st floor – Outside of Woodlands Café
- 2nd floor – Emergency Department lobby
- 3rd floor – Evergreen Lounge and The Birth Center waiting room

JAZZMAN'S CAFÉ AND BAKERY —

Our Jazzman's Café and Bakery kiosk serves specialty coffees and other beverages, as well as a variety of freshly baked pastries and snacks.

The cafe is located in the Emergency Department lobby on the 2nd floor.

Hours are weekdays from 7 a.m. to 9 p.m.

Mail

YOU CAN FIND A SLOT FOR OUTGOING MAIL on each floor near the elevators.

Volunteers deliver patient mail Monday through Friday. The hospital receives no mail on weekends or holidays.

Wireless Internet (Wi-Fi)

WE PROVIDE COMPLIMENTARY WIRELESS INTERNET ACCESS.

When you first connect your wireless device, you'll notice "Terms and Conditions" for use and access at the hospital. When you click "Accept," you'll automatically be granted access. Guests with laptops and other wireless devices must have experience in connecting to wireless networks; we do not offer technical support for wireless connections.



Gift Shop

OUR GIFT SHOP IN THE FIRST-FLOOR

LOBBY carries a wide selection of snacks, cards and toiletries. Visitors also can pick up flowers, balloons, candy, books and magazines, stuffed animals and baby items. Gift shop hours are:

- Sunday: 11 a.m. to 7 p.m.
- Monday to Thursday: 10 a.m. to 7 p.m.
- Friday: 10 a.m. to 5 p.m.
- Saturday: Closed

WHEN YOU ARE DISCHARGED

When it's time to leave our hospital, we're here to help you transition to the most appropriate place to continue your care.

CASE MANAGEMENT TEAM — You and your family will work with our Case Management team, which includes your doctor, a social worker and/or a nurse case manager. The team will talk to you about the help you might need when you leave the hospital, symptoms or problems to look for when you leave, and the options for care that can help your recovery.

It is very important to have your case management team help you make a follow-up appointment with your primary care physician and/or a specialist to help you successfully transition home.

DISCHARGE PROCEDURES — On your discharge day, we will aim to have you ready to leave the hospital **by 11 a.m.** Please make arrangements with your loved ones in advance so that your transportation is available by that time. If your ride cannot come until after 11 a.m., you may wait comfortably in our Family Lounge, which is located near units 2A/2B on the second floor. Each and every patient we care for is important to us — by adhering to these discharge procedures, you allow us to care for other patients who are waiting for rooms.

Please note that if you are medically ready for discharge and delay your departure, you may incur additional charges, as insurance companies often will not approve or pay for additional days unless medically necessary.

CONTINUING YOUR CARE — Discharge planning is the process in which you decide upon and smoothly move to the next, most appropriate place for your care. Options for continued care may include your home, a rehabilitative or long-term healthcare facility or another place in the community. Our goal is to make sure the next services you receive are the ones most suited to your healthcare needs.



Should you require additional medical care once you are discharged, Adventist HealthCare has options within our system to meet your needs.

Adventist HealthCare Rehabilitation, the first and only acute rehabilitation hospital in Montgomery County, offers comprehensive programs for a range of issues:

- Orthopedic injuries and surgeries
- Sports-related injuries
- Work-related injuries
- Cardiopulmonary conditions
- Neurological disorders
- Traumatic brain injuries
- Spinal cord injuries
- Strokes
- Amputations

Services are available next door to Shady Grove Medical Center and at facilities in Takoma Park

and Silver Spring. For more information, call 240-864-6000.

Adventist HealthCare Home Care Services has a variety of programs and services to help you in your home while you recuperate from illness, injury or surgery. In addition to skilled services, Home Care Services offers a full range of support to assist with personal care or daily activities. Home Care Services can provide nursing care, therapists, home health aides, sitters and much more. For additional information, please contact 301-592-4470.

If you need a doctor for follow-up care or to manage your ongoing health and wellness, Adventist Medical Group can help. Our local physician network offers quality primary and specialty care in convenient locations. Visit AdventistMedicalGroup.org to find a doctor and book an appointment.

Radiologist
Zahide Erkmen, MD,

Zahide Erkmen, MD
Interventional &
Vascular Radiology



PATIENT PORTAL — You can use our online health management tool, myAdventistHealthCare Patient Portal, to access your health records, visit summaries, lab results and other medical data. When you are discharged, you should receive information on how to set up a Patient Portal account. Once established, you can access the portal anywhere with an Internet connection by visiting AHC.IQHealth.com/login/Cerner-Health.

If you misplace your access information or need additional help with the Patient Portal once you are discharged, please email SGHealthPortal@AdventistHealthCare.com.

BILLING — If you have any questions regarding billing or insurance claims for your stay, please contact our Patient Financial Services office at 301-315-3660. You can pay your bill online and find many answers to billing questions on our website.

Paying for medical care can be confusing. You will be responsible for your deductible, co-insurance, co-payment and/or any charges not covered by insurance. It is customary to pay for medical services at the time they are provided. A financial counselor may visit you to discuss payment options.

FINANCIAL ASSISTANCE — As part of our mission, we provide necessary medical care to those who are unable to pay. All patients, regardless of race, creed, sex, age, national origin or financial status, may apply for financial assistance at Shady Grove Medical Center.

We can provide a financial assistance application in the Patient Access department on the first floor or at the Emergency Department checkout office. You can also download an application and our full policy at AdventistHealthCare.com/FinancialAssistance. We

Give Us Your Feedback

DISCHARGE SURVEY — In a few weeks, you may receive a survey from Press Ganey about your experience at Shady Grove Medical Center. If it is convenient for you, please take the time to participate. Your feedback is important to us.

PATIENT RELATIONS — Our Patient Relations representative is here to answer your questions and listen to your concerns. We encourage you to talk to your caregivers so they can be addressed as quickly as possible. However, if your concerns remain unresolved, please contact Patient Relations for further assistance.

- Call 240-826-6513.
- Write to us:
Patient Relations
9901 Medical Center Drive
Rockville, MD 20850

determine financial assistance after an assessment of the patient and/or family's need, income and financial resources. Our policy requires patients applying for assistance to cooperate with us and use all available programs that might provide coverage for medical services. This includes Medicaid, workers' compensation and other state and local programs.

For more information, please call Patient Access at 240-826-5427. You may also call and speak directly to a Medicaid eligibility representative at 240-826-6056.



Members of our nursing team

GIVING BACK

Adventist HealthCare Shady Grove Medical Center Foundation

THE SHADY GROVE MEDICAL CENTER

FOUNDATION believes in empowering caregivers with the very best tools, facilities and programs to do what they love: provide world-class healthcare to our patients. The Foundation partners with community members who share our passion and are inspired to make a difference through their charitable giving.

A donation to Shady Grove Medical Center is a gift to the community, present and future. Your gifts to the Foundation are tax deductible, and all gifts are for the sole benefit of Shady Grove Medical Center. To make a donation or learn more, call 240-826-6570 or visit us online by clicking "Ways to Give" at AdventistHealthCare.com.

Volunteers

OUR HOSPITAL OFFERS COUNTLESS OPPORTUNITIES

to enrich your life while helping our patients and our staff. We seek volunteers age 15 and older to help us compassionately and effectively meet the growing needs of our facility. Our volunteers staff information desks, visit patients, assist with clerical duties in various offices and much more. To learn more about volunteer opportunities at the hospital, please contact our Volunteer office at 240-826-6111.

AdventistSGMC.com

f FACEBOOK: Facebook.com/
AdventistSGMC

t TWITTER: @AdventistHC