

UM REHABILITATION
& ORTHOPAEDIC
INSTITUTE



UNIVERSITY of MARYLAND
MEDICAL SYSTEM



PATIENT & FAMILY HANDBOOK



We hope this **HANDBOOK** will help answer questions you may have during your stay at the **University of Maryland Rehabilitation & Orthopaedic Institute**.

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Welcome

Welcome to the University of Maryland Rehabilitation & Orthopaedic Institute, the state of Maryland's largest and most comprehensive provider of acute rehabilitation. Our entire team is honored to embark on this journey of recovery with you.

Here at UM Rehab & Ortho, we are not just committed to providing the highest-quality care, we have created for you and your loved ones an environment of hope, compassion and restoration.

In the midst of major illness, surgery or other traumatic events, our mission is to guide you back to your highest level of functionality and independence.

We are more than just a medical center; we are the intersection of expertise and empathy. When you or your loved one enters our doors, you can expect that no matter the challenge, our multi-disciplinary team will chart a future that allows you to live your best life again.

Through the application of cutting-edge technology and guidance from Maryland's leading rehabilitative experts, we treat the needs of the body and mind. We look forward to partnering with you on this journey of restorative health.

Your well-being is our top priority, and we are honored that you have chosen our hospital for your care.

JULIE A. NEMENS, RN, MSN

Chief Administrative Officer

Senior Vice President

University of Maryland Rehabilitation & Orthopaedic Institute



About the Hospital

At the University of Maryland Rehabilitation & Orthopaedic Institute our team of doctors, nurses, therapists, and healthcare professionals provide the highest-quality rehabilitative care for neurological, orthopedic, musculoskeletal, cardiac and other related diseases and injuries.

As part of the integrated University of Maryland Medical System, our experts at UM Rehab & Ortho work directly with case managers, referring physicians, and care teams to ensure a seamless transition of care. When a patient enters our doors, they can expect that no matter the challenge, our multi-specialty team will chart a future that allows them to live their best life again.

We offer more than 130 beds on specialized units dedicated to stroke, traumatic brain and spinal cord injury, limb loss, and comprehensive medical rehabilitation.

In addition to our world-class inpatient rehabilitation programs and progressive care unit, we also offer a wide range of outpatient clinics, as well as outpatient rehabilitation.

NONDENOMINATIONAL MEDITATION SPACE

The meditation room is located on the Terrace Level. There are services offered monthly; please ask one of your caregivers for the time of the service, and let them know if you are interested in attending.

FOOD AND DINING

CAFETERIA

The cafeteria for families and visitors is located on the Terrace Level.

It is open Monday – Friday, and the hours of operation are: 6:30 am – 2:30 pm

Our vending machines (located in dining room) are accessible 24 hours a day.

KERNAN CAFÉ

The café is located in the main lobby and is open every day from 7:30 am – 7:00 pm.

We offer limited lunch and breakfast items including muffins, breakfast pastries, parfaits, a variety of coffee, hot chocolate and other beverages, as well as snacks and greeting cards.

ALCOHOL AND DRUGS

Alcohol, illegal/unauthorized drugs and weapons of any type are not allowed in the building or on hospital grounds. The unprescribed use of either alcohol or drugs may result in immediate discharge and/or legal action.

ATM

An automatic teller machine (ATM) is located in the main lobby.

CELL PHONES

We realize that cell phones are used as primary communication devices. We will not assume responsibility or liability for any cell phones that are brought into the hospital by patients or family members. If you do choose to use a cell phone, we ask that you not use it during times that you are interacting with your health care team. In addition, no picture taking or video recording of other patients or staff is permitted. Please be respectful of others by keeping the volume down and placing your phone on vibrate after visiting hours are over.

ELECTRONIC ITEMS BROUGHT FROM HOME

All electronic items brought from home must be checked by our hospital facilities department prior to use. Please notify your nurse or another member of the team if you have an electronic item you would like to use. To ensure your safety, we will verify that its use is appropriate and that the safety check has been completed. We are unable to assume responsibility or liability for any electronic items that are brought into the hospital by patients or family members.

FIRE ALARMS/EMERGENCY DRILLS

Regular fire/emergency drills ensure our staff is skilled to keep you safe in the event of an emergency. If you hear a fire alarm, you may be asked to return to your room, and the door to your room will be closed. Your visitors should stay with you. Never use the elevators during a real fire or fire drill. If you are in a therapy area, follow the instructions of the staff in that area.

FIREARMS AND DEADLY WEAPONS

The hospital prohibits the possession, transportation, and use of firearms and other dangerous weapons on its grounds. This includes individuals who have a concealed carry permit.

HEALING GARDEN

The Healing Garden is adjacent to our cafeteria on the Terrace Level. It is a great place for patients and families to relax during a visit. Before taking a patient outside, please check with the nurse to confirm that the patient is allowed outside and inform the care team of the patient's location.

LAUNDRY

Families are encouraged to label all patients' clothing and to take items home for laundering. If this is not possible, washers and dryers are available for patient and family use. We ask that you provide your own detergent/fabric softener. We have two laundry rooms — one located on the spinal cord unit in room G 511 and the other on the stroke unit in room T 517.

LOST AND FOUND

All lost and found personal belongings and/or valuables should be turned in to security/staff at the Information Desk. Security will maintain custody of personal belongings and valuables for 30 days.

MONEY AND VALUABLES

We encourage you to leave valuables — including computers — at home. If you have brought money or valuables with you, please send them home with a family member or ask a nurse to secure them in the safe. Upon discharge, you or a family member may obtain your valuables from the safe by speaking with the charge nurse on the unit. You will not need money during your stay unless you wish to purchase snacks from the café or vending machines.

Please store belongings in the bedside table or cabinet. Put dentures or eyeglasses in a case. Do not wrap small items in paper towels or tissues because they may be mistaken for trash.

UM Rehab & Ortho is not responsible for misplaced/lost personal belongings, money or valuables.

OUTPATIENT THERAPY

Outpatient therapy is offered for those with physical, occupational or speech-language pathology. Our outpatient therapy locations are located in the hospital and at our off-site location on Lord Baltimore Drive in Woodlawn.

Appointments can be made by contacting:

Hospital: 410-448-6706

Woodlawn: 410-448-7900

PARKING

Free parking is available for patients and visitors. Handicap-accessible parking is located near the main entrance and the “flag pole” entrance of the hospital.

PATIENT ROOMS

The majority of our rooms are semiprivate, which means you will be sharing your room with another patient. Private rooms are assigned based on a patient’s medical needs.

TOBACCO-FREE HOSPITAL: NO SMOKING

We are committed to a healthy environment for our patients, visitors and staff. Smoking is not allowed anywhere in the facility or on the property. Please note: This no-smoking policy includes the use of electronic cigarettes and other tobacco products. If you do smoke, please work with your healthcare team to make a plan to help you stay smoke-free during your hospital stay. Medications are available to help control nicotine cravings.

TELEPHONE

If you are in need of a phone for your room, they are available upon request. When using a hospital-issued phone, you can get an outside line by dialing “9.” Local telephone service is free to all patients. You may bill long distance calls to your own telephone calling card. If you have trouble with your telephone service, please inform our staff or call the hospital operator by dialing “0.”

TELEVISION

Each patient is provided with a TV, which includes basic-cable television service.

OTHER SERVICES

CLERGY

We have clergy available to visit you while you are a patient, or you may contact your own clergy directly.

ETHICS CONSULTATION SERVICES

Sometimes patients, their families, and health care team face difficult ethical issues regarding treatment decisions. The Ethics Consultation Service has individuals trained in ethical decision-making who can help, discuss options for care, clarify values, explain choices, offer guidance and work with you and your health care team to address that concern. Any patient or family member may discuss ethical issues with a member of the Ethical Consultation Services. If you would like to make a referral please ask any member of your clinical team for the name and contact information for the committee chairperson.

HEARING-IMPAIRED SERVICES

We have TTY (text telephone for the hearing-impaired) equipment available for your use. Please ask your nurse, speech therapist or case manager and they will obtain a TTY phone for you. Maryland Relay may be accessed by dialing 1-800-735-2258.

INTERPRETER SERVICES

A language or sign language interpreter/service will be provided based on patient need. If you feel you need an interpreter, please let anyone on your team know and we will assure arrangements are made.

OUTPATIENT PHARMACY

UM Rehab & Ortho has an on-site retail pharmacy that serves patients, visitors and staff, and can also provide your medication upon discharge. The pharmacy has a small variety of over-the-counter (OTC) medications available. Over 300 different insurance plans are accepted. The Outpatient Pharmacy is located on the Ground Level, and the operating hours are Monday through Friday from 9:00 am – 5:00 pm. The phone number is 410-448-6337.

RADIOLOGY SERVICES

We provide state-of-the-art digital radiology services. These services are located on the ground floor of the hospital.

SECURITY

We have security officers on duty 24 hours a day. If you need security services, please call 410-448-6340.

TUTORING/SCHOOL

If you are 17 years of age or younger and still in school, you must, by law, keep up with your schoolwork. We will work with the school system to assure that you are able to continue with your schoolwork. That may mean that a teacher from your school or from another school may be assigned to work with you. If you have questions, please discuss this with your case manager.



Your Stay — What to Expect

REHABILITATION TREATMENT PHILOSOPHY

You are about to enter an important phase of your recovery. Rehabilitation at UM Rehab & Ortho will be both challenging and rewarding as you learn to become more active, independent, healthy and self-sufficient. The goal of rehabilitation is to maximize recovery, functional abilities and psychological adjustment, so that you can be as independent and productive as possible.

In order for patients to get the most from their rehabilitation program, it is necessary to work very hard. Therefore, we set high expectations for patient participation. Patients need to understand that rehabilitation is different from acute care or intensive care. In contrast, rehabilitation is a process of teaching patients and families to care for themselves. At UM Rehab & Ortho, we practice patient-centered care, that is centered around our patients' individualized needs. You will be included in the development of your goals and treatment plan. It is expected that you fully participate in the treatment plan that has been developed with your treatment team; your participation is essential in achieving your goals.

DAILY SCHEDULE

Therapy is part of your daily routine at UM Rehab & Ortho. Your morning and evening routines (hygiene, dressing, grooming and toileting) will be integrated into the training process. Therapy will consist of individual, group and educational sessions. Your daily schedule will be provided to you. You are expected to participate in all of your therapy sessions so that we can help you achieve the best possible outcome during your stay.

TEAM CONFERENCES

Your treatment team will meet weekly in a collaborative approach to address your goals and the coordination of care, treatment plan and services. Weekly meetings provide the team an opportunity to review your progress and make any necessary changes to your plan in order to ensure the best possible rehabilitation outcome for you. Following the team conference, you will be updated by your case manager.

FAMILY CONFERENCE

There are times when your family may request or be asked to meet with the treatment team to help with your plan of care.

FAMILY/CAREGIVER TRAINING

UM Rehab & Ortho encourages patients and their families to learn as much as they can about their injury or illness so they can confidently manage their ongoing care needs. So we can be assured that you have the information you need, family/caregiver training may take place at various times throughout your stay. We encourage patients to identify caregivers early in the rehabilitation process. As you get closer to your discharge date (also known as independence day), these training sessions may become more frequent. A family member or caregiver may be required to come in during the day to complete this important training.

MEALS

The type of diet you are on while in the hospital is determined by your doctor. The menus and your meal selections are carefully planned by dietitians. You will be offered selections of appetizers, entrees, vegetables, beverages and desserts. You may order guest trays for your visitors for a fee. If you have questions about your menus, diet, selections, have special requests or would like to speak with a dietitian, please make a team member aware; or call 410-448-6422.

Patients often inquire about receiving food from the cafeteria. Any patient may come to the cafeteria to purchase food, but cafeteria food cannot be delivered to patient rooms. To ensure your safety, we ask that your loved ones not bring any food for you without first discussing it with the Nurse or Speech Language Pathologist. They will check for diet restrictions and let you and your loved ones know what food you can and cannot during your stay.

EDUCATIONAL PROGRAMS

A variety of educational programs are available to patients and families. Your team will make you aware of programs from which you may benefit or that may be of interest to you. Please ask for information about these programs at any time during your stay.

SUPPORT GROUPS

Regular meetings of support groups (including those centered on stroke, brain injury, spinal cord injury, amputee and caregiver needs) provide individuals the opportunity to discuss common concerns and challenges, and to explore possible resolutions or options. The groups provide an opportunity to meet others who are at different stages of recovery following their illness/injury.

ADMISSION PROCESS

What to bring with you:

- Clothing – shirts, blouses, sweaters, pants, shorts, shoes, slippers, pajamas, robe (please label clothing with your name or initials). The clothing should be comfortable, loose-fitting and wash-and-wear (sweat suits are perfectly acceptable).
- Underclothes and socks
- Toiletries (toothpaste, toothbrush, shaving cream, shampoo, etc.)
- Personal items (eyeglasses, dentures and cup, hearing aids, etc.)
- Flat-soled shoes (rubber-soled, tennis shoe type) and/or nonskid slippers
- Special equipment – cane, walker, prosthesis, etc. (marked with your name)
- Copy of your Advance Directive, Living Will, Power of Attorney and/or MOLST
- Insurance card

What to leave at home:

- Medications (including over-the-counter medicines, vitamins, supplements)
- Valuables (laptop, tablets, wallets, jewelry, purses)

The hospital is not responsible for personal belongings, valuables or money.

DISCHARGE PROCESS

PREPARING FOR DISCHARGE

Your team at UM Rehab & Ortho will work closely with you as you prepare for discharge. You will receive instructions on medication, treatment, medical equipment, follow-up visits, outpatient therapy or home care services, and community and financial resources. It is important that you understand the information you are provided during discharge training, so if you have any questions, be sure to ask any member of your interdisciplinary team.

DISCHARGE GUIDELINES

Discharge will occur when one or more of the following happen:

- Your personal goals and those of the treatment team have been met.
- Inpatient hospitalization is no longer required.
- There is documentation of lack of progress toward completion of your goals.
- You or your caregivers do not comply with the treatment plan/program.
- You or your caregivers request discharge, either with the consent of the physician and team or against medical advice.
- Your rehabilitation program is interrupted by a medical emergency or procedure.
- Your payer (insurance company) denies further treatment.

DISCHARGE DAY CHECKOUT

Most discharges are scheduled before 11:00 am. You will be given written discharge instructions that will explain in detail medications, home exercises, follow-up doctor appointments and prescriptions (if needed, may be obtained from the UM Rehab & Ortho outpatient pharmacy). The instructions you receive and list of current medications should be

taken to your follow-up physician appointments. When your transportation arrives, please check with your nurse to make sure that you have everything you need before you leave.

FOLLOWING DISCHARGE

As part of our commitment to providing quality care, we obtain patient and family feedback following discharge in several different ways. You may receive a phone call from us asking questions about how you are doing since you have been home. We also contract with an outside company to obtain patient satisfaction data, and you may receive a survey in the mail or via email. We appreciate any feedback you can provide to us!

In addition to the above, we also want to keep track of how you are doing. Around 3–6 months following your discharge, you may receive a letter with a form attached to fill out and return to us. This lets us know if you have maintained the gains you achieved while you were here and/or if you've gotten better. Again, we appreciate your taking the time to provide us with this valuable information.

MyPORTFOLIO ELECTRONIC MEDICAL RECORD

MyPortfolio is a confidential, easy-to-use site that gives UM Rehab & Ortho patients 24-hour access to key information in their medical records, including test results, medications and a history of appointments. It uses the latest technology to keep all information completely private. Patients or their legal guardians can sign up for MyPortfolio at www.umms.org/myportfolio using the instructions and activation code found in their discharge paperwork or enrollment letter. For help, contact University of Maryland Medical System support staff via email at myportfoliosupport@umm.edu.

OTHER INFORMATION

WHY WE ASK THE QUESTIONS WE ASK

While you are in the hospital, different members of your care team may repeatedly ask you the same questions. We'd like to explain to you the importance of this:

- What is your name and date of birth?
This is an important safety question. You will be asked this before every procedure, treatment or medication. This helps keep you safe and prevents errors.
- Do you have any allergies?
The nurse or doctor taking care of you has this information in your chart but may double-check it just before the medication is given.
- Do you have pain right now?
We ask you to rate your pain throughout the day so that we can make adjustments based on how you are currently feeling. Our goal is your comfort.
- What is your goal for today?
Small daily goals help to speed up your recovery. We will work with you to best reach your goals.

IDENTIFICATION BAND

Your identification (ID) band shows your name, date of birth and medical record number. The ID band is used to match you with the treatment and medications you need. Do not remove it while you are at the hospital.

YOUR BED

The nursing staff will show you how to raise and lower your bed and can help you adjust it. Please do not try to get out of bed without staff assistance unless your doctor or nurse says it is okay. Your bed should always be in the “low” position when you get in or out of it.

Your doctor or nurse may decide there is a specific medical reason for your bed rails to be raised. If so, please do not lower them yourself or allow a visitor to do so for you. Use the call signal to get a staff member if you need assistance.

CALL SIGNAL

The nursing staff will show you how to use the call signal in your room and bathroom. A staff member will respond as soon as possible when you activate it.



Your Health Care Team

During your stay, you will be assigned to an excellent team of health care providers. The health care team will interview you and/or your family and plan your care based on the information you provide. Please give the team accurate and complete information so that your care will best meet your needs. We encourage and expect you to be an active part of your health team.

TIPS FOR TALKING TO YOUR HEALTH TEAM

You are our main source of information. You know how you feel. You live with your disease or illness. We depend on you and your loved ones to tell us about your health. You are helping us when you ask questions. It lets us know what you understand and what you need to learn more about. Every day is a new day. Ask your questions as often as you need to, even if you asked them yesterday. The more you know, the more helpful you are to your care team. It is our job to help you understand, so let us know when you don't.

Here are some tips:

- Know the names and the roles of the people who come to talk to you. Different members of your care team focus on different things, so it is good to know who said what about your plan of care. It may help to write down names and discussions.
- Write down your questions or concerns as soon as you think of them.
- Have a family member or friend with you who can help you remember the answers.
- Identify someone who can speak for you or ask questions when you feel too sick or not up to it yourself.

- Medical personnel tend to use short-cut abbreviations and phrases you may not understand, especially when they are speaking with each other. When this happens, ask them to explain any word or phrase you don't know.
- Your nurse will be able to answer many of your questions and will know the best person to talk to about specific questions or concerns.

We may not know all the answers all the time. If we say, "I don't know," we are not avoiding answering your questions. We want to give you the most accurate information possible. Please be patient with us.

INTERDISCIPLINARY TEAM

UM Rehab & Ortho utilizes a team approach in which you, our patient, are the key team member. Your treatment team is made up of a group of highly skilled rehabilitation professionals who combine their experience and skills to develop a plan of treatment that best ensures your safety and meets your individual needs, learning style and goals for recovery. Your team will modify your course of care, treatment and services in order to assist you in achieving your maximum potential. These are some of the members who may be a part of your treatment team:

PHYSICIAN/SURGEON

Your primary physician (also called the attending physician or surgeon) is a specialist in your area of need. He/she examines you and diagnoses your medical condition, as well as plans your treatment. Your physician consults with members of the interdisciplinary team, you and your family about your progress. You may also meet with other medical specialists on our staff, if necessary. Physician coverage is on site 24 hours a day/7 days a week.

PHYSICAL THERAPIST (PT)

Your PT shows you ways to build your strength, balance, coordination and endurance to help you improve your mobility. The PT evaluates your mobility and identifies the best methods to maximize your independence at home and in the community. PTs may identify assistive devices (wheelchair, walker, and/or cane) to meet your specific needs.

OCCUPATIONAL THERAPIST (OT)

Your OT assists you with maximizing your independence in activities of daily living such as dressing, bathing, toileting and meal preparation. This may be accomplished through training in the use of special (adaptive) equipment, upper body strengthening and coordination activities, splinting and cognitive or visual perception treatment activities.

SPEECH LANGUAGE PATHOLOGIST (SLP)

SLPs evaluate patients and help them improve their ability to write, speak, hear and swallow. For example, if you have a physical problem that makes it hard for you to form

words and sounds, or you have a problem remembering words or understanding speech, the SLP can help. They may also teach you how to use an electronic or computerized communication system.

THERAPEUTIC RECREATION SPECIALIST (TR)

TRs help you to regain the physical, mental, emotional and social skills you need to take part in hobbies, sports, reintegrating in to the community and other activities. They may lead outings to restaurants, sporting events or other community settings so that you can practice using skills you will need when you leave the hospital. Your TR may also work with you one-on-one to help you resume your former activities or develop new interests.

REGISTERED NURSE

Nurses are important members of your treatment team and are with you 24 hours a day to provide much of your direct, day-to-day care, while keeping track of all the care you receive.

CASE MANAGER | SOCIAL WORKER

The case manager is an important link between the interdisciplinary team, the patient and the patient's family members. Case managers keep the families informed about their loved one's progress and help to make necessary preparations for discharge. Case managers also serve as the point of contact when there are insurance questions/issues, working closely with the family and the insurer to identify and address potential problems.

REGISTERED DIETITIAN

A registered dietitian is responsible for monitoring your dietary needs and providing nutritional counseling.

PSYCHIATRIST, PSYCHIATRIC NURSE LIAISON

For patients who may be anxious, depressed or experiencing sleeplessness or extreme pain, psychiatrists and psychiatric nurse liaisons provide counseling services and treatment recommendations.

NEUROPSYCHOLOGIST

If recommended by the physician and/or the interdisciplinary team, the neuropsychologist will identify and treat cognitive, emotional and behavioral barriers to recovery, which may be accomplished through psychotherapy, behavior management, education and/or consultation. Recovering from a head injury is often stressful for patients and their families, and the neuropsychologist may also provide helpful coping strategies and resources.

PAIN MANAGEMENT SERVICES

We have a team of pain management physicians and nurses who can be consulted in order to make your stay more comfortable. Services include complementary medicine as well as acute and chronic pain management.

RESPIRATORY THERAPISTS

The respiratory therapists work with patients requiring mechanical devices or other respiratory care to help them achieve their maximum cardiopulmonary potential.

PATIENT NAVIGATORS

Our patient navigators work to reduce hospital readmissions and improve outcomes for vulnerable patients on all our inpatient units. You may be contacted by a patient navigator before and after discharge to help you coordinate and manage medical needs after discharge .

VOLUNTEERS

Throughout the hospital, volunteers augment staff's efforts and provide an extra dimension to patients' care. If you want to learn more or are interested in volunteering (you must be at least 16 years old), apply online at umms.org/rehab/giving/volunteer.

OTHER HEALTH CARE PROFESSIONALS AND SUPPORT SERVICES

Lab technicians, security, maintenance, housekeeping, and food and nutrition staff are among the many people who make your hospital stay as comfortable and beneficial as possible.



Family and Friends

VISITORS/VISITING POLICY

So that we can focus on your optimal recovery, the suggested visiting hours are from 8:00 am – 9:00 pm. Visitors must stop at the Information Desk in the main lobby to obtain a visitor pass. The visitor pass should be returned upon exiting the hospital; we have a box near the exit door for collection. We encourage you to have your visitors come at times when you are not scheduled for therapy. Please make sure that children are supervised by an adult at all times.

For safety purposes, we request that no more than two people visit a patient at a time. Patients and/or families are able to use public spaces for more than two visitors if necessary so as not to create a safety issue in patient rooms. Decisions to limit the number of visitors or visiting hours are made to protect the health and safety of patients, staff and visitors.

There are special considerations for visitors to the Traumatic Brain Injury (TBI) Unit. On our TBI Unit, we limit visitors to two at any one time. We request that you sign in at the Information Desk. You will need to provide a state- or government-issued photo ID, and we will provide a swipe badge so that you can enter this unit. You will need to return your badge to recover your photo ID.

There may be situations (e.g., flu season) when visiting hours are altered to help keep our patients safe.

MAIL, FLOWERS AND BALLOONS

For patients in the hospital, your mail will be delivered to your room. If we receive mail for you once you've been discharged, we will mail it to your address on file with the hospital.

If you need to send mail, patients can drop off stamped mail at the Information Desk or place it in the mail box outside the main entrance of the hospital. (Stamps are available in the Kernan Café.)

Flowers may be delivered to your room when allowed. To avoid infection, live flowers may not be permitted in certain areas. Only foil balloons are permitted in the hospital, since some patients are allergic to latex.

While you are here, your mailing address is:

Your name

University of Maryland Rehabilitation & Orthopaedic Institute

2200 Kernan Drive

Room #

Baltimore, MD 21207

THE HACKERMAN-PATZ HOUSE

The Hackerman-Patz House provides a home away from home for families facing extended stays when a loved one is receiving care at the University of Maryland Rehabilitation & Orthopaedic Institute. This on-campus, affordable housing option, situated in a picturesque and restorative environment, provides a place of respite for families and loved ones.

For more information, please call 410-448-7389 or email HPHouseUMRehab@umm.edu

CARINGBRIDGE WEBSITE

CaringBridge is an Internet service that helps patients and their families stay connected with loved ones during medical treatment. CaringBridge is free and easy to use. Patients or their family members can create a secure CaringBridge webpage, and then sign in at any time to post journal entries and photographs to provide updates for their friends and family members. The personal site is private and only those who have been given the site address and password can visit, read the updates and post their own messages of support, love and encouragement for the family.

For more information about how to create your own patient webpage, visit the CaringBridge website at www.caringbridge.com.



Financial Arrangements

INSURANCE

While you are at UM Rehab & Ortho, a staff member may review your insurance coverage. You may be asked for your insurance card, policy number, insurance company's address and claim forms. UM Rehab & Ortho will bill your insurance company directly for services that are covered.

Information that is used for reporting or billing is shared according to confidentiality guidelines that recognize applicable regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA).

PAYMENT METHODS

UM Rehab & Ortho accepts cash, checks, VISA and MasterCard.

UNDERSTANDING YOUR BILL

Your bill from UM Rehab & Ortho includes tests and procedures ordered by your doctor, room charges and nursing care charges. You will get separate bills from the doctors who cared for you. If you have any questions, please call the number listed on the bill.

HELP FOR PATIENTS TO PAY HOSPITAL CARE COSTS

If you cannot pay for all or part of your care from our hospital, you may be able to get free or lower-cost services.

PLEASE NOTE:

1. We treat all patients needing emergency care, no matter what they are able to pay.
2. Services provided by physicians or other providers may not be covered by the hospital Financial Assistance Policy. You can call 410-821-4140 if you have questions.

HOW THE PROCESS WORKS:

When you become a patient, we ask if you have any health insurance. If you have no insurance, we will not charge you more for hospital services than we charge those who do have health insurance. The hospital will:

1. Give you information about our financial assistance policy or
2. Provide you a counselor who will help you with the application.

HOW WE REVIEW YOUR APPLICATION:

The hospital will look at your ability to pay for care. We look at your income and family size. You may receive free or lower costs of care if:

1. Your income or your family's total income is low for the area where you live, or
2. Your income falls below the federal poverty level if you were to pay for the full cost of your hospital care, minus any health insurance payments.

PLEASE NOTE: If you are able to get financial help, we will tell you how much you can get. If you are not able to get financial help, we will tell you why not.

HOW TO APPLY FOR FINANCIAL HELP:

1. Fill out a Financial Assistance Application Form.
2. Give us all of your information to help us understand your financial situation.
3. Turn the Application Form in to us.

PLEASE NOTE: The hospital must screen patients for Medicaid before giving financial help.

OTHER HELPFUL INFORMATION:

1. You can get a free copy of our Financial Assistance Policy and Application Form:
 - Online at umms.org/rehab
 - In person at the Financial Assistance Department
University of Maryland Medical System
11311 McCormick Road, Suite 230
Hunt Valley, MD 21031
 - By mail: call 410-821-4140 to request a copy
2. You can call the Financial Assistance Department if you have questions or need help applying. You can also call if you need help in another language. Call: 410-821-4140



For Your Safety and Comfort

Our goal is to provide the highest-quality care to our patients.

Below are ways that we encourage participation:

RAPID RESPONSE TEAM (RRT)

You should call the RRT if your family member is having a medical emergency or if you have told the health care team of your family member's need for immediate medical attention and there is a delay in response. If you need to call the RRT, dial #111 from any hospital telephone or dial "O" and inform the operator of the patient's name and room number.

FALLS AND INJURIES

While you are a patient in the hospital, you may have a condition or receive medications or treatments that affect how you stand, move about or make choices. In addition, the hospital is probably a new and unfamiliar place for you. All of these things may increase your chances of slipping, tripping or falling, which could cause you to be injured and prolong your hospital stay.

The staff wants to do everything possible, in partnership with you, to prevent and protect you from falling during your hospital stay. Your patient care team carefully considers your safety needs in order to help keep you from falling.

Here are some additional tips that will help maintain your safety in the hospital:

- Use the call button to ask for help before getting out of bed.
- Remind us to place your call button, bedside table and other frequently needed items within your reach before we leave the room.
- Use the bathroom call light and wait for the nursing staff to assist you before you get up.
- Call the nurse immediately if you feel weak, light-headed or dizzy, and do not try to get up when having these symptoms.
- Wear nonskid shoes or slippers when standing, getting out of bed or walking.
- Use the night light for your safety; please keep it on for your protection.
- Notify staff immediately if you see something spilled on the floor; never walk in wet areas.

“SPEAK UP” PROGRAM

At UM Rehab & Ortho, we encourage our patients to be active participants in their health care through the use of the “Speak Up” program.

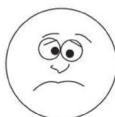
- **Speak up** if you have any questions or concerns, and if you don’t understand, ask again.
- **Pay attention** to the care you are receiving. Make sure you are getting the right treatments and medications. Don’t assume anything.
- **Educate yourself** about your diagnosis, medical tests, therapies and treatment plan.
- **Ask a trusted family member or friend** to be your advocate if you are unable to ask questions for yourself.
- **Know what medications you take** and why you take them. Medication errors are the most common health mistakes.
- **Use a health care provider** who has undergone rigorous on-site evaluations by organizations such as The Joint Commission.
- **Participate in the decisions** about your therapy and treatments. You are the center of your treatment team.

PAIN MANAGEMENT

The UM Rehab & Ortho staff is committed to treating your pain during your hospital stay. Since the experience of pain is individual and personal, you will be asked to describe and rate your pain on a number scale.



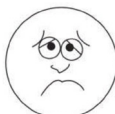
0-1
very happy, no hurt



6-7
hurts even more



2-3
hurts just a little bit



8-9
hurts a whole lot



4-5
hurts a little more



10
hurts as much as you can
imagine (don’t have to be crying
to feel this much pain)

INFECTION PREVENTION

Anyone can get an infection. You can help us prevent infections by doing the following:

- Ask family or friends not to visit if they do not feel well, have an infection or even if they have a runny nose.
- Ask your visitors to observe isolation signs. Please ask a nurse to help visitors the first time they enter an isolation room. Visitors may be asked to wear a mask, gown or gloves.
- If someone enters your room without the correct protection, please ask them to leave and return with the right protection.
- Proper hand washing is essential. Wash your hands. Don't be afraid to ask us if we washed our hands.
- Everyone, including you and your visitors, **MUST** wash his or her hands when entering and leaving your room.
- Hands must be washed after sneezing, coughing, touching eyes, nose or mouth, and after using the restroom.
- Do not permit anyone to touch you, your IV, or your wounds if you did not see them wash their hands. This includes your doctor or nurse.
- Staff may wash hands using soap and water or the hand hygiene product located at the entry and inside each patient room.

MEDICATIONS

Do not take medications you bring from home unless your doctor or nurse tells you to do so. Please inform your doctor or nurse about everything you take at home, including over-the-counter drugs and herbal supplements.

We are very careful about making sure that you get the medicines intended for you, but you can help.

- Be sure that your nurse identifies you by asking your name and date of birth before giving you any medicine. For patients who are not able to speak, the nurse will check the patient's armband for this information.
- Ask your nurse the name of the medicine and what it is for. Your nurse will tell you this information before giving you medicine, but if he or she does not, ASK.
- Ask to see the medication package of your medicine, if you wish.
- Ask if there are any side effects (like trouble breathing, rash or swelling) you should be watching for so you can report them to your doctor and/or nurse.



Healthy Living Instructions

Here are some good ways to take care of yourself and your health.

FOLLOW-UP INSTRUCTIONS

When you leave UM Rehab & Ortho, you may be instructed to make a follow-up appointment with your doctor. It is important that you follow these instructions so that your doctor can address any new or ongoing medical problems.

HELP TO STOP SMOKING

If you smoke, we strongly suggest that you stop. The following are resources that may help you and provide support as you work toward being tobacco-free:

- Maryland Tobacco Quit Line: 800-QUIT-NOW, www.smokingstopshere.com
- American Cancer Society Quit Line: 877-937-7848, www.cancer.org
- National Cancer Institute Quit Line: 877-448-8748, www.smokefree.gov
- American Lung Association: 800-548-8252, www.lungusa.org
- Nicotine Anonymous: 877-879-6422, www.nicotine-anonymous.org

VACCINATIONS

The pneumococcal vaccine helps to prevent certain types of pneumonia. You should consider having the vaccine if you are 65 years of age or older, unless you have a previous allergic reaction. Ask your nurse or doctor about the vaccine. Some patients may be offered pneumonia and flu vaccinations during their stay. The flu vaccine lessens the risk of seasonal flu. People who should consider vaccination include:

- Children 6 months to 18 years
- Pregnant women
- People age 50 years and older
- People with chronic medical conditions
- Residents of nursing homes



Patient Rights and Responsibilities

AS A PATIENT, YOU HAVE A RIGHT TO:

- Receive respectful, considerate, compassionate care, and to be treated without discrimination, regardless of your race, color, religion, ethnicity, culture, national origin, language, age, gender, sexual orientation, gender identity or expression, physical or mental disability, or ability to pay.
- Be provided a safe environment that preserves dignity and promotes a positive self-image, and to be free from financial or other exploitation, humiliation, and all forms of abuse and neglect, including verbal, mental or sexual abuse.
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Be free from restraint or seclusion of any form. Restraint or seclusion may only be used to ensure your immediate physical safety or that of others and must be discontinued at the earliest possible time.
- Know the names and professional titles of your health care team members, if staff safety is not a concern.
- Have respect shown for your personal values, beliefs and wishes.
- Access or referral to legal entities for appropriate representation, self-help support groups and/or protective services, as needed or requested.

- Receive information about your hospital and physician charges and ask for an estimate of hospital charges before care is provided and as long as patient care is not impeded. Charges may vary based on individual case.
- Receive information in a manner that is understandable, which may include: sign language and foreign language interpreter services; alternative formats including large print, braille, audio recordings and computer files; vision, speech, hearing and other temporary aids as needed and at no cost to you.
- Receive information from your doctor or other health care practitioners about your diagnosis, prognosis, test results, treatments and services, possible outcomes of care and unanticipated outcomes of care in sufficient time to facilitate decision making.
- Be provided a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices.
- See your medical record in accordance with HIPAA Notice of Privacy Practices.
- Be involved in your plan of care and discharge plan.
- Be screened, assessed and treated for pain.
- Refuse care or treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- In accordance with the hospital's visitation policies, choose a person to stay with you to provide emotional support during your hospital stay.
- In addition, in accordance with the hospital's visitation policies, you can choose your visitors. You have the right to withdraw or deny visitation privileges at any time during your hospital stay. We do not restrict or deny visitation privileges based on race, religion, ethnicity, culture, national origin, language, age, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status.
- An explanation if we restrict your visitors, mail or telephone calls.
- Appoint an individual, of your choice, to make health care decisions for you, if you are unable to do so.
- Create or change an Advance Medical Directive or a MOLST (Medical Order for Life-Sustaining Treatment); have these followed within the limits of the law and the organization's capabilities.
- Create or change a Behavioral Health Directive; have these followed within the limits of the law and the organization's capabilities.
- Give or refuse informed consent before any nonemergency care is provided, including benefits and risks of the care, alternatives to the care, the benefits and risks of the alternatives to the care and service delivery, release of information, and composition of the service delivery team (as appropriate).
- Agree or refuse to take part in medical research studies, without agreement or refusal affecting your care. You can withdraw from a study at any time. All studies will adhere to research and ethical guidelines.
- Allow or refuse to allow the taking of pictures, recording or filming for purposes other than your care.
- Expect privacy and confidentiality in care discussions and treatments.
- File a complaint about care or infringement of rights and have the complaint reviewed without the complaint affecting your care.

- Be provided pastoral and other spiritual services.
- Know about professional and financial ties between institutions and people caring for you.
- An explanation of hospital rules.

YOU HAVE A RIGHT TO VOICE CONCERNS ABOUT YOUR CARE

Tell your physician, nurse, or caregiver about your concern. If you believe further action is needed, we urge you to take any of these steps:

- Talk to the **NURSE MANAGER** of your unit.
- Contact the **DIRECTOR OF PATIENT EXPERIENCE** at your location.
- Contact the **MARYLAND OFFICE OF HEALTH CARE QUALITY** at 410-402-8015, or by mail to: Office of Health Care Quality, Maryland Department of Health, 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046.
- Contact **THE JOINT COMMISSION** at www.jointcommission.org, using the Report a Patient Safety Event link in the Action Center on the home page, or by FAX to 630-792-5636, or by mail to: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

You and your family members have a right to discuss or relay any concerns and issues to the Patient Experience office.

AS A PATIENT, YOU ARE RESPONSIBLE FOR:

- Providing the hospital with complete and accurate information when required, including the following:
 - Your full name, address, home telephone number, date of birth, social security number, insurance carrier, employer
 - Your health and medical history
- Present condition, past illnesses, previous hospital stays, medicines, vitamins, herbal supplements.
- Any other matters that pertain to your health, including perceived safety risks.
- Providing the hospital or your provider with a copy of your Advance Directive and/or MOLST, if you have them.
- Asking questions when you do not understand information or instructions.
- Telling your provider if you believe you cannot follow through with your treatment plan.
- Outcomes if you do not follow your care, treatment and/or services plans.
- Reporting changes in your condition or symptoms, including pain, to a member of the health care team.
- Acting in a considerate and cooperative manner and respecting the rights, safety and property of others.
- Following the rules and regulations of the health care facility.
- Keeping your scheduled outpatient appointments or cancelling them in advance if possible.

- Meeting your financial commitments relating to your bills for services. Contact the billing department if we can help with your payment arrangements.
-



Visitors Code of Conduct

UM Rehab & Ortho is committed to providing a safe and healthy environment to facilitate the recovery of our patients.

To ensure that visitors enjoy full and equal visitation privileges consistent with the patient's preferences and to protect the health and safety of patient and staff, we ask all visitors to follow these rules:

- Observe visiting hours.
- Following restrictions posted on the patient's door, including isolation or food restrictions.
- Wear visitor identification band at all times.
- Wear appropriate clothing. We do not permit clothing displaying obscene language.
- Do not visit the hospital if you feel sick or symptomatic, even if mild.
- Do not bring or give the patient any medications, herbal supplements, street drugs, alcohol, cigarettes, e-cigarettes, pipes or any smoking products of any kind. These items are considered contraband and will be confiscated.
- Respect the patient's right to privacy. Federal law requires the hospital to protect a patient's privacy by identifying one person as his/her designated spokesperson. Staff will provide clinical updates to the designated contact.
- Be respectful and courteous to all patients, staff, and property.

The following are prohibited at the University of Maryland Rehabilitation & Orthopaedic Institute:

- Taking pictures, videotaping, or audiotaping without the appropriate consent of the person you are photographing or taping.
- Displaying disruptive, threatening, or violent behavior, including the use of obscene language or gestures.
- Smoking or using tobacco products including e-cigarettes anywhere on the hospital grounds.
- Possession and/or use of alcohol, illegal substances (street drugs) and weapons.

Visitors who do not comply with the Visitors Standard of Conduct will be asked to leave and escorted from hospital grounds by Security. In addition, noncompliant visitors may lose visiting privileges.



Patient Standards Of Conduct

Our patient code of conduct helps us to achieve a caring, safe, and inclusive environment for all patients. Words or actions, which are racist, discriminatory, hostile, or harassing are not welcome at our hospital.

Examples include:

- Offensive or insulting comments about an other's race, accent, religion, sexual orientation or others.
- Refusing to see or be cared for by a clinician or team member because of personal traits.
- Physical, verbal threats and assault.
- Sexual or vulgar words or actions.
- Disruption to another patient's care experience.

We hold our team members to the highest code of professional conduct and ask that you follow these codes. If we believe you have violated this code of conduct with words or actions, we will carefully consider your point of view before we decide on the continued status of your care at our hospital. We will always ensure a safe discharge; however, violations of this code of conduct may lead to a patient being asked to make other plans for their future care.



Informed Consent and Advance Directives

INFORMED CONSENT

To help you understand your medical treatment, your doctor will talk to you about:

- Your illness
- The plan for treating your illness
- The possible benefits and risks of the treatment
- Other ways to treat your illness
- What may happen if you decide against treatment

Your consent is needed before any treatment is initiated that may involve significant risk to you. Consent is not needed in certain emergencies where treatment cannot wait.

ADVANCE DIRECTIVES AND MOLST (MEDICAL ORDERS FOR LIFE-SUSTAINING TREATMENT)

Advance Directives are written instructions that allow you to make decisions about your future medical care and/or to designate somebody to make those decisions for you if you are no longer able to do so. Advance Directives can include: appointment of a health care agent, your health care instructions, a living will, and Do-Not-Resuscitate (DNR) orders. You may give these instructions to your family, close friends, nurses or doctors. Writing down your instructions is the best way to make sure everyone knows what you want.

MOLST is Maryland law. The MOLST form contains medical orders about cardiopulmonary resuscitation and other life-sustaining treatments specific to your current condition. If you create a MOLST form, it puts into operation a broader, patient-developed Advance Directive. It helps to ensure that your wishes to receive or decline care are honored by all health care providers throughout the course of your care. To be valid, a MOLST form must be signed and dated by a provider with a Maryland license. You may have an Advance Directive and a MOLST form or just one of these documents. UM Rehab & Ortho will honor the most current document.

As required by Maryland law, most of UM Rehab and Ortho's adult inpatients and some of our pediatric inpatients will need a MOLST completed before discharge. During admission, the nurse will ask the patient or the patient's authorized decision-maker (health care agent, guardian, parent, surrogate) if there is an existing Advance Directive or MOLST form. Also, the nurse will offer MOLST educational materials to the patient or to the patient's authorized decision-maker.

Your physician or nurse practitioner will create a MOLST based on a discussion with you or your authorized decision-maker. By law, you or your authorized decision-maker can decline to discuss the MOLST.

If you wish to create a written Advance Directive, the social worker is available to answer any of your questions and to assist you in creating this document.

If you have an Advance Directive and/or MOLST form, please bring it/them to the hospital. These documents will become a part of your medical record, which will help to ensure that we honor your wishes.

NOTICE OF INFORMATION ON PRIVACY PRACTICES

UM Rehab & Ortho has a legal responsibility to protect your health information. Your rights regarding your protected health information are outlined in our Notice of Privacy Practices, a copy of which is given to you upon registration. For more information, please call 410-328-4141 or email privacy@umm.edu.



Nondiscrimination Policy

University of Maryland Rehabilitation & Orthopaedic Institute complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. University of Maryland Rehabilitation & Orthopaedic Institute does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

University of Maryland Rehabilitation & Orthopaedic Institute:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Nursing Staff Office at 410-448-6632.

If you believe that University of Maryland Rehabilitation & Orthopaedic Institute has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the Director of Quality & Regulatory Compliance, 2200 Kernan Dr., Baltimore, MD 21207, 410-448-6733, TDD 800-453-7626, Fax 410-448-6439, fe.nieves-khouw@umm.edu. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Fe Nieves-Khouw is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

Compliant forms are available at: hhs.gov/ocr/office/file/index.html

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-448-6632, TDD 800-453-7626.

注意：如果使用繁體中文，可以免費獲得語言援助服務。請致電 410-448-6632, TDD 800-453-7626。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-448-6632, TDD 800-453-7626 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-448-6632, TDD 800-453-7626.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-448-6632, ATS 800-453-7626.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-448-6632, TDD 800-453-7626.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-448-6632, телетайп: 800-453-7626.

ትኩረት:- አማርኛ ተናጋሪ ከሆኑ በነፃ የቋንቋ እርዳታ ያገኛሉ።አባከዎ 410-448-6632 ላይ ይደውሉ።
TTY 800-453-7626.

Dè dè nà ke dyédé gbo: ㄔ ㄓㄨ ㄎㄜ ㄇㄣˊ [Bàsòò-wùdù-po-nyò] ㄓㄨ ㄋㄧ, ní, à wuḍu kà kò dọ po-poò bèin n̄ gbo kpáa. ㄉㄚˋ 410-448-6632, TDD 800-453-7626.

Nti: O buri na asu Ibo, asusu aka qasu n'efu, defu, aka. Call 410-448-6632, TDD 800-453-7626.

AKIYESI: Bi o ba nsọ Yoruba, akanṣe iṣẹ iranlọwọ ede, niọfẹ, wa fun ọ. Pe 410-448-6632, TTY 800-453-7626.

توجہ: اگر آپ کی زبان اردو ہے تو آپ کو زبان میں مدد کی خدمات مفت میں دستیاب ہیں۔
TTY 800-453-7626, 410-448-6632 پر کال کریں۔

توجہ: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.
با 410-448-6632 800-453-7626 تماس بگیرید.

ATANSYON: Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-448-6632, TDD 800-453-7626.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-448-6632, TDD 800-453-7626.

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UNIVERSITY OF MARYLAND REHABILITATION & ORTHOPAEDIC INSTITUTE: MAKING A DIFFERENCE

A contribution to the University of Maryland Rehabilitation & Orthopaedic Institute makes a difference. It allows our team of gifted health care providers and dedicated staff to do more for each and every patient we are privileged to serve. Your gift, combined with the passion and expertise of our team, assures that more programs and services can be offered. More cutting-edge technology and life-changing research can be pursued. More lives can be touched.

YOU CAN HELP MAKE THAT DIFFERENCE!

With the support of our partners, UM Rehab & Ortho Institute can touch more lives when events create unexpected and often overwhelming physical, mental and emotional challenges. Please consider becoming a financial partner with us through your tax-deductible contribution. Whether your gift is in recognition of a caregiver, friend or loved one, in celebration of a special occasion, or to support a specific program within our hospital, giving is easy. Simply visit our website, umms.org/rehab and click on “Giving,” or call 410-448-6890 for more information.

THANK YOU FOR MAKING A DIFFERENCE!

KEY PHONE NUMBERS



Departments	
Accounting Services	410-448-6980
Admitting	410-448-6620
Ambulatory Neurology Clinic	410-448-6383
Billing, Patient	410-821-4140
Brain Injury Association of MD	410-448-2924
Case Management Social Work	410-448-6790
Comprehensive Medical Rehabilitation Unit	410-448-6263
Stroke Unit	410-448-6244
Dental Services	410-448-6290
Executive Office	410-448-6895
Hackerman-Patz House	410-448-7389
Home Care	410-448-6886
Imaging	410-448-6714
Medical Assistance	410-448-6598
Medical Records	410-448-6497
Progressive Care Unit	410-448-6813
Outpatient Rehabilitation	410-448-6706
Pain Management	410-448-6824
Pharmacy (outpatient)	410-448-6337
Quality Services	410-448-6322
Rapid Response Team (RRT)	410-232-7780
Spinal Cord Injury Unit	410-448-6264
Security	410-448-6340
Surgery	410-448-6764
Traumatic Brain Injury Unit	410-448-6241
University of Maryland Orthopaedic Associates Billing	410-448-6252
University of Maryland Orthopaedics	410-448-6400
University of Maryland Rehab Institute (Woodlawn)	410-448-7900
University Physicians	410-448-6722

UM REHABILITATION
& ORTHOPAEDIC
INSTITUTE



UNIVERSITY of MARYLAND
MEDICAL SYSTEM

2200 Kernan Drive, Baltimore, MD 21207 410-448-2500 umms.org/rehab



Updated January 2024