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Helpful Numbers

UNC Hospitals

OPERATOR
(984) 974-4131

PASTORAL CARE
(984) 974-4021

CANCER HOSPITAL OPERATOR
(984) 974-0000

PATIENT RELATIONS
(984) 974-5006

GUEST SERVICES
(984) 974-0709

WOMEN’S HEALTH INFORMATION CENTER
(984) 974-8882
or (984) 974-8883 for Spanish

HOSPITALS POLICE
(984) 974-3686

Helpful Hot Line Numbers

AIDS
1-800-CDC-INFO
1-800-232-4636 (English/Spanish)
TTY 1-888-232-6348

ALCOHOL SUBSTANCE ABUSE PROGRAM
(984) 974-6322

BEACON PROGRAM (DOMESTIC ABUSE)
(984) 974-0470

SMOKING CESSATION
1-800-784-8669

SUICIDE AND CRISIS
1-800-273-TALK (8255)
Parking & Shuttle Service
Parking

Public parking is available in the Dogwood Parking Deck (across from the hospital) and the Ambulatory Care Center (ACC) on Mason Farm Road.

The normal parking rate is $1.50 per hour, with a maximum fee of $10.00 per visit, per day. A one-day pass can be purchased for $10.00, which will allow persons to come and go during a 24-hour period. This pass may be purchased from the Parking Office in the Parking & Transportation/Valet building across from the front entrance of the N.C. Children’s Hospital.

Handicapped Parking

Handicapped Parking is available for up to four hours in any of the Handicapped Parking spaces located directly in front of the Memorial Hospital entrance. Additional spaces are located in the Dogwood Parking Deck.

Valet Parking

Valet parking is available to all patients and visitors to any of the Hospitals at the Medical Center. Valet stations are available at the Transportation/Valet building (across from the N.C. Children’s Hospital) and at the Manning level entrance of the Cancer Hospital (accessible from Emergency Room Drive). Cost for vehicles is $12.00 per visit per day. Valet coupons can be purchased from the Valet Cashier and come in books of five at a cost of $55.00 per book (a savings of $1 per visit).

Payment Options

Cash and Credit Card (VISA, MasterCard, American Express and Discover)
**Long-Term Patient Parking**

Long-Term Patient Parking Permits are available for **$10.00 per week** in the hospital parking office.

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**Shuttle Services**

The Medical Center and ACC lots offer a convenient shuttle service between the parking decks and hospitals.

Golf cart service operates Monday through Friday, 7:30am to 9:30pm, for transportation between the Hospitals, the Dental School and the Dogwood Parking Deck (visitor parking). On Saturday and Sunday, the service operates from 9:00am to 9:30pm.

Shuttle service between the Medical Center and Ambulatory Care Center operate Monday through Friday, 6:45am to 7:00pm and are handicap accessible.

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**Evening Shuttles**

If you are visiting the Medical Center in the evening, we offer a free shuttle service to all hospital parking lots and decks, the Ronald McDonald House and the Park and Ride Lots.

These shuttles operate from 5:30pm to 1:30am every day, including weekends and holidays. In addition, the evening shuttle service is available to help valet patients to their vehicles after the valet desk closes at 7:30pm. The shuttles are stationed outside of the N.C. Children’s Hospital and operate on-demand.

We also offer an overnight shuttle service for patients and visitors that operates from 1:30am to 6:00am. The free shuttle is available to transport patients and visitors to the hospital parking lots and decks and all Chapel Hill Park and Ride locations. The shuttle is stationed outside of the Emergency Department. If you need the shuttle and you are located in another part of the hospital, Hospital Police can contact it for you.

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**Public Transportation**

Chapel Hill Transit offers fare-free busing to UNC Hospitals on many of its routes. Routes also serve the Family Medicine Center and the ACC.

The Triangle Transit Authority also offers multiple bus routes to UNC Hospitals from surrounding cities like Raleigh, Durham, Apex, Garner and Hillsborough.
Food Locations at UNC Hospitals

A variety of dining options are available to UNC Hospitals patients, family and staff. In addition to the following listings, vending machines are located throughout the hospitals and the Ambulatory Care Center.
**The Terrace Café**  
6:30AM–9:00PM, 7 DAYS A WEEK

Our Terrace Café, located on the first floor Terrace of the Children’s Hospital, offers many dining options for our employees, visitors, and patients.

**SPECIALTIES**

*Fast Breaks*
Fresh grab-and-go sandwiches, gourmet soups and salads, and healthy snacks.

*Carved*
Open Monday-Friday, 11:00am–3:00pm. Features fresh rotisserie style meats and scratch-made soups and sides.

*Carolina Chicken*
Open 7 days a week, 11:00am–3:00pm for lunch and 4:00pm–8:00pm for dinner. Selections include fried chicken, rotisserie chicken, Dot’s famous BBQ, macaroni and cheese and much more.

*Cosimo’s*
Open 10:30am–4:00pm for lunch. New York-style pizza, pasta, garlic knots and more.

*Flatiron Grill*
Open 6:30am–10:00am for breakfast and 11:00am–9:00pm for lunch and dinner. All-American favorites for breakfast and lunch including made-to-order omelets, breakfast sandwiches, and biscuits and gravy for breakfast. Hamburgers, french fries, onion rings and more for lunch.

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**Red Ginger**
Open Monday–Friday, 11:00am–4:00pm for lunch. Asian-inspired, wok-fired dishes made fresh to order. Daily specials, chicken, beef stir fry, and cashew chicken served every day with a choice of dumplings or egg roll.

*Sujin Sushi*
Rolled daily and always available 7 days a week.

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**The Corner Café**  
6:30AM–2:00PM, MONDAY–FRIDAY

The Corner Café is located on the ground floor of the Anderson Pavilion.

**SPECIALTIES**

*Caprese’s Deli*
Open Monday–Friday, 11:00am–2:00pm. Made-to-order subs and sandwiches with over 20 toppings to choose from.

*Bandelero’s*
Open Monday–Friday, 11:00am–2:00pm. Our famous burrito (and burrito bowl) spot, with fresh salsas made daily.
The Overlook Café
11:00AM–6:00PM, MONDAY–FRIDAY

The Overlook Café is located on the second floor of the Neurosciences Hospital.

SPECIALTIES

*Mezza Luna*
Made-to-order salads with your choice of lettuces, toppings, and house-made fresh when you order.

*Cosimo’s Pizza*
NY-style pizza, flatbread, panini’s and fresh daily soups.

*Max Mangoes*
Hand-dipped ice cream, fresh-blended smoothies, floats, ice cream sundaes and more.

*Starbucks*
Starbucks offers a variety of coffee beverages, teas, pastries and hot breakfast sandwiches. There are also salads and sandwiches available. Starbucks is located on the ground floor of the N.C. Cancer Hospital and is always open.
Nutrition and Food Services

Patient Ordering

The Nutrition and Food Services Department offers a 24-hour-a-day, room-service-style system called Restaurant Delivery to our patients. The expansive menu is contained within this Patient Information Folder and your order can be placed by calling (984) 974-1278.

Explanation of Common Special Diets

If you have questions concerning your menu options, please ask your Patient Nutrition Representative. If you have questions concerning your nutritional needs, please contact one of our dietitians during your hospital stay at (984) 974-1278. For an appointment with the Nutrition Clinic after discharge, ask your physician to put in a referral to see a dietitian or call (984) 974-4450 and we will help direct your request.

Special Diet Information

This guide describes some of the common special therapeutic diets your doctor may order. Your special diet may be different from what you are used to eating at home.

**CLEAR LIQUID**
Used before medical tests and before and after surgery. Menu items include: apple, cranberry and grape juice, gelatin, broth, popsicles, coffee and tea.

**PURÉED**
For patients with difficulties chewing and swallowing. Foods are prepared for smooth texture.

**FULL LIQUID**
Used when solid food is not tolerated. Menu items include: milk, juices, coffee, tea, soups, cereal, puddings and ice cream.

**MECHANICAL SOFT**
For patients with difficulties chewing and/or swallowing. Meats are chopped or ground. Foods are soft and easy to chew and swallow.

**THICKENED LIQUIDS**
For patients with difficulty swallowing or tolerating thin liquids. Liquids will be thickened to an appropriate consistency.

**NO ADDED SALT**
For patients with high blood pressure, fluid retention or other medical problems. The menu has regular foods with low-salt soups and gravies. You will receive a (non-sodium) seasoning packet instead of salt.
SALT OR SODIUM RESTRICTED

While on this diet, you will not be served: processed cheese or cured, salted or smoked meats such as bacon, luncheon meats, hot dogs, sausage and ham.

Herbs and spices will be used to season your foods in place of high-sodium seasonings. You will receive a (non-sodium) seasoning packet instead of salt. You will be served low-sodium soups and broth.

LOW RESIDUE / GI SOFT

For patients who are experiencing stomach and/or intestinal difficulties. This diet is low in fiber and includes foods that are easy to digest. While on this diet, you will not be served:

- Raw fruits and vegetables
- High-fiber foods such as bran, nuts or seeds
- Gas-producing vegetables such as dried peas and beans, cabbage, broccoli and onions

HEART HEALTHY / CARDIAC

For patients who are at risk for heart disease or suffering from heart disease. Your diet, like your medication, is an important part of your treatment and may speed your recovery. While on the diet, you will be served:

- Lean meats or meat substitutes
- Low-fat dairy products
- Fat-free salad dressings
- Low-sodium broth and soups

Foods high in fat, such as margarine or desserts containing fat, will be limited. You will receive a (non-sodium) seasoning packet instead of a salt packet.

RENAL

For patients with kidney problems. While on a renal diet, your diet may limit one or more of the following:

- Protein: Found in eggs, meat and dairy products (milk and cheese)
- Sodium: Found in cured meats (bacon, ham), and other highly processed foods
- Potassium: High in some fruits and vegetables
- Phosphorus: Found in milk, nuts, chocolate and colas
- Fluids or foods that are fluid at room temperature

General guidelines to good nutrition include following a “healthy diet” that...
REGULAR
For patients with general medical conditions that do not require dietary restrictions, you may choose daily from our menu:

- Breads, grains and cereals: six or more servings
- Fruits: two to four servings
- Vegetables: three to five servings
- Meat, poultry, fish or meat substitutes: two servings
- Milk or dairy products: two to three servings

ARE YOU NPO?
NPO is Latin meaning nil per os, or nothing per mouth. A patient is NPO if he or she is going for surgery, tests or procedures, or is unable to tolerate any food by mouth.

CARBOHYDRATE CONTROLLED / DIABETIC
For patients who may have difficulty controlling their blood sugar levels. Carbohydrate foods have the greatest effect on your blood sugar and need to be balanced in your diet. Foods that contain carbohydrates are starches such as breads, cereals, potatoes, pasta, rice and dry beans, milk and yogurt, fruits and juices, and sugars and desserts. While on this diet, you will receive a sugar substitute in place of sugar on your tray. Your meal plan is also limited in fat.

You will be served:

- Low-fat dairy products, sauces, salad dressings and mayonnaise
- Lean meat or meat substitutes

It is important that you control portion sizes, eat a variety of foods and eat at a regular time.

1. EMPHASIZES FRUITS, VEGETABLES AND WHOLE GRAINS
2. USES FAT-FREE OR LOW-FAT MILK AND MILK PRODUCTS
3. INCLUDES LEAN MEATS, POULTRY, FISH, BEANS, EGGS AND NUTS
4. IS LOW IN SATURATED FATS, TRANS FATS, CHOLESTEROL, SALT (SODIUM) AND ADDED SUGARS
Patient Valuables
UNC Hospitals urges patients to leave or send valuables home with a family member. In the event that patients choose to retain valuables on hospital premises, a locked cabinet is maintained for the protection of those valuables.

“Valuables” are defined as money, credit cards, checkbooks, traveler's checks, jewelry and keys.

UNC Hospitals will not be responsible for loss, damaged or theft of patients' valuables not secured in the locked cabinet. Reports of lost, damaged or stolen belongings should be directed to UNC Hospitals Police for investigation and follow up.
Gift Shops
Gift Shops

CRANBERRY CORNER GIFT SHOP
Located on the ground floor of N.C. Memorial Hospital Lobby. Open Monday–Friday: 8:00am–8:00pm; Saturday and Sunday: 1:00pm–5:00pm.

When someone you care for is a patient at UNC Hospitals, it is not always possible to visit in person. Let our staff of personal shoppers at our Cranberry Corner Gift Shop help you choose a gift. We can take your order over the phone and deliver the gift free of charge. If you would like assistance selecting and delivering a gift, contact the gift shop at (984) 974-8740. You may pay for purchases using MasterCard or VISA.

The gift shop offers a variety of gift items such as magazines, books and greeting cards; baby items and stuffed animals; collectibles and jewelry; green plants, special floral arrangements and gift baskets made to order; Mylar balloons; snacks and candy; UNC logo items; as well as seasonal merchandise.

Cranberry Corner is owned and operated by the UNC Volunteer Association. All proceeds from your purchase benefit hospital programs, patients and their families. View “Calendar of Vendor Events” in the lobbies of UNC and off-site facilities for fundraising information.

BUTTERFLY BOUTIQUE GIFT SHOP
Located on the ground floor of N.C. Cancer Hospital. Open Monday–Friday: 9:00am–4:00pm.

Many items are available for purchase such as greeting cards, reading materials, toiletries, lotions and creams, scarves and gifts.

CAROLINA CARE AT HOME CONVENIENCE CENTER
“Extending Our Commitment to Your Care from Hospital to Home”

Located to the left of the information desk in N.C. Memorial Hospital lobby. The contact phone for Carolina Care at Home is (984) 974-0454 and is open on Monday–Friday: 7:00am–7:00pm; Saturday: 10:00am–2:00pm. Carolina Care at Home Convenience provides in-room delivery Monday–Friday from 10:00am–5:00pm.

Carolina Care at Home coordinates the supplies you need for your home care needs to eliminate the frustration of running around from store-to-store purchasing medical supplies or over the counter items.

Carolina Care at Home has the following selection of categories:

- Respiratory Care
- Compression Garments
- Diabetic Care
- Monitoring and Aids for Daily Living
- Supports and Cushions
- Lactation Supplies
- Pain Relief, Hot/Cold Packs and Over The Counter Medications
- Mobility and Physical Therapy Care Items
- Incontinence and Personal Care Supplies
- Baby Items
- Home and Bath Safety Wound Care Supplies
If you need to withdraw money from your bank during your stay, several automatic teller machines are available for your convenience.
<table>
<thead>
<tr>
<th></th>
<th><strong>N.C. MEMORIAL HOSPITAL</strong></th>
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<tbody>
<tr>
<td></td>
<td>Ground floor off hallway leading towards Bedtower elevators</td>
</tr>
<tr>
<td></td>
<td><strong>N.C. WOMEN’S HOSPITAL</strong></td>
</tr>
<tr>
<td></td>
<td>Ground floor lobby near the escalators</td>
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<tr>
<td></td>
<td><strong>N.C. CANCER HOSPITAL</strong></td>
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<tr>
<td></td>
<td>Ground floor Starbucks vestibule</td>
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<tr>
<td></td>
<td><strong>AMBULATORY CARE CENTER</strong></td>
</tr>
<tr>
<td></td>
<td>1st floor near main stairwell</td>
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|             | **N.C. CHILDREN’S HOSPITAL**                                                                 |
|             | Ground floor within elevator bay near Corner Café                                               |

|             | **N.C. MEMORIAL HOSPITAL**                                                                 |
|             | Ground floor off hallway leading towards Bedtower elevators                                   |

|             | **N.C. MEMORIAL HOSPITAL**                                                                 |
|             | Ground floor, between lobby and escalators                                                     |
Housing Services

At UNC Hospitals we understand the importance and desire to stay close to loved ones during their stay. Several services are available to patients and make staying in the area an easy and convenient process.
Hotels
To find the best rates for hotels close to the hospital, utilize the MedStay service. MedStay is a free, online concierge hotel reservation service which will help you make reservations with hotels based on your preferred needs (such as shuttle accommodations, proximity to the hospital, etc.).

Visit MedStay online at www.medstay.com or call (877) 633-7829. Please see Patient Relations for a complete list of these hotels. Patient Relations is located just off the lobby of N.C. Women’s Hospital.

SECU Family House at UNC Hospitals
SECU Family House is a safe, nurturing, affordable home for patients and their loved ones who travel great distances to UNC Hospitals for life-saving procedures and serious illnesses.

We provide guests lodging, meals, supportive programs, transportation and a caring support network. We serve families from all 100 North Carolina counties and beyond, helping them rest, heal and gather strength when they need it most.

The nightly charge is $45 for a standard room and $60 for a suite (available only to transplant patients). If needed, guests can apply for financial assistance. Please contact your health care provider for a referral before your visit.

For additional questions, visit the SECU Family House website or contact (919) 932-8000.
Patient Rights & Responsibilities
UNC Health Care System (UNCHCS) recognizes that each patient is an individual with unique health care needs. Care should be focused upon the patient’s individual needs and provided in a manner that is considerate and respectful of each patient’s personal dignity. In recognition of these factors, UNCHCS affirms the following rights and responsibilities for its patients.

If a patient cannot adequately assert the following rights because the patient is a minor or is not competent, the patient’s guardian, next of kin, or other authorized representative (collectively, “authorized representative”) may do so on the patient’s behalf.

Patients and their representatives may also request a copy of the UNCHCS policy on Patient Rights and Responsibilities, Admin 0131.

1. A patient or his/her representative has the right to be informed of patient rights in advance of receiving or discontinuing patient care whenever possible.

2. A patient has the right to medical and nursing services without discrimination based upon age, race, ethnicity, color, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity, national origin or source of payment.

3. A patient has the right to have his/her family member or representative and his/her physician promptly notified of his/her admission to UNC Hospitals, unless the patient requests this not be done.

4. A patient has the right to receive visitors whom she or he designates, including but not limited to, a spouse, a domestic partner, another family member, or a friend. Patient visitation is only restricted when the visitor’s presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated for the patient.

5. UNCHCS respects a patient’s right to receive information in a manner he or she understands. An interpreter or appropriate auxiliary aids and services will be provided free of charge when necessary so that a patient can effectively communicate with his/her health care providers.

6. A patient has the responsibility to provide accurate and complete information about present complaints, pain, past illnesses, hospitalizations, medications, demographics, and other matters relating to his/her health. A patient is expected to ask questions and is responsible for telling caregivers if he/she does not understand his/her care or treatment.

7. A patient has the right to good, quality care and high professional standards that are continually maintained and reviewed.

8. A patient has the right to respectful care given by competent personnel.
9. A patient has the right to receive medical and nursing care in a safe setting and to be free from all forms of abuse and harassment, including the willful infliction of injury, staff neglect or indifference, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish. A patient has the right not to be awakened by UNC Hospitals staff unless it is medically necessary.

10. A patient has the right to be free from seclusion and restraints that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff. Seclusion or restraints may be used in emergency situations to ensure the patient’s physical safety when less restrictive interventions have been determined to be ineffective.

11. A patient has the right to useful written and spoken information, via interpreting services if necessary, about pain and pain relief measures, state-of-the-art pain management and concerned and competent professional health care providers committed to pain prevention and control who respond promptly and seriously to reports of pain.

12. A patient has the right to know what UNCHCS rules and regulations apply to his/her conduct as a patient.

13. A patient who presents to the Emergency Department has the right to receive at least a medical screening exam, regardless of the patient’s ability to pay, and the right to have any emergency medical condition stabilized or to be transferred appropriately.

14. A patient has the right, upon request, to be given the names of his/her attending physician, the names of all other physicians directly participating in his/her care, and the names and functions of other health care providers having direct contact with the patient.

15. A patient has the right to assistance in obtaining consultation with another physician at the patient’s request and expense.

16. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.

17. A patient who is mentally capable (and if not, the patient’s authorized representative) has the right to participate in development, implementation and revision of his/her plan of care. A patient has a right to have the need for revisions in the care plan explained to him/her. If a patient later becomes mentally capable of understanding, the patient has the right to be informed of his or her rights at that time.

18. A patient has the right to full information in understandable terms, concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications, via interpreting services if necessary. When it is not possible or medically advisable to give such information to a patient, the information shall be given to the patient’s authorized representative.
19. A patient has the right to make informed decisions concerning his/her care including being informed of his/her health status and prognosis, being involved in care planning and treatment, and being able to request, consent for or refuse treatment and procedures. A patient does not have the right to demand treatment or services deemed medically unnecessary or inappropriate.

20. UNCHCS respects a patient’s right to participate in decisions about his or her care, treatment and services, and informs a patient about this right in writing. A patient has the right to refuse any drugs, treatment or procedure to the extent permitted by the law, and a physician shall inform the patient of his/her right to refuse any drugs, treatment or procedures and of the medical consequences of such refusal.

21. A patient has the right to make advance directives and to have staff and health care personnel comply with these directives, within the limits of the law.

22. UNCHCS documents a patient’s wishes concerning organ donation when he or she makes such wishes known, in accordance with law and regulation.

23. A patient has the right to decide whether or not to participate in research, investigation, or clinical trials. A patient will be given the following information to assist with his/her decision:

- An explanation of the purpose of the research;
- The expected duration of the patient’s participation;
- A clear description of the procedures to be followed;
- A statement of the potential benefits, risks, discomforts and side effects; and
- Alternative care, treatment and services available to the patient that might provide advantages.

Informed consent must be obtained prior to actual participation in such program and the patient or legally responsible party, may, at any time, refuse to continue in any such program to which he/she has previously given informed consent. A patient is informed that his/her refusal to participate in research, investigation or clinical trials, or discontinuing participation at any time, will not jeopardize his/her access to care, treatment and services unrelated to the research.

24. When medically permissible, a patient may be transferred to another facility only after he/she or his/her authorized representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The facility to which the patient is to be transferred must first have accepted the patient for transfer.
25. A patient has the right to participate in the development and implementation of his/her discharge plan, which includes being informed of his/her continuing health care requirements following discharge and the means for meeting them.

26. A patient has the right to access protective and advocacy services, and UNCHCS will provide a list of names, addresses and telephone numbers of patient advocacy groups when requested.

27. A patient has the right to have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.

28. A patient has the right to access his/her own medical information within a reasonable time. A patient’s access to medical records may be restricted by the patient’s attending physician. If the physician restricts the patient’s access to medical record information, the physician will record the reasons on the patient’s medical record. Access should be restricted only for sound medical reasons. A patient’s authorized representative may have access to the information in the patient’s medical records even if the attending physician restricts the patient’s access to those records.

29. A patient, or his/her authorized representative, has the right to be informed about unanticipated outcomes of care, treatment and services that relate to sentinel events.

30. A patient has the right to every consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.

31. A patient has the right to an environment that preserves dignity and contributes to a positive self-image. A patient has a right to privacy during personal hygiene activities, during treatment, and when requested at other times, as appropriate. People not involved in a patient’s care should not be present during examinations, treatment or discussion of clinical care with the patient without the patient’s consent. A patient has a right not to have any electronic monitoring or recording used during an examination, without the patient’s consent. However, a patient’s right to privacy may be limited where there is a medical need to observe the patient continuously.

32. UNCHCS honors a patient’s right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care. A patient or legally responsible party may refuse to continue in any such program to which he/she has previously given informed consent.

33. A patient has the right to examine and receive a detailed explanation of his/her bill.

34. A patient has a right to information and counseling on the availability of known financial resources for his/her health care.

35. A patient has the responsibility to assure that the financial obligations for his/her health care are fulfilled in a reasonable period of time.

36. A patient who is a Medicare beneficiary has a right to receive a notice of non-coverage and the patient’s discharge rights.
37. A patient cannot be denied the right of access to an individual or agency that is authorized to act on his/her behalf to assert or protect the rights set out in this document.

38. A patient has the right to file a grievance through the Patient Relations Department when that patient believes any of the above rights have been violated. See UNCHCS Policy ADMIN 0127, “Patient Complaints/Grievances.”

39. A patient has the right to notify the North Carolina Division of Health Service Regulation (NC DSHR) of a complaint by telephone at (800) 624-3004 (within N.C.) or (919) 855-4500, fax (919) 715-7724, or mail to Complaint Intake Unit 2711 Mail Service Center, Raleigh NC 27699-2711. A patient has the right to notify the Joint Commission, a hospital accrediting organization, about complaints regarding patient safety or quality of care: fax-Office of Quality and Patient Safety (630) 792-5636; mail-Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181; or at www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.

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**Grievance Procedure for Violation of Patient Rights**

1. The Board of Directors of the UNC Health Care System has delegated the management of the grievance process for Patient Rights and Responsibilities to the Patient Relations Department.

2. When an issue cannot be resolved promptly by staff, a patient or his/her representative may file a grievance (oral or written) with the Patient Relations Department. Grievances may be filed in person, by phone at (984) 974-5006, by mail to the Patient Relations Department, UNC Medical Center, 101 Manning Drive, Chapel Hill, NC 27514 or by email at patrel1@unchealth.unc.edu. All UNC Medical Center’s physicians and staff should report a patient grievance about a violation of any patient rights to Patient Relations.

3. The Patient Relations Department will attempt to resolve a grievance within 7 business days of filing. Patient Relations will communicate a written resolution of the grievance in a language and manner the patient understands. The written response will include the decision, the name of the grievance investigator, the steps taken to investigate the grievance, and the date of completion.

4. Other matters not covered by this procedure may be referred to the Patient Relations Department, and will be handled by the Department’s routine procedure, rather than pursuant to the policy.
Notice of Nondiscrimination
Notice of Nondiscrimination

UNC Medical Center (UNC Hospitals, UNC Faculty Physicians, and UNC Health Care Shared Services Center Pharmacy) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. UNC Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

UNC Medical Center:

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 UNC Medical Center Director of Patient Relations (contact information below).

If you believe that UNC Medical Center 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 PATIENT RELATIONS,
PATIENT RELATIONS DEPARTMENT
101 Manning Drive
Chapel Hill, NC 27514

PHONE: (984) 974-5006
FAX: (984) 974-8895
EMAIL: patrel1@unchealth.unc.edu

You can file a grievance in person or by mail, fax or e-mail. If you need help filing a grievance, the Director of Patient Relations 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, D.C. 20201; 1-800-368-1019; 800-537-7697 (TDD). Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.
Aviso de No Discriminación

UNC Medical Center (UNC Hospitals, UNC Faculty Physicians y UNC Health Care Shared Services Center Pharmacy) cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. UNC Medical Center no excluye a las personas ni las trata de forma diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

UNC Medical Center:

Proporciona asistencia y servicios gratuitos a personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:

- Intérpretes de lenguaje de señas capacitados
- Información escrita en otros formatos (letra de imprenta grande, audio, formatos electrónicos accesibles, otros formatos)

Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:

- Intérpretes capacitados
- Información escrita en otros idiomas

Si necesita recibir estos servicios, comuníquese con UNC Medical Center Director of Patient Relations (Director del Departamento de Atención al Paciente) (información de contacto a continuación).

Si considera que UNC Medical Center no le proporcionó estos servicios o lo discriminó de otra manera por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una reclamación a la siguiente persona:

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FAX: (984) 974-8895
CORREO ELECTRÓNICO: patrel1@unchealth.unc.edu

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-984-974-5006

ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-984-974-5006

CHÚ Ý: Nếu bạn nói Tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Có số 1-984-974-5006

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-984-974-5006

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-984-974-5006

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Visiting Hours

We welcome friends and family members to visit patients during their stay at UNC Hospitals. General visiting hours are 6:00am–9:00pm. The following units have special hours:

- Burn Center
- Cardiac Care Unit
- Intensive & Intermediate Care Nurseries
- Intensive Care Units
- Psychiatry Units

Please contact Patient Information at (984) 974-4131 to plan your visit.

Visitor Restrictions

Before entering, visitors may be screened for a contagious illness by the staff on the patient care unit. Children who have signs or symptoms of illness (fever, cough, sore throat or other) or recent contact with infectious disease should not visit in the hospital. Please note that children 12 years of age and younger must be accompanied by a responsible adult at all times and may only visit during approved hours. Minors under 18 years old are not permitted to stay overnight.

To ensure patient safety during flu season, children under 12 may not be permitted to visit the inpatient units or waiting areas.

Children visiting patients on isolation with a physician order must be old enough and big enough to wear personal protective equipment (gowns, gloves and mask), if required by patient condition. The responsible adult must ensure that protective equipment is worn and that the child’s hands are washed before and after the visit. Please check with the nursing staff to be sure it is okay to visit.

Visitor Passes

A visitor pass (or “Fast Pass”) may be required during your visit to UNC Hospitals. A visitor pass is required (1) if you are visiting the hospitals outside of normal visiting hours (6:00am-9:00pm), (2) the Women’s Hospital or Children’s Hospital units, (3) one of the psychiatric units, or (4) an inpatient who is a minor (under 18).

A “Fast Pass” visitor pass provides photo identification of visitors. It should be visible and affixed to upper-shirt area when in use. Adult visitors must present government-issued photo identification in order to obtain a “Fast Pass” ID, or follow an identification process approved by Hospital Police. Visitor passes may be obtained at the Guest Services information desks located on the ground floor lobbies of the N.C. Women’s, N.C. Children’s or N.C. Cancer Hospitals. The information desk located in the lobby of the N.C. Children’s Hospital is open 24 hours a day, 7 days a week.

If you have additional questions or concerns, contact Guest Services at (984) 974-0709.
Other Things to Know Before Visiting UNC Hospitals

Live flowers, fresh fruit and plants are not permitted in all ICUs, Bone Marrow Unit, Pediatric ICU, rooms of patients on Protective Precautions and other select units in the hospital. If sending flowers, please mention that the recipient is in the ICU or Bone Marrow Unit to the florist so alternatives can be discussed. Contact your loved one’s nurses for more information.

The UNC Hospitals campus has a tobacco-free policy. This includes but is not limited to cigarettes, smokeless tobacco, and devices such as e-cigarettes, pipes and vaporizers. The Carolina Care at Home Convenience Center in the Memorial Lobby does carry nicotine gum.

Sorry, pets are not allowed in the hospital.

If you have any other questions, ask the nurse on the unit for details, check at any Guest Services desk, or call Patient Information at (984) 974-4131.
Pastoral Care
A hospital stay marks a big change in our lives, whether that stay is planned or not. Often, spiritual questions arise: What is the meaning of this experience? Where is God during this time? How can I find hope and purpose?

Chaplains are ministers who talk with patients and families about these questions and many others. Chaplains work with people from all faiths, as well as those with no religious background. Patients call chaplains to be with them for many reasons, in many situations.

**CHAPLAINS ARE OFTEN CALLED:**

- For prayer and spiritual support
- During a long hospital stay
- When anticipating tests
- Prior to surgery
- In times of distress, anxiety or loss
- When unwelcome news comes
- When decisions need to be made
- When families meet with medical staff
- To offer sacraments and religious rites
- To assist in finding a clergyperson from a specific denomination or faith tradition

The Department of Pastoral Care at UNC Hospitals is well-integrated into the clinical context of one of the top-ranked level one trauma and tertiary care medical centers in the nation. Since 1961, we have served the patients, families and staff at UNC Hospitals through pastoral leadership, compassionate presence, empathetic listening and grief work. Respecting all spiritual beliefs, we strive to connect with individuals who are experiencing a significant time in their life.

Spirituality is a vital part of human wholeness and plays an important role in the healing process. Understanding this, our mission is to assist patients, families and staff as they face the emotional and spiritual impact of illness and crisis. Chaplains help people deal with issues of fear, loneliness, ethical values, questions of meaning, hopelessness and hope.

A chaplain is available 24 hours a day. If you wish to see a chaplain, call the Pastoral Care offices at (984) 974-4021, Monday through Friday from 8:00am–4:30pm. At all other times, please ask the nurse to contact the on-call chaplain.
Bereavement Support Services

Grief is a normal, natural response to the death of a loved one. UNC Hospitals Bereavement Support Services offers comfort and assistance to families and loved ones dealing with grief.

Whether you are a patient, a surviving loved one or a member of the community, our services are designed to help you navigate and cope during this difficult time.

<table>
<thead>
<tr>
<th>SERVICES AVAILABLE:</th>
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<tbody>
<tr>
<td>– Grief packet with information and resources</td>
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<tr>
<td>– Cards sent at six months and one year</td>
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<tr>
<td>– One-on-one meeting with bereavement coordinator (if requested)</td>
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<tr>
<td>– Weekly Writing for Resilience Group</td>
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<tr>
<td>– Supportive phone calls</td>
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<tr>
<td>– Support group for general and specific loss issues</td>
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<tr>
<td>– Grief seminars and educational opportunities</td>
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Community Clergy

UNC Hospitals values pastoral and spiritual care as significant elements in the healing process. Chaplains work closely with community clergy to provide care to patients and families. At times, community clergy from a specific religious tradition is needed. The chaplains attempt to connect the community clergy with patients and families upon request. Your community clergy is welcome to come to the Chaplains’ office Monday–Friday 8:00am–4:00pm and apply for a community clergy badge.
Chapel Locations

With the hope to offer sacred spaces that are convenient for patients, families, and staff throughout the hospital, we have several chapels located throughout the UNC Hospitals. The chapels are open 24 hours a day and can be used for prayer, meditation and reflection.

Contact Us

For questions about our programs, contact the Department of Pastoral Care at (984) 974-4021.
Ethics Committee & Consultation Requests
Hospital Ethics Committee

Medical care can be complex and confusing and can touch on many of our important values and ideals. The Ethics Committee at UNC Hospitals has experienced consultants available to help free of charge when there is an ethical dilemma related to health care.

Clinical Ethics Consultation

WHY MAKE A REQUEST?

An ethics consultation may help whenever the health care team, the patient, or the patient’s family has an unresolved ethical concern. A consultation can help support decision-making for the members of the health care team and the patient (or patient’s family).

A few examples include:

- Uncertainty as to who should make health care decisions or how to make those decisions for patients too sick to speak for themselves
- Conflict between values or religious beliefs and recommended course of treatment
- Disagreement over whether starting, continuing, or ending treatment, such as breathing tubes or feeding tubes, is the right thing to do
- Moral distress about a health care decision
- A complex medical situation that also raises ethical concerns

WHO CAN MAKE A REQUEST?

Hospital and clinic patients at UNC Health Care, their family members and any member of the health care team can request an ethics consult. This service is available at the Medical Center, the Hillsborough Hospital and at WakeBrook.

HOW DO I MAKE A REQUEST?

To request an ethics consultation, please call the Ethic Consult Request Line at (919) 843-1470. If your call goes to our voicemail box, leave your name and a number to reach you. It is helpful, but not required, to include the patient’s name and a brief account of the issue you would like to discuss. It will speed our processes if you spell your last name and that of the patient (We cannot respond to requests without the name and contact information for the person requesting the consultation.). If you do not reach the coordinator when you call, your call will be returned later that day or the next business day. The line is not checked on evenings, holidays or weekends.

WHAT HAPPENS WHEN A REQUEST IS MADE?

1. An ethics consultation is treated as a confidential aspect of patient care. When a consult is requested, a coordinator will gather some basic information from you and explain our role and procedures. One of our lead consultants will contact you and begin the process. Typically the service will also alert the patient’s attending physician and the nurse manager of a request concerning one of their patients.
2. The consultation could proceed in a variety of ways, depending on the request, the issue and the lead consultant’s initial assessment. It is common for the lead consultant to talk to the medical team, bedside caregivers and the patient or family. If someone does not want to be included in the process, or wishes to send another person in his/her place, we can typically accommodate these preferences.

3. Sometimes the lead consultant will offer one or more meetings to discuss the issue and help identify permissible options. Additional members of the ethics consult service may also participate in the meetings.

4. The lead consultant will offer recommendations relevant to the ethical issues identified. The ethics consultation is advisory only. Final decisions are made by the patient, family, and the health care team.

5. The lead consultant will follow up with you, and sometimes with others involved in the consultation, to see if any clarification or further help is needed before closing the consult.
Advance Care Planning

Advance care planning is making decisions in the present about the care you would want to receive in the future if you happen to become unable to speak for yourself. Decisions about your future care are often made based on your personal values, preferences and discussions with your loved ones, but should reflect what you want.
Advance Directive Form

A federal law called the Patient Self-Determination Act requires all hospitals and other health care institutions to inform patients of their right to agree to or refuse medical treatment. In addition, patients must be asked if they have an advance directive. If you are 18 or older and mentally competent, you have control over decisions about your medical treatment, even if you become unable to make or express them yourself.

If you want to control decisions about your health care in situations where you would not be able to communicate your choices, you will need a medical advance directive. In this form, you state your wishes about what happens to you when you are in a coma and unable to speak.

Once the Advanced Directive form is complete, please have your medical team contact Patient Relations to notarize the document. Please do not sign this form unless a notary is present.

In addition, an advance instruction for mental health treatment makes a declaration of instructions, information and preferences regarding your mental health treatment. It also states that you are aware that the advance instruction authorizes a mental health treatment provider to act according to your wishes. It may also outline your consent or refusal of mental health treatment. Please let your nurse know your desire to complete this form.

For Additional Information

Carolinas Center for Hospice and End of Life Care
(800) 882-8839 (toll-free) or visit www.cchospice.org.

To Register Your Advance Directive Online

Advance Health Care Directive Registry
(919) 807-2167 or www.secretary.state.nc.us/ahcdr.

Do Not Resuscitate Order

A Do Not Resuscitate Order (or DNR order) tells medical staff not to perform CPR (Cardiopulmonary Resuscitation). Your medical provider will speak with you about CPR in case you stop breathing or your heart stops. It is helpful to decide about CPR before you are sick enough to need it.

In order to get a DNR order you must talk with your medical provider about your condition and your wishes. A medical provider will not write a DNR order without talking to you and/or your family. It is important to note that you will still receive all the care and medications you need even if you have a DNR order written by your medical provider.
Patient Care & Safety
Leaving the Unit

For safety reasons, it is the policy of the Hospitals that all patients must have permission to leave the inpatient unit.

You (or your representative) must ask your nurse if you can leave the unit, except when going for a medical procedure. If it is safe for you to leave, our staff will sign you out on the Off-Unit Log for up to one hour and give you an Off-Unit badge to wear. If you do not return within one hour, an overhead page will go out stating your name and asking you to return to the unit. While you may travel within the hospital, you may not leave the hospital building.

If you are on isolation precautions, you may not be able to leave your room or the unit, except for a medical procedure.

When you come back to the unit, be sure to let your nurse know you are back and give her/him your badge.

Medications and Allergies

Tell your doctors and nurses about any allergies you may have, including allergies or unusual reactions to medication or latex. Provide your doctor and nurse with a list of all medicines you are taking, including over-the-counter medicines such as herbal supplements.

TIPS FOR YOUR SAFETY

At UNC Hospitals, your care and safety are most important to us. You can help us provide the best care by following these tips:

1. **Make sure you know us, and make sure we know who you are.**
   - Expect your nurses, doctors, lab workers and others to tell you who they are and what they do. They should always wear a badge with their name and picture
   - Expect us to check your name bracelet and/or ask your name. Be sure your name bracelet is correct
   - Do not take medicine or agree to a test or treatment unless we ask your name and/or check your name bracelet

2. **Get all the information.**
   - Please ask us when you have questions. If our answers are not clear, please ask again
   - Write down important facts your doctor or nurse tells you, or ask them to write it for you
   - Read all medical forms and ask questions about them
   - We don’t want you to feel rushed to sign forms. Make sure you understand what each form means before you sign it
   - When you can, bring a trusted family member or friend with you to talk with your doctors and nurses. Let this friend or relative:
     - Ask questions to help you both understand
     - Review your consent forms with you
     - Make sure you both understand the type of care you may need at home
     - Ask your doctor or nurse what might be important to report after you are discharged from the hospital or go home after your clinic visit
     - Write down, or ask to have written for you, the person or place to call for help after discharge
Pain Management

Controlling your pain is an important part of your care. Good pain control can help you eat and sleep better, enjoy family and friends, and maintain your usual activities.

Good pain control is different for every person. It may not be possible to completely relieve your pain, but your pain treatments should provide a level of comfort acceptable to you. It is very important for you to talk to your doctors and nurses about your pain and how well the treatment is working for you. In this way, your treatment can be adjusted according to your needs.

For any treatment to be effective, good communication is essential. As a patient or parent/caregiver at UNC Hospitals, you can expect:

- Useful written and spoken information about pain and pain relief measures
- A concerned and competent health care professional committed to pain prevention and control
- Health professionals who respond promptly to reports of pain
- State-of-the-art pain management
- Expressions of pain will be taken seriously

As a patient at UNC Hospitals, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain
- Discuss pain relief choices with your doctors and nurses
- Ask for pain relief medications when pain first begins, to aid in effective relief
- Give description of your pain at regular intervals to assist staff in assessing effective relief

Pain that never gets any better, even with treatment, may be a sign of a problem. Always tell doctors and nurses.

PAIN SCALES

You may be asked to rate your pain on a scale of 0 to 10, or you may choose the word that best describes the pain.

0 NO PAIN OR DISCOMFORT
1
2
3
4
5 MODERATE PAIN
6
7
8
9
10 WORST PAIN
Reporting your pain as a number helps the doctors and nurses know how well your treatment is working and whether to make changes. For those who cannot understand or use this scale, the nurses and doctors may utilize different pain scales to help assess your pain.

**MEDICATIONS/ALTERNATIVE THERAPIES**

Pain medicine may come as:
- A pill
- A shot
- A suppository
- Through a tube in your vein (IV)
- Through a tube in your back (epidural)

Non-drug treatments to try:
- Massage
- Hot or cold packs
- Deep breathing exercises
- Music or television
- Positive thinking
Hand Hygiene

We all have “good” germs that live on our bodies and help us stay healthy. We also pick up germs from touching objects and people. Many infections, like the common cold, are spread by contact with improperly washed hands. Washing your hands thoroughly and appropriately is one of the best things you can do to stop the spread of germs.

There are two ways to remove germs from your hands: Washing with soap and water or using an alcohol foam or gel rub that kills germs directly.

HOW TO WASH YOUR HANDS
1. Wet your hands with water
2. Apply soap to palms
3. Rub hands vigorously to make suds, covering all surfaces and fingers
4. Count to 15—about the time it takes to sing “Happy Birthday” twice
5. Rinse thoroughly
6. Gently air dry hands or use a clean paper towel
7. Use a paper towel to turn off the faucet

WASH YOUR HANDS WITH SOAP AND WATER:
When hands look dirty
Before preparing or eating food, or before feeding another person
After touching any body fluids, like blood, urine or vomit
After using or helping someone use the restroom
After coughing, sneezing and blowing your nose

YOU MAY USE AN ALCOHOL RUB TO CLEAN YOUR HANDS:
Whenever they are not visibly dirty
Whenever soap and water are not available
Before and after contact with someone who is sick
After removing medical gloves

HOW TO USE ALCOHOL RUB:
1. Place enough of the solution in your palm to thoroughly cover hands
2. Rub hands together, covering all surfaces and fingers
3. Continue rubbing until dry

WHEN IN THE HOSPITAL, CHILDREN MAY NEED HELP WITH HAND HYGIENE. HELP SMALL CHILDREN TO USE SOAP AND WATER BEFORE AND AFTER GOING INTO A PATIENT’S ROOM. IF SOAP AND WATER ARE NOT READILY AVAILABLE, CAREFULLY APPLY ALCOHOL FOAM TO THEIR HANDS AND ASSIST THEM IN RUBBING THEM UNTIL DRY.
Vaccinations

INFLUENZA VACCINE

Seasonal influenza, commonly called “the flu,” is caused by influenza viruses, which infect the respiratory tract (i.e., the nose, throat, lungs). Even healthy people can get very sick from the flu and spread it to others.

The influenza vaccine usually protects patients against three types of the “flu” virus that cause illness during flu season each year. Flu affects 10–20% of the population each year and is a serious lung infection. All people 6 months of age and older should get vaccinated. The vaccine is especially important for:

- People 50 years of age and older
- Pregnant women or women within two months of giving birth
- People who live with or care for those at high risk for serious complications from the flu
- People who live in nursing homes and other long-term care facilities
- People who have chronic health problems such as diseases of the heart, lungs, liver, or kidneys
- People who have diabetes
- Children from 6 months to 18 years of age
- Close contacts of children younger than 6 months
- Health care personnel
WHAT CAN I DO TO HELP PREVENT A CATHETER-ASSOCIATED UTI?

– Health care providers should clean their hands with soap and water or an alcohol-based hand rub before and after touching your catheter. If you do not see your providers clean their hands please ask them to do so.
– A health care provider will perform catheter care once per day when you have an indwelling urinary catheter.
– Always keep your urine bag below the level of your bladder and off the floor.
– Do not tug or pull on the catheter tubing.
– Do not twist or kink the catheter tubing.
Ask your health care provider each day if you still need your catheter.*

Prevention of Catheter-associated Bloodstream Infections

A “central line” or “central catheter” is a tube that is placed into a patient’s large vein, usually in the neck, chest, arm or groin. The catheter is often used to draw blood or give fluids or medications. It may be left in place for several weeks. A bloodstream infection can occur when bacteria or other germs travel down a “central line” and enter the blood. If you develop a catheter-associated bloodstream infection you may become ill with fevers and chills or the skin around the catheter may become sore and red.

WHAT CAN I DO TO HELP PREVENT A CATHETER-ASSOCIATED BLOODSTREAM INFECTION?**

– It is okay to ask your doctors and nurses to explain why you need the catheter and how long you will have it.
- Make sure that all doctors and nurses clean their hands with soap and water or an alcohol-based hand rub before and after caring for you. If you do not see your providers clean their hands, please ask them to do so.
- Tell your nurse if the dressing over your IV catheter becomes wet, loose, or comes off.
- Inform your nurse or doctor if the area around your catheter is sore or red.
- Do not let family and friends who visit touch the catheter or the tubing.
- Make sure family and friends clean their hands with soap and water or an alcohol-based hand rub before and after visiting you.
- Ask your health care provider each day if you still need your catheter.

**Antibiotic Treatment**

You may be prescribed an antibiotic during your hospitalization. There are some important things you should know about antibiotic treatment.

- Your team may start you on an antibiotic while they are working to find out what is making you sick. Once your team has more information, they may change the antibiotic or stop the antibiotic if it is not necessary.
- Antibiotics should only be used for infections caused by bacteria. Illnesses caused by viruses, like the common cold and the flu, do not improve with antibiotics.
- It is important to use antibiotics only when needed. Staying on an antibiotic when you don’t need it is more likely to be harmful than helpful.
- Using antibiotics when they are not needed can cause harmful side effects, including the risk of getting an antibiotic-resistant infection later.
- Take antibiotics exactly as prescribed. Even if you feel better, do not skip doses or stop taking an antibiotic early without approval from your health care professional.

**Smoking**

**QUITTING SMOKING**

Quitting smoking is the single most important step smokers can take to enhance the length and quality of their lives. Patients who remain tobacco-free after leaving the hospital will recover more quickly and improve their health. While quitting is not easy, you don’t have to go it alone. Take advantage of the following resources:

- **1-800-QUIT NOW (1-800-784-8669)** offers free telephone support
- **UNC Nicotine Dependence Program (NDP)** through the Family Medicine Center offers in-person individual and group support. For more information about NDP, please email ndp@med.unc.edu or call (919) 843-1521.

Safe Patient Handling

UNC Hospitals has special equipment for safely moving and lifting patients. This is called the Safe Patient Handling Program.

The goal of the Safe Patient Handling Program is to protect you and help you go home as soon as possible. It also protects your nursing staff. By using the lift equipment to get you upright and out of bed, you will:

- Improve your recovery time
- Increase blood flow and reduce the potential for blood clots in your legs
- Assist with bowel and bladder functions
- Help keep your skin healthy
- Reduce your potential for falling

The key to helping you get better is to keep you as active as possible. In order to get you back on the go, your body needs to continue to move to activate your muscles and encourage blood flow.

To help protect you and provide safe and comfortable care, we may use lifting devices and transfer sheets for transferring or repositioning. Our trained staff will evaluate your transfer and mobility level, explain the use of this equipment prior to using it with you, and remain with you during all transfers.

Our goal is to make sure you have a safe and healthy experience during your stay at UNC Hospitals.

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TIPS FOR HEALTHY LIVING

1. Maintain a healthy weight
   - Weigh yourself periodically
   - If your doctor states that you have heart failure, weigh yourself daily and keep a written record. If your weight changes by more than five pounds in one week, contact your physician

2. Eat a healthy diet as directed by your caregiver

3. Follow activity guidelines as directed by your caregiver

4. If you smoke, you should quit

5. Know when to call your physician or seek emergency care:
   - Trouble breathing
   - Chest pain
   - Swelling in your legs, ankles, arms or abdomen
   - Rapid weight gain or loss

6. Maintain healthy blood pressure, cholesterol and blood sugar levels

7. Manage stress in your life

8. Keep all appointments with your health care providers
Preparing to Leave the Hospital
Here at UNC Hospitals we strive to keep you informed regarding all aspects of your care, including your discharge. Our goal, along with providing excellent care, is to ensure you have a safe discharge. It is important that you and your home caregiver have received all discharge teaching before leaving. The completion of the discharge process can sometimes take several hours from the time your physician advises you that you can go home. See a sample checklist below for some steps that may need to happen on the day of your discharge:

<table>
<thead>
<tr>
<th>DISCHARGE ORDERS MUST BE WRITTEN BY YOUR MEDICAL PROVIDER</th>
<th>PRESCRIPTIONS MAY NEED TO BE WRITTEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEST RESULTS MAY NEED TO BE RECEIVED AND REVIEWED BY YOUR CAREGIVERS</td>
<td>TRANSPORTATION ARRANGEMENTS MAY NEED TO BE MADE</td>
</tr>
<tr>
<td>DISCHARGE DIRECTIONS MUST BE WRITTEN BY YOUR CAREGIVERS</td>
<td>ARRANGEMENTS MAY NEED TO BE MADE FOR HOME HEALTH OR MEDICAL EQUIPMENT</td>
</tr>
<tr>
<td>PATIENT AND FAMILY EDUCATION MAY BE NEEDED, INCLUDING A REVIEW OF YOUR MEDICINES</td>
<td>YOUR CAREGIVER MAY NEED TO MAKE FOLLOW-UP APPOINTMENTS</td>
</tr>
</tbody>
</table>

As a team, we are working hard to keep this time to a minimum, but please know that your safety is our main concern. We appreciate your cooperation and thank you for your understanding while we prepare a safe plan for your return home.
Notes