

A Patient's Guide to Healing

The heart and science of medicine.

THE
University of Vermont
HEALTH NETWORK
Central Vermont Medical Center



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This guide is designed to provide you with the information you need during your stay with us. If you have questions that are not answered here, please ask a member of your care team.

At The University of Vermont Health Network - Central Vermont Medical Center, we are dedicated to providing you with the highest-quality care in an environment that supports your health and healing as well as the needs of your family.

Delivering personal, compassionate care is the standard we strive for every day. Our highly trained providers are involved in the latest developments in their fields, giving you access to cutting-edge treatments and the best medicine has to offer.



Our goal is to provide you with outstanding health care, delivered by people who care deeply about every aspect of your experience. This is what we call *the heart and science of medicine.*



YOUR CARE TEAM

Our medical staff includes over 160 physicians, providing care from their private practices as well as from UVM Health Network - CVMC's numerous community-based medical group practices.

HOSPITALISTS

As an inpatient, your care team may be led by a hospitalist, a board-certified physician who specializes in the care of patients who are hospitalized. Your hospitalist is in direct communication with your primary care provider during your hospital stay.

REGISTERED NURSE

Every patient is assigned a registered nurse to oversee their care. They have completed all required education to be licensed as a registered nurse (RN). In addition, licensed nursing assistants (LNA), who have successfully completed an approved nursing assistant education program and passed the state competency exam, provide basic patient care under nursing supervision.

RESIDENT

A resident is a licensed physician who has completed medical school and is pursuing additional training in a medical specialty. Residents work under the supervision of an attending physician to help manage the daily care of patients who are hospitalized.

NURSING STUDENT

Our nursing students are studying to become licensed practical or registered nurses. Nursing students participate in many aspects of your nursing care under the direction of an RN.

REHABILITATION THERAPISTS

Whether you find yourself in the hospital for an elective orthopedic surgery or a medical event that affects your functional mobility or speech/swallowing abilities, rehabilitation therapy may be part of your care. The department consists of three branches: Physical Therapy, Occupational Therapy and Speech Language Pathology. Physical therapists can help you safely get back on your feet and regain strength. They will teach you strategies to improve your functional mobility. Occupational therapists can help you with personal care and the activities of daily life such as dressing and personal grooming. The speech language pathologist will determine safe swallowing guidelines and assess and treat communication disorders such as slurred speech, difficulty with word retrieval and comprehension. To contact Rehabilitation Therapy call **(802) 371-5341**.



CARE MANAGERS

Care managers and social workers are available to assist you throughout your stay. They help with discharge planning, whether it's accessing assistance after your return home or transitioning to a rehabilitation facility or other post-hospital care. Your care manager can connect you with community resources and help you with other practical and financial concerns related to your hospitalization, including insurance and reimbursement issues. To reach a care manager between 8 am and 4:30 pm daily, call **(802) 371-4357**.

PALLIATIVE AND SPIRITUAL CAREGIVER

The Department of Palliative and Spiritual Care is here to assist you by discussing your goals of care and by providing symptom management to ease physical, psychological and spiritual pain. To request a consultation, talk to your nurse or doctor, or call **(802) 225-5800**.

The Spiritual Care Counselor is available to meet with patients and families during their hospital stay. To meet with a counselor, call **(802) 371-4376** or talk to your nurse. A chapel is located on the second floor of the hospital.

WOUND CARE SPECIALIST

The wound care specialists work with patients who need advanced wound care resulting from ulcers, diabetes, infections, surgery or other skin traumas.



PATIENT- AND FAMILY-CENTERED CARE

Patient- and family-centered care is about partnering with our patients and their families to provide great care. Through this partnership we will achieve the best possible outcomes in quality, safety and patient experience.

THE CORE PRINCIPLES OF PATIENT- AND FAMILY-CENTERED CARE ARE:



DIGNITY AND RESPECT To listen to and honor patient and family ideas and choices and to use patient and family knowledge, values, beliefs and cultural backgrounds to improve care planning and delivery.



INFORMATION SHARING To communicate and share complete and unbiased information with patients and families in useful ways. Patients and families receive timely, complete and accurate details so they can take part in care and decision making.



PARTICIPATION To encourage and support patients and families in care and decision making at the level they choose.



COLLABORATION To invite patients and family members to work together with health care staff to develop and evaluate policies and programs.

DURING YOUR STAY

YOUR ROOM

Our Environmental Services staff visits your room daily to make sure it is clean. Please call our **Hot Line at 4172** if you have questions or if additional service is needed.

VISITING HOURS

UVMHN - CVMC embraces the concept of family-centered care by encouraging family support and visitation in an environment that promotes patient comfort, rest and safety. Family and friends are part of the health care team and are an important piece of each patient's hospitalization.

Each unit has a waiting room for visitors. For the best possible care, we ask that family or friends remain as quiet as possible and supervise children at all times.

Medical and Surgical Units:

11 am-8 pm

Women and Children's:

11 am-8 pm

(Quiet hours: 1:30-3:30 pm & 9 pm-5 am)

Inpatient Psychiatric Units:

2:30-4 pm

6-8 pm

Intensive Care Unit:

Visiting hours depend on the patient's condition by generally occur from

11:30 am-8 pm

Family and friends may call the hospital operator at **(802) 371-4100** to inquire about a patient's condition, if a patient authorization is in place.

VISITING POLICIES

In our efforts to promote a healing environment, we ask for your assistance in making the hospital as quiet as possible. We ask that all cell phones be placed on vibrate and that the volume on any video/audio device be set to low. We also ask that you please honor the following guidelines:

- Anyone who has, or has been recently exposed to, a communicable illness (such as chicken pox, measles, whooping cough) should not visit.
- Anyone who is actively ill with fever, cough or sore throat should not visit.
- Please have your visitors use a mask (found in our lobby) to cover their nose and mouth if they are coughing, sneezing, or have a sore throat.
- Make sure visitors use the alcohol hand rub found throughout our facilities.

If you are a parent of a hospitalized child, or a family member of a terminally-ill patient, arrangements can be made to allow 24-hour access. See the attending nurse.

SECURITY

Our Security Department begins locking exterior doors of the facility at 9 pm. After this time visitors should access the medical center through the Emergency Department, where they will be directed by security staff. For concerns about safety, the confidential voice mail safety line for employees, patients and staff is **(802) 371-4141**.



ROOM SERVICE

Room service is offered to all inpatients through **Room Service 4 You**. Room service allows patients to select their own food, within the diet ordered by their physician. UVMHN - CVMC works with local farmers, community-based organizations and food suppliers to increase the availability of fresh, locally-produced food.

To have meals delivered when it is most convenient for you, patients can order over the telephone by calling **4YOU (4968)**. Our nutrition staff will help guide you through your selections on a daily basis. We hope you enjoy our many homemade entrées and fresh ingredients.

Meal delivery is available from 6:30 am-6:15 pm on 2 North, 2 South, Women & Children's and the Intensive Care Unit (ICU). Some patients will be visited by a dietary staff for menu choices. Our **Room Service 4 You** menu is for our patients only. In our birthing center, all new mothers can have one person of their choosing dine with them, free of charge, at each meal.

MOUNTAIN VIEW CAFÉ

All of our visitors are welcome to visit the Mountain View Café, which has many similar fresh, local and homemade choices.

The café is open 7 am to 7 pm Monday through Friday and on weekends from 7 am to 2 pm and 4-7 pm.

WHEELCHAIRS

If you need a wheelchair for yourself, a family member or visitor, please ask a staff member.

BELONGINGS AND VALUABLES

UVMHN - CVMC does not assume responsibility for patients' personal items. At the time of admission please report to your nurse any belongings you bring with you so they may be logged into your record. This includes items such as glasses, contacts, dentures and hearing aids. Personal items that are taken home by family before your discharge must also be reported to your nurse and recorded in the record.

- **Clothing:** Storage space in patient rooms is limited. A hospital gown, socks, and robe are provided.
- **Valuables:** Please leave all valuables at home, or send them home with a family member or friend upon admission to the hospital; this includes jewelry, watch, cash, credit cards, wallet, purse, camera, cell phone, laptop, or any other item that would be considered a loss if misplaced. Patients move about during a hospital admission for procedures and treatments, or you may be moved from one inpatient unit to another. If family members are not able to take your valuable items home, they should be given to the nursing staff to be secured in a valuables envelope and locked in the safe. They are not to be kept at the bedside.

- **Medications:** Personal medications cannot be used during your hospital stay. Please send them home with family, or ask your nurse for them to be secured during your admission. They are not to be kept at the bedside.

Any belongings not retrieved at time of discharge will be held by security for 90 days and will then be appropriately donated.

MAIL

To send cards or letters, use:

Patient Name
Floor and/or Room number
UVM Health Network - CVMC
PO Box 547
Barre, VT 05641

Stamps can be purchased at the Gift Shop located in the main lobby.

FOR FLOWERS

Patient Name
Floor and/or Room number
UVM Health Network - CVMC
130 Fisher Road
Berlin, VT 05602

INTERNET

You may bring your own laptop computer to the hospital. Wireless access to the internet is available on all patient units, in the cafeteria, and other areas around the facility.



WELL WISH CARDS

UVMHN - CVMC provides an online “Send a Well Wish” e-card selection on our website at [UVMHealth.org/cvmc](https://www.uvmhealth.org/cvmc). E-cards are delivered to patients by volunteers Monday through Friday from 9:30 am - 3 pm or by registration staff on weekends. If a patient has been discharged, we are unable to forward the message. In order to protect patient privacy we will not acknowledge delivery of e-cards.

GIFT SHOP

The CVMC Auxiliary operates a volunteer-staffed gift shop in the main lobby. Newspapers, snacks, cards, flowers and other gift items can be purchased.

TELEPHONES

Every patient has a telephone next to the bed. **For local phone calls:** Dial 9 before the number. **For long distance calls:** Use your calling card number or, if you do not have one, dial 90 for operator-assisted calls.

A public phone is located in the front lobby. Cell phones should not be used in certain areas of the hospital, such as our intensive care unit. Please look for signs in these areas.

TELEVISIONS, PATIENT EDUCATION AND VIDEO-ON-DEMAND SYSTEM

As a patient here, you have access to a variety of education and entertainment channels on your television. Using your own video screen and controls, you can learn more about your health condition, enjoy relaxation programming and find local cable channels.

NEWSPAPERS

Volunteers deliver complimentary copies of the Times Argus on weekday.

ATM

There is an ATM located in the hospital lobby near the Gift Shop.

INTERPRETER SERVICES

Interpreters for American Sign Language and Limited English Proficiency are available. Arrangements can be made by speaking with a nurse or care manager or by calling **(802) 371-4357**, Monday - Friday, 8 am and 4:30 pm.

NO-SMOKING POLICY

UVMHN - CVMC is committed to maintaining a safe and healthy environment. Smoking has been determined by the Surgeon General to be the number one avoidable cause of death in the United States, and second-hand smoke has also been proven to be a health hazard. The use of tobacco products by patients, employees, physicians, volunteers and visitors anywhere in or on the property of UVMHN - CVMC and its satellite facilities is prohibited.

FINANCIAL ASSISTANCE

As a patient-centered organization, we treat all people equitably, with dignity and respect regardless of the patient's health care insurance benefits or financial resources. We provide financial assistance to people who have essential health care needs and are uninsured, under-insured, ineligible for a government program or otherwise unable to pay based on their financial situation.

Our Patient Access Department has a team of Patient Financial Advocates here to help patients and their families understand their bill, work with their insurance companies, or make other payment plans as necessary. Patient Financial Navigators are here to assist patients and community members with enrolling in the Vermont Health Market

Place to find health coverage.

The Patient Financial Services office is located on the lower level of the medical center. You can also request to have a financial counselor visit you or contact them by phone at **(802) 371-4398** or email FinancialCounseling@cmvc.org.

Online bill pay and billing statements can be found at <https://www.datapay3.com/c/cvmc/>.

DISCHARGE PLANNING

Planning for discharge is an important part of your hospital stay. When possible, you will be given an approximate discharge date and time. Our goal is to have your discharge paperwork (medications, follow-up care) completed so that we can review it with you and your family when they arrive on the day of discharge.

Every patient is assigned a care manager upon admission. The care manager will work with you, your treatment team and, at times, your insurance company to help make your transition out of the hospital as smooth as possible. They will evaluate your individual care needs with you and, after consulting with your care team, help you decide which services are most appropriate to support your continuing care. Services may include home health nursing, medical equipment and or a rehabilitation facility. They will also offer you the choice of an agency or provider when possible.

If you have concerns about going home or are unable to arrange a ride, please discuss this with your nurse.

To contact Care Management, call **(802) 371-4357**.

PATIENT SAFETY

Your health care team will work hard to provide you with a safe, high-quality patient care experience.

PATIENT IDENTIFICATION

At UVMHN - CVMC, quality and patient safety are our priorities. As part of our commitment to patient safety, all of our inpatients are identified by patient ID bands. The bands have a bar code that carries important patient information supporting safety and accurate billing. Remind all caregivers to look at your ID band before giving you medication, drawing blood or performing a procedure. For your safety, please do not remove this ID band.

STAFF IDENTIFICATION

All hospital employees are required to wear photo identification badges. Be sure all of your caregivers are wearing a hospital or nursing school identification badge with their picture on it.

REDUCING TREATMENT ERRORS

When you are admitted for your surgery or a procedure, staff will ask your name and birth date, and will confirm your specific surgery or procedure, and the side of the body to be operated on. Your doctor may mark your body at the procedure site. In addition, before the surgery/procedure, the team will perform a "time out" to ensure, among other things, that they are doing the right surgery on the right part body part and on the right person.

OTHER SAFETY TIPS

- Know how to use the nurse call button and emergency cords in all showers and bathrooms.
- Your doctor or nurse should approve all food that comes from home or a restaurant.
- No one but staff should touch medical equipment. Ask staff to explain what the equipment does and what the alarms mean. Call your nurse if an alarm sounds.

SAFE LIFT

UVMHN - CVMC has committed to safe patient handling and mobility with our **MAPS Program: Moving All Patients Safely**. Several lifts are available to keep staff and patients safe during assisted mobilization.



AVOIDING FALLS

UVMHN - CVMC has introduced a number of initiatives to help protect our patients from falls. To help during your stay:

- Always ask for help from your nurse if you need to get out of bed or use the bathroom – especially at night.
- Keep your nurse call button near you.
- Make sure there is enough light to see; keep your eyeglasses near you.
- Never climb over the bed rails.
- Wear slippers with rubber soles to reduce the risk of slipping.

REDUCING MEDICATION ERRORS

To reduce the risk of medication errors, you will be asked to bring a list of medications you are currently taking. We encourage you to know the medications you are taking and be actively involved whenever medications are being administered to you. This helps ensure that you are taking the proper medications while in the hospital, prevents duplication of medications, and may prevent any drug-drug or drug-disease interactions. This is also one of the ways you can partner with us to ensure that you have the safest possible care. Our pharmacy provides medications in unit-dose barcoded packaging as an additional safety measure. The bar-coding on your medication's packaging matches the barcoding on your ID band.

MINIMIZING INFECTIONS

Our staff follows recommendations from the Centers for Disease Control and Prevention (CDC) to prevent health care-associated infections. Specific measures are incorporated into each patient's care to prevent infections such as surgical site infection, blood stream infection, urinary tract infection and pneumonia.

Health care providers are required to wear gloves when they perform tasks such as drawing blood, or touching wounds or body fluids.

As a patient, there are several things you can do to minimize your risk of infection. Most importantly, use the hand hygiene measures and remember to cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Please remember to wash your hands after sneezing or coughing.

There are some bacteria that require special measures to prevent spread, like methicillin-resistant *Staphylococcus aureus* (MRSA), vancomycin-resistant enterococci (VRE) or *Clostridium difficile* (C. diff). If you are identified as having one of these bacteria, your hospital care will include special measures called **Contact Precautions** to

help prevent the spread of these bacteria to others. If you would like additional information about prevention of health care associated infections, please ask your nurse or your doctor.

VACCINATIONS

When you are admitted to the hospital, you may be asked about having an influenza or pneumococcal vaccination. These vaccines can be effective in preventing acquisition of these diseases and their spread.

SURGICAL SITE INFECTIONS

Our health care providers take several important steps to prevent surgical site infections. You may receive medications to prevent infection before surgery depending on your procedure, health and age.



HAND HYGIENE

Hand hygiene is one of the key infection prevention measures. All health care providers are required to wash or sanitize their hands before and after seeing each patient. In addition, health care providers wear clean gloves when they perform tasks such as drawing blood, or touching wounds or body fluids.

As a patient there are things you can do to minimize your risk of infection:

- Make sure that all members of your health care team clean their hands with soap and water or alcohol-based hand sanitizer before and after caring for you.
- If you do not see your providers clean their hands, please ask them to do so.
- Make sure family and friends clean their hands with soap and water or an alcohol based hand sanitizer before and after visiting you.
- Clean your hands frequently – before you leave your room, before you eat and after using the bathroom.

YOUR RIGHTS AND RESPONSIBILITIES

We are dedicated to providing you with high-quality respectful care, honoring your legal rights and striving to meet your expectations. This requires honest communication among you, your family and your health care team.

UVMHN – CVMC is committed to providing care to all members of its community without regard to age, race, color, sex, sexual orientation, gender identity or expression, ethnicity, culture, place of birth, national origin, HIV status, religion, marital status, language, socioeconomic status, or physical or mental disability.

You have the right to choose who may visit you while you are in the hospital. We don't restrict or deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

PATIENT AND FAMILY ADVOCACY

Patients and families are encouraged to voice their concerns, suggestions or compliments at any time. We encourage you to speak directly with a staff member in the department or unit where the problem occurred. If you have an issue you feel a staff member cannot resolve, or if you feel uncomfortable discussing your concerns with a staff member, please contact the Patient Relations Coordinator. The Patient Relations Coordinator can serve as a liaison among patients and the health care team to address quality of care concerns, or provide a formal avenue for complaint resolution. You have a right to file a written

or verbal complaint regarding your care and treatment, and have it reviewed.

Hours: Monday through Friday
8 am to 4 pm

Phone: (802) 371-4350

Mail: Patient Relations Coordinator
UVM Health Network – CVMC
PO Box 547
Barre, VT 05641

Email: CVMC.patient.advocate@cvmc.org



STATE AGENCY

Patients also have a right to file a complaint by contacting the Vermont Division of Licensing and Protection, which has responsibility for hospital oversight.

Email (preferred method):
ahs.dailscintake@vermont.gov

Toll Free: (888) 700-5330

Fax: (802) 241-0383

Online: dlp.vermont.gov

Mail: Division of Licensing and Protection
HC 2 South
280 State Drive
Waterbury, VT 05671

BFCC-Q10 PROGRAM, KEPRO (for VT Medicare Beneficiaries, concerns about quality or safety)

Medicare recipients may contact the beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO).

Toll Free: (888) 319-8452

Fax: (833) 868-4055

Mail: 5700 Lombardo Center Dr.
Suite 100
Seven Hills, OH 44131

Online: keproqio.com

THE JOINT COMMISSION

Patients may also contact The Joint Commission for concerns about the quality and safety of their care.

Fax: (630) 792-5636

Online: jointcommission.org
using the “Report a Patient Safety Event” link in the Action Center on the home page of the website.

Mail: One Renaissance Boulevard
Oakbrook Terrace, IL 60181



ADVANCE DIRECTIVES

An Advance Directive is a very effective way to make sure that a patient's wishes are followed.

In an Advance Directive, a patient can specify which treatments he or she wants (or doesn't want) and can name a family member or friend as their Health Care Proxy. A Health Care Proxy is someone who will make medical decisions for you if you are not able to do so. Once a directive has been completed, our physicians will honor patient wishes or help find another physician who will be able to fulfill a patient's instructions.

There is no charge to complete an Advance Directive. Any patient interested in learning more can contact Care Management at **(802) 371-4357** or the CVMC Spiritual Counselor at **(802) 225-4376**.

ETHICS CONSULTATIONS

Every patient has the right to request an ethics consultation. Our Ethics Committee helps patients, families and health professionals work through difficult situations that arise during patient care. The committee includes physicians, nurses, social workers, members of the clergy and community representatives. Ethics consultations can be requested by the patient, a family member or guardian, or by any professional involved in the care of the patient. If you would like a consultation please notify a staff member.

ORGAN DONATION

Patients interested in organ donation should make their wishes known to their family members and may register by phone at: **(800) 446-6362** or on-line at: **donatelifenewengland.org/register**

Speak Up

Everyone has a role in making health care safe — physicians, health care executives, nurses and technicians. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team. The national Speak Up campaign urges patients to get involved in their care.

S **SPEAK UP** if you have questions or concerns and, if you don't understand, ask again. It's your body and you have a right to know.

P **PAY ATTENTION** to the care you are receiving. Make sure you're getting the right medications and treatments by the right health care professional. Don't assume anything.

E **EDUCATE** yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

A **ASK** a trusted family member or friend to be your advocate.

K **KNOW** what medications you take and why you take them.

U **UNDERSTAND** your health care organization's experience in treating your type of illness.

P **PARTICIPATE** in all decisions about your treatment.

MEDICAL RECORDS

PATIENT PORTAL

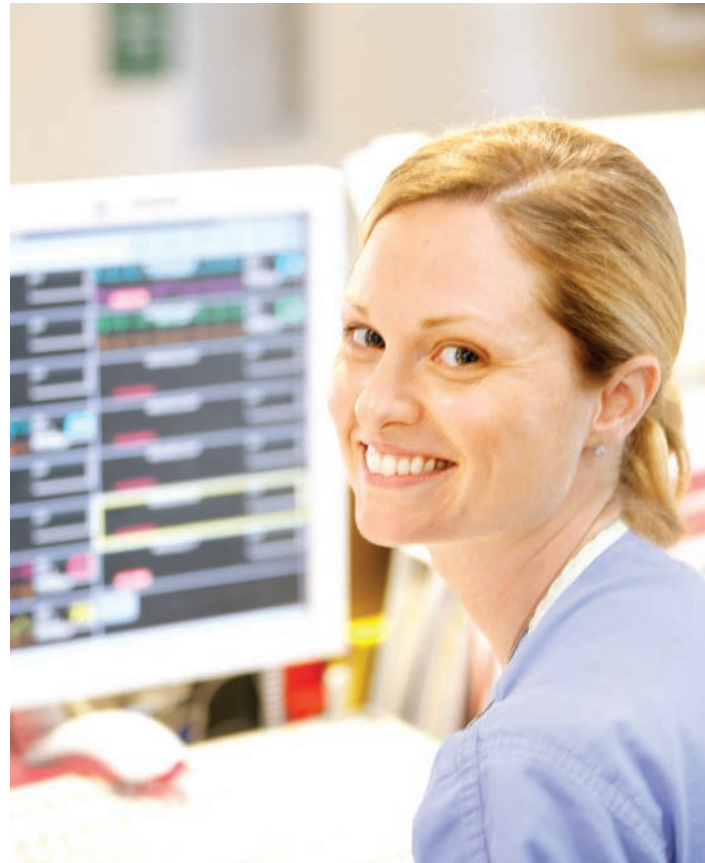
UVMHN – CVMC's Patient Portal is an online tool that can help you manage your healthcare easily and securely, allowing you to view your personal health record whenever and wherever you have access to the internet. With the patient portal you can:

- View current and past test results
- Renew prescriptions
- Request provider appointments
- Send messages to your doctor's office
- Pay your bills online

Enrollment is easy:

1. Provide us with your email address
2. Watch your inbox for our "Welcome to the Portal" email
3. The email will contain a one-time Username, Password and link to the portal
4. Click on the link to access the portal
5. Enter the Username and Password provided
6. Create a new Username and Password and select a security question

For more information, or to access your records, visit cvmc.org/myhealth-online



OUR MISSION AND VISION



University of Vermont Health Network - Central Vermont Medical Center is the primary health care provider for the 66,000 people who live and work in central Vermont. Our hospital provides 24-hour emergency care, with a full spectrum of inpatient and outpatient services. The medical center also includes National Life Cancer Treatment Center, community-based primary care and specialist Medical Group Practices, Rehabilitation Therapy centers, ExpressCare locations and Woodridge Rehabilitation & Nursing.

The hospital is part of the University of Vermont Health Network, serving the residents of Vermont and northern New York. Our health care professionals are driven to provide high-quality, cost-efficient care as close to home as possible. Strengthened by our academic connection to the University of Vermont, each of our hospitals remain committed to its local community by providing compassionate, personal care shaped by the latest medical advances and delivered by highly skilled experts.

OUR MISSION

Central to our community. Caring for a lifetime.

OUR VISION

Working together, we improve people's lives.

FROM YOUR BEDSIDE PHONE

Care Management..... 4357
 Environmental Services 4172
 Infection Control Nurse 4184
 Interpreter Services..... 4357
 Palliative Care..... 225-5800
 Patient Access Financial Navigator..... 4398
 Patient Relations Coordinator..... 4350
 Rehabilitation Therapy 5341
 Room Service 4 You..... 4968
 Spiritual Care 4376

If calling the above from outside the hospital, dial (802) 371 before each 4-digit number.

LOCAL PHONE CALLS

There is no charge for local calls from your bedside phone. Dial 9 before the number.

LONG DISTANCE CALLS

Use your calling card number or, if you do not have one, dial 90 for operator assisted calls.

CELL PHONES

Cell phones should not be used in certain areas of the hospital, such as our intensive care units. Please look for signs in these areas.

PUBLIC PHONES

There is a courtesy phones in the front lobby.



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130 Fisher Road
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(802) 371-4100



UVMHealth.org/CVMC