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***THE ADVERTISERS INCLUDED IN THIS BOOK ARE NOT  
NECESSARILY ENDORSED BY ST. AGNES HOSPITAL.***



## IMPORTANT PHONE NUMBERS

Admitting: 410-368-3165  
Billing: 410-368-2175  
Care Management: 410-368-2890  
Dietitian: 410-368-2153  
Food Services: 410-368-2157  
Gift Shop: 410-368-2955  
Medical Records: 410-368-3185  
Pastoral Care: 410-368-3197  
Patient Representative: 410-368-2146  
Physician Finder: 866-690-9355  
Security: 410-368-2080  
Telephone display for the deaf: 410-368-2001  
NeighborCare Pharmacy: 410-951-4050  
Hospital TTY: 410-368-2001

## ABOUT US

### WELCOME

Welcome to St. Agnes Hospital. We are a 314-bed, full-service teaching hospital. Our key services include the St. Agnes Cancer Center, Bariatric Center of Excellence, the Chest Pain Emergency Center, Cardiovascular Services, Women's Health Services, and Orthopedic and Spine centers. Our off-site facilities include Seton Imaging Center, Seton Medical Group, and St. Agnes Laboratory Services.

Our goal is to make your stay as pleasant and comfortable as possible. We've prepared this guide to provide you with basic information about our hospital and its services, and what you and your family can expect while you are here. If you have any questions during your stay, please do not hesitate to ask your nurse or caregiver.

### OUR MISSION

We, St. Agnes Hospital, commit ourselves to spiritually centered health care that is rooted in the healing ministry of Jesus.

In the spirit of St. Elizabeth Ann Seton, and in collaboration with others, we continually reach out to all persons in our community with a special concern for those who are poor and vulnerable.

As a Catholic health care ministry and member of Ascension Health, we are dedicated to the art of healing to sustain and improve the lives of the individuals and communities we serve. We are also called to advocate for a just society.

Through our words and deeds, our ministry is provided in an atmosphere of deep respect, love and compassion.

## **OUR VISION**

Patients are our passion. Our physicians and associates are our pride. Healing is our joy.

Together, we promise to deliver health care that works, health care that is safe, and health care that leaves no one behind.

## **PHYSICIAN FINDER SERVICE**

St. Agnes Hospital has more than 750 physicians serving on our medical staff. Our physician referral service can provide you with the information you need to select a qualified physician and specialist in any area. Our physician referral specialists are available 24/7 by calling 866-690-WELL (9355). A complete listing of our medical staff also is available at [www.stagnes.org](http://www.stagnes.org).

## **EQUAL ACCESS TO CARE**

The services and facilities of St. Agnes HealthCare are offered to patients on a non-discriminatory basis. In this regard, the hospital places patients according to diagnosis and/or gender, without regard to race, color, creed, disability, national origin, or ability to pay.

## YOUR STAY

### YOUR ROOM

Your nurse call bell is located at your bedside. When you press the red nurse button, the nurse's station is alerted that you need assistance and a staff member will respond to you as soon as possible.

In an effort to conserve energy, your linens will be changed on Tuesday, Thursday and Saturday, unless there is a need or you request a linen change more frequently.

### TELEPHONE AND TELEVISION CHARGES

In an effort to make you more comfortable, St. Agnes provides cable TV and telephone service in your room. These services are charged at a rate of \$8 per day and a one-time activation fee of \$4.50. These charges are billed to your home telephone. The maximum charge for one admission is \$60.50 (seven days plus the activation fee.) For a complete list of available TV channels, see page 24. TTY and TTD services are available upon request.

For calls within the hospital, dial the four-digit extension. For local calls, dial 9, then the 10-digit number. For long-distance calls, dial 9 + 00, and wait for operator assistance.

If you wish to decline these services, you must dial 7777 from your room telephone and follow the prompts. If there is a problem with your bill, please call 800-775-8352.

### YOUR MEALS

Meals are served between the following times:

Breakfast: 7:15 to 9 a.m.

Lunch: 11:15 to 1 p.m.

Dinner: 4:30 to 6 p.m.

If you miss a mealtime due to a procedure, accommodations will be made. Kosher and special meals are available by a request to your nurse or nutritionist. A registered dietitian is available on every floor for consultation. Your doctor will order the appropriate diet for you.

The hospital has a cafeteria, located on the first floor that serves breakfast from 6:30 to 9:30 a.m., lunch from 11 a.m. to 2 p.m. and dinner from 4:30 to 6:30 p.m. Our coffee bar, located just off the main lobby, near the visitor elevators, is open from 7 a.m. to 8 p.m. A Chick-fil-A, which is located within the cafeteria, is open from 11 a.m. until 6:30 p.m. Subway/Mama Ilardo's is open from 8 a.m. until 1 a.m.

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## **BATHING**

A member of our staff can help you shower or take a bath each morning, if you desire. St. Agnes will provide a gown. If you need them, please ask your nurse for toiletries such as toothbrush, toothpaste, shampoo, or a comb.

## **INTERPRETERS**

St. Agnes Hospital provides access to interpreter service in order to facilitate communication with patients and families who speak a language other than English. To request the service, ask your nurse or call nursing services at 410-368-2900.

St. Agnes Hospital provides access to sign language interpreter services for our deaf/hard-of-hearing patients and families.

# **FOR YOUR COMFORT, SAFETY & SECURITY**

## **SMOKING**

For the safety, health and comfort of our visitors, patients and staff, St. Agnes Hospital is pleased to provide a smoke-free environment. Smoking is prohibited in all areas of the St. Agnes campus, indoors and out. Physicians are not permitted to write orders for patients to go off their units to smoke, and any such orders will not be honored. If you smoke, your nurse can help you obtain nicotine patches in the appropriate dosage for your needs.

## **CELL PHONES**

Cell phone use is not permitted on patient floors, as it may interfere with patient monitoring equipment. We appreciate your cooperation on this very important matter.

## **PATIENT IDENTIFICATION**

Your safety is important to us! St. Agnes Hospital staff will frequently ask you to repeat your name and birth date. They will compare what you tell them to your wristband or to hospital documents to make sure the information matches.

Make sure your nurse or other care provider confirms your identity by checking your wristband and asking your name and birth date before he or she gives you any medicine, draws blood, or gives you a treatment.

## **PERSONAL ITEMS AND VALUABLES**

Dentures, hearing aids and eyeglasses should be placed in a protective case from home when not in use. Never wrap them in tissue or place them on your meal trays or in your pillow case as they may be inadvertently discarded or damaged.

Valuables such as jewelry, radios, CD players, cell phones or other personal electronics should not be stored in your room. Please send all valuables home with a family member. If this is not possible please ask your nurse to contact our protective servicing department to have them secure your valuables in the Hospital safe. NO electronic devices are permitted without safety clearance from our bio-med department.

St. Agnes Hospital assumes no responsibility for the loss and/or damage to personal belongings including dentures, glasses, hearing aides or other prosthetic devices.

## **YOUR CARE**

### **ADVANCE DIRECTIVES**

Advance directives are written instructions on your health care, which are used if you become unable to communicate your wishes. These instructions can include the name of someone who can make health care decisions for you if you are unable to do so. If you have an advance directive, please provide it to your doctor. If you do not have an advance directive prepared, you can prepare one here and have it added to your medical record.

### **MEDICATIONS**

It is extremely important that you provide your doctor with a complete list of the medications you are taking, including over-the-counter medications, herbal supplements, and vitamins. Ask your doctor before taking any of these medications during your stay.

### **YOUR PHYSICIAN AND YOUR TREATMENT**

Each patient is in the care of a specific physician. If you did not have a physician when you were admitted to the hospital, you were assigned one here. Your physician is responsible for your care, including the ordering of tests and providing test results, ordering or changing your medications or treatments, and discharging you from the hospital.

## **INFECTION CONTROL**

The most important step in preventing the spread of infection is proper hand cleaning by all staff, visitors, and patients. Proper hand cleaning means washing hands with soap and water for 10-15 seconds or using the waterless hand sanitizer provided outside patient rooms. It is very important to protect all patients, visitors, and staff from infection. To do this, we sometimes need to use special practices called “isolation precautions.” Some patients may have a higher risk of getting infections while they are in the hospital, especially if they are very sick.

### **Isolation precautions include:**

- Protective clothing such as gloves, gowns, and sometimes masks
- Special equipment that stays in the patient’s room
- Limited movement in and out of the room

### **For Visitors**

- If you are sick or not feeling well, please do not visit the patient until you are well.
- Before entering an isolation room, please check in at the nursing station.
- Before entering an isolation room, please read the sign posted outside the isolation room. The sign shows what protective clothing is needed to enter the room.
- Clean your hands with soap and water OR use waterless hand sanitizer before entering and when leaving a patient’s room.
- When leaving the patient’s room, remove protective clothing – gowns, gloves, and masks. Please dispose of these in the trash just inside the patient room door.
- Visitors may be limited to two at a time.
- Take as few things as possible into the isolation room.

Infections can be spread by contact with clothing, hands, personal items, surfaces (such as furniture and countertops), or health care equipment.

If you have questions please ask a St. Agnes Hospital staff person or physician.

## RESIDENTS

St. Agnes is a community teaching hospital. We have residency programs in medicine and surgery, and we participate with Johns Hopkins University in a pediatrics residency program. Residents are physicians who have earned their undergraduate and medical degrees, and are continuing their training in a chosen specialty. A resident will, in most cases, assist your attending physician in your care.

## SPEAK UP

The following tips are provided by the Joint Commission, which encourages patients to "Speak Up" and take an active, informed role in their care.

**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. Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

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

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

**Know** what medications you take and why you take them. Medication errors are the most common health care mistakes.

**Use** a hospital, clinic, surgery center, or other type of health-care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by the Joint Commission.

**Participate** in all decisions about your treatment. You are the center of the health-care team.

**As a patient at St. Agnes Hospital, you have rights and responsibilities that protect you and allow us to deliver the best care during your stay.**

## **PASTORAL CARE**

The Pastoral Care Department at St. Agnes Hospital provides for the spiritual well being of patients, families, and staff members. We help all people experience the presence and companionship of God, whomever they perceive their God to be, in times of stress and crisis.

If you wish to contact any member of the Pastoral Care staff, you may call the Pastoral Care office at Ext. 3197, or ask the telephone operator to page the individual you wish to contact.

The hospital Chapel is located on the first floor, near the visitor elevators. The Mass schedule is as follows:

Monday through Friday: 6:30 a.m. and noon

Sunday: 9 a.m.

All Masses and Chapel with reflective music (9 p.m. to 6 a.m.) can be viewed on Channel 12 in all patient rooms.

## **FOR PATIENTS AND VISITORS**

### **VISITING HOURS**

- General visiting hours: 7 a.m. to 9 p.m.
- Medical and surgical ICU: 9 a.m. to 8:30 p.m.; immediate family
- Pediatrics, pediatric ICU, neonatal ICU: 24/7 as condition allows; parents and grandparents
- Maternity: Fathers any time; visitors limited to five at a time
- Maternity (high risk): visitors limited to two at a time, no one under 12
- Coronary Care Unit/Phase I: visitors limited to immediate family; no one under 16
- Coronary Progressive Care Unit: visitors limited to two at a time

You can reach the nurses station on any floor by calling 410-368-6000 and requesting the desired station. If you know the patient's extension, you may dial it directly.

## **GIFT SHOP**

Our gift shop, located off the main, first-floor lobby, offers a variety of cards, gifts, flowers and sundries for patients and visitors.

Gift shop hours are: 8 a.m. - 9 p.m., every day

## **MAIL & FLOWERS**

Mail is delivered to each floor daily. Our Auxiliary delivers flowers to patient rooms.

## **BANKING**

A Bank of America ATM is located across from the coffee bar on the first floor. ATMs affiliated with our credit union are located near the Bank of America machine and in the Emergency Department waiting area.

## **NOTARY**

A notary public is available through our Human Resources Department from 7 a.m. to 3:30 p.m. weekdays. To request the notary, please call Ext. 5153. Please note, documents will have to be notarized in the HR department. The notary can not come to patient rooms.

## **DINING OPTIONS**

St. Agnes offers a full-service cafeteria, Subway sandwich shop, Mamma Ilardo's Pizza Shop, and Chick-fil-A, as well as a coffee bar, all located on the first floor, off the main lobby.

The hospital has a cafeteria, located on the first floor that serves breakfast from 6:30 to 9:30 a.m., lunch from 11 a.m. to 2 p.m. and dinner from 4:30 to 6:30 p.m. Our coffee bar, located just off the main lobby, near the visitor elevators, is open from 7 a.m. to 8 p.m. A Chick-fil-A, which is located within the cafeteria, is open from 11 a.m. until 6:30 p.m. Subway/Mama Ilardo's is open from 8 a.m. until 1 a.m.

# **YOUR DISCHARGE**

## **INSTRUCTIONS**

Your doctor will determine whether you are ready to leave the hospital, and will write a discharge order for you at that time. You should be given printed discharge instructions, including which medications you are to take at home. For your health and safety, be sure to discuss these directions with your doctor and nurse. Checkout time is two hours after your doctor writes your discharge order.

## **PHARMACY**

Prescriptions may be filled at the pharmacy of your choice, or at NeighborCare pharmacy, located on the first floor of the hospital, next to the visitor elevators. NeighborCare also may have some of the medical equipment you may need. The pharmacy is open to patients, visitors and the community.

Hours are: Monday through Friday, 8:30 a.m. to 6 p.m.; Saturday, 9 a.m. to 1 p.m. NeighborCare is closed on Sunday.

NeighborCare offers a variety of services, including: free delivery to patient rooms, homes and offices in the surrounding area; 24-hour online refills; and hard-to-find specialty products.

For more information or to access the pharmacy's 24-hour prescription refill service, call 410-951-4050.

## **CARE MANAGEMENT**

A case manager is available to assist you and your family with concerns or needs related to care required after hospitalization. Social workers and nurse care coordinators are available to make arrangements for: home care; equipment in the home; transfer to another facility, including nursing homes or rehabilitation facilities; treatment programs; and referrals to community agencies.

The department is open weekdays from 8 a.m. to 4:30 p.m. For more information, call 410-368-2890, or talk to your care provider.

## **BILLING**

Your room charges include: room, meals, nursing, housekeeping and laundry. All other procedures and services are itemized on your account. Please note, charges may be increased or decreased during your stay. These changes will be reflected on your bill.

You will receive separate billing from your attending physician and from the radiologists, anesthesiologists, pathologists, emergency room doctors, and other physician specialists who render professional services to you.

If you wish to discuss financial arrangements during your stay, call Ext. 2188. If you have any questions after discharge regarding your bill, call 410-368-2175.

## **MEDICAL RECORDS**

Your medical record is a confidential document, and cannot be accessed by anyone but you or other authorized persons, according to Maryland law. You can



get a copy of your medical record by completing an authorization form, available from your health care provider, or by visiting the Medical Records department on the first floor.

## **CASHIER**

Our cashier's office is open Monday through Friday from 8 a.m. to 4:30 p.m. We accept Visa and MasterCard, check and cash for bill payment.

## **GIVING**

### **The St. Agnes Foundation: Making A Difference**

The St. Agnes Foundation believes that the best way to support St. Agnes Hospital is by reaching out to the community it serves. Thanks to the generous contributions of our donors, many of whom are St. Agnes patients, the St. Agnes Foundation is able to support many hospital and community programs and initiatives. Grants to the community support disabled children, disadvantaged youth, terminally ill patients and homeless adults. Campus revitalization projects include the Emergency Room, Cancer Center, Birthing Center and Neonatal Intensive Care Unit (NICU).

### **A Special Way of Caring: The St. Agnes Honor Gift**

A St. Agnes Honor Gift is a thoughtful way to show others how much they mean to you, and to share the gift of health in their name. Making a contribution to St. Agnes through an Honor Gift is ideal for any occasion – the birth of your new baby or to show appreciation to a St. Agnes physician, caregiver or friend.

Each recipient of a St. Agnes Honor Gift receives a written notification that a gift has been made to St. Agnes in their honor. To make a St. Agnes Honor Gift, contact the St. Agnes Foundation at 410-368-3155.

St. Agnes Foundation  
900 S. Caton Avenue, MS 123  
Baltimore, MD 21229  
410-368-3155

[http://www.stagnes.org/foundation\\_main.htm](http://www.stagnes.org/foundation_main.htm)

## JOINT NOTICE OF PRIVACY PRACTICES

**1. This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review carefully.**

### **2. We have a legal duty to help safeguard your Protected Health Information (PHI)**

We are legally required to protect the privacy of your health information. We call this information "protected health information" or PHI, and it includes information that can be used to identify you that we have created or received about your past, present, or future health or medical condition, the provision of health care to you, or the payment for this health care. We must provide you with this notice about our privacy practices to explain how, when, and why we use and disclose your PHI. With some exceptions, we may not use or disclose any more of your PHI than is necessary to satisfy the need. We are legally required to follow the privacy practices that are described in this notice.

However, we reserve the right to change the terms of this notice and our privacy policies at any time. Any changes will apply to the PHI we already have. Before we make an important change to our policies, we will promptly change this notice and post a new notice in each St. Agnes Hospital facility in a location where there is clear and easy access by all individuals who are in the facility for treatment or services. You can also request a copy of this notice from the St. Agnes Hospital HIPAA Privacy Office listed in Section 5 at any time and can view a copy of the notice on our Web site at [www.stagnes.org](http://www.stagnes.org).

### **3. How we may use and disclose your Protected Health Information (PHI)**

#### **3.1 Uses and Disclosures Relating to Treatment, Payment, or Health Care Operations**

**For treatment.** We may disclose your PHI to physicians, nurses, medical students and other healthcare personnel who provide you with healthcare services or who are involved in your care. For example, if you are being treated for a knee injury, we may disclose your PHI to the physical therapy department in order to coordinate your care.

**To obtain payment for treatment.** We may use and disclose your PHI in order to bill and collect payment for the treatment and services provided to you. For example, we may provide portions of your PHI to our billing department and your health plan to get paid for the healthcare services we provided to you. We may also provide your PHI to our business associates, such as billing companies, claims processing companies and others that process our healthcare claims.

**For health care operations.** We may disclose your PHI in order to operate our hospital, clinics, home health and other healthcare service locations. For example, we may use your PHI in order to judge the quality of healthcare services that you received or to evaluate the performance of the healthcare professionals who provided healthcare services to you. We may also provide your PHI to our accountants, attorneys, consultants and others in order to make sure we are obeying the laws that affect us.

### **Certain Other Uses and Disclosures That Do Not Require Your Consent**

When disclosure is required by federal, state or local law, judicial or administrative proceedings, or law enforcement. For example, we make your PHI available when a law requires that we report information to government agencies and law enforcement personnel about victims of abuse, neglect or domestic violence, when dealing with gunshot and other wounds, or when ordered in a judicial or administrative proceeding.

**For public health activities.** For example, we report information about births, deaths and various diseases to government officials in charge of collecting that information, and we provide coroners, medical examiners and funeral directors necessary information relating to an individual's death.

**For health oversight activities.** For example, we will provide information to assist the government when it conducts an investigation or inspection of a healthcare provider or organization.

**For purposes of organ donation.** We may notify organ procurement organizations to assist them in organ, eye or tissue donation and transplants.

**For research purposes.** In certain circumstances, we may provide PHI in order to conduct medical research.

**To avoid harm.** In order to avoid a serious threat to the health or safety of a person or the public, we may provide PHI to law enforcement personnel or persons able to prevent or lessen such harm. For specific government functions. We may disclose PHI of military personnel and veterans in certain situations. And we may disclose PHI for national security purposes, such as protecting the President of the United States or conducting intelligence operations.

**For workers' compensation purposes.** We may provide PHI in order to obey workers' compensation laws.

**Appointment reminders and health-related benefits or services.** We may use PHI to provide appointment reminders, or to give you information about treatment alternatives or other healthcare services or benefits we offer. Fundraising activities. We may use PHI to raise funds for our organization. The money raised through these activities is used to expand and support the healthcare services and educational programs we provide to the community. If you do not wish to be contacted as part of our fundraising efforts, please contact the St. Agnes Hospital HIPAA Privacy Office listed in Section 5.

**Uses and Disclosures to Which You Have an Opportunity to Object Patient directories.** We may include your name, location in this facility, general condition and religious affiliation (if any) in our patient directory for use by clergy and visitors who ask for you by name, unless you object in whole or in part.

**Disclosure to family, friends, or others.** We may provide your PHI to a family member, friend or other person whom you indicate is involved in your care or the payment for your health care, unless you object in whole or in part.

All Other Uses and Disclosures Require Your Prior Written Authorization In any other situation not described in this section, we will ask for your written authorization before using or disclosing any of your PHI. If you choose to sign an authorization to disclose your PHI, you can later revoke that authorization in writing to stop any future uses and disclosures (to the extent that we have not taken any action relying on the authorization).

### **What Rights You Have Regarding Your PHI**

You have the following rights with respect to your PHI: The Right to Request Limits on Uses and Disclosures of Your PHI. You have the right to ask that we limit how we use and disclose your PHI, but you must make the request in writing. We will consider your request but are not legally required to accept it. If we accept your request, we will put any limits in writing and abide by them except in emergency situations. You may not limit the uses and disclosures that we are legally required or allowed to make.

**The Right to Choose How We Send PHI to You.** You have the right to ask that we send information to you at an alternate address (for example, to your work address rather than your home address) or by alternate means, but you must make the request in writing. We must agree to your request so long as we can easily provide it as you requested.

**The Right to See and Get Copies of Your PHI.** In most cases you have the right to look at or obtain copies of your PHI that we have, but you must make the request in writing. If we do not have your PHI but we know who does, we will tell you how to get it. We will respond to you within 30 days after receiving your written request. In certain situations, we may deny your request. If we do, we will tell you, in writing, our reasons for the denial and explain your right to have the denial reviewed. If you request copies of your PHI, some St. Agnes HealthCare service sites may charge a reasonable fee for providing requested information, as permitted under state and federal law. This may include requests to send PHI to another healthcare provider for treatment purposes.

**The Right to Get a List of the Disclosures We Have Made.** You have the right to get a list of instances in which we have disclosed your PHI, but you must make the request in writing. The list will not include any of the uses or disclosures listed in section 3.1, 3.3 and 3.4. We will respond within 60 days of receiving your request. The list we will give you will include disclosures made in the last six years unless you request a shorter time period. The list will include the date of the disclosure, to whom PHI was disclosed (including their address, if known), a description of the information disclosed, and the reason for the disclosure. The list also will not include any uses or disclosures made before April 14, 2003. We will provide the list to you at no charge, but if you make more than one request in the same year, we will charge you for the cost of providing each additional request

**The Right to Correct or Update Your PHI.** If you believe that there is a mistake in your PHI or that a piece of important information is missing, you have the right to request that we correct the existing information or add the missing information. You must make the request and provide your reason for the request in writing. We will respond within 60 days of receiving your request. We may deny your request in writing if the PHI is (a) correct and complete, (b) not created by us, (c) not allowed to be disclosed, or (d) not part of our records. Our written denial will state the reasons for the denial and explain your right to file a written statement of disagreement with the denial. If you do not file such a statement, you have the right to request that your request and our denial be attached to all future disclosures of your PHI. If we approve your request, we will make the change to your PHI, tell you that we have done it, and tell others that need to know about the change to your PHI.

**The Right to Get This Notice electronically.** You have the right to get a copy of this notice electronically. Even if you have agreed to receive this notice electronically, you also have the right to request a paper copy of this notice.

Person to contact for information about this notice or to complain about our privacy practices. If you have questions about this notice or think that we may have violated your privacy rights, or if you disagree with a decision we made about access to your PHI, please contact our Privacy Office at 410-368-2727 or at the following address:

St. Agnes Hospital  
HIPAA Privacy Office  
Mailstop 020  
900 S. Caton Avenue  
Baltimore Maryland 21229

You also may send a written complaint to:

Secretary of the Department of Health and Human Services  
200 Independence Avenue SW  
Washington D.C. 20201

We will not take any actions against you if you file a complaint about our privacy practices.

Who will follow this notice of privacy practices This notice describes the privacy practices of the employees, affiliates, staff, volunteers, departments and units of St. Agnes HealthCare, some contracted providers (as noted below), and the members of the Medical Staff of St. Agnes HealthCare. St. Agnes HealthCare contracts with certain independent physicians and groups of healthcare providers (for example, radiologists, anesthesiologists, pathologists, emergency room physicians, etc.) who may provide services at some of our sites and locations even though St. Agnes HealthCare does not directly employ them. Unless one of these contracted groups provides you with its own Notice of Privacy Practices, this Notice applies to their uses and disclosures of PHI and they have agreed to abide by the terms of this Notice.

St. Agnes Hospital may also share PHI with these contracted providers for purposes of treatment, payment or hospital operations, as described in this Notice. The legal relationship between St. Agnes HealthCare and these providers is one of independent contractors, and is established in written agreements between the parties. Nothing in this Notice is intended to modify that legal relationship. All St. Agnes HealthCare entities, sites, and locations follow the terms of this Notice. In addition, these St. Agnes HealthCare entities, sites, and locations may share PHI with each other for purposes of treatment, payment, or hospital operations as described in this Notice.

## **PATIENT RIGHTS & RESPONSIBILITIES**

### **YOUR RIGHTS**

Patients have the right to:

- Make advance directives and to designate a health-care agent to make health-care decisions for them when they are unable.
- Be informed of any research/education projects affecting their care or treatment.
- Reasonable access to care
- Considerate care that respects the patient's personal values and beliefs
- Informed participation in decisions regarding care

- Participate in the consideration of ethical issues that arise in the provision of care, including information on the availability of an Ethics Committee
- Privacy and confidentiality
- Pain management
- Prompt resolution of grievances
- An explanation of hospital rules, regulations and/or charges is available upon request.
- You have the right to refuse any care or treatment.

## **YOUR RESPONSIBILITIES**

To ensure the best care, patients are obligated to:

- Provide accurate information about their medical history as completely and accurately as possible
- Request additional information or clarification about health status or treatment when they do not fully understand information and instructions
- Cooperate with the physician and hospital staff in the provision of care
- Provide a copy of their advance directives if they have completed one
- Provide necessary information for the insurance claims and other financial arrangements

## **When a patient has an issue or complaint, he or she may:**

- Notify the nurse manager
- Contact the patient representative at 410-368-2146, Monday through Friday
- Dial the operator to page the nursing supervisor on evenings, nights and weekends
- Contact the Maryland State Department of Health and Mental Hygiene by phone at 410-402-8110 or by mail at 201 West Preston St., Baltimore, MD 21201

- Contact The Joint Commission by phone at 800-994-6610 or by mail at Office of Quality Monitoring TJC One Renaissance Blvd., Oakbrook Terrace, IL 60181

## SMOKING CESSATION

Smoking tops the list of major risk factors for the nation's No.1 killer - heart and blood vessel disease. Smoking also harms thousands of nonsmokers who are exposed to cigarette smoke, including infants and children. St. Agnes Hospital prohibits smoking anywhere on its campus, indoors and outdoors.

No matter how much or how long you've been smoking, when you quit, your risk of heart disease and stroke starts to drop.

### When you quit

When you quit smoking, you can expect a number of positive changes, including the following:

- Your sense of smell and taste is restored
- Smoker's cough goes away
- Your energy will improve
- You will breathe much easier
- Your hair, clothes and breath will not have the unpleasant smell of cigarettes
- You'll live longer

### Tips for quitting

Talk to your doctor, nurse, pharmacist or other health care professional about ways to help you quit smoking, or call your local American Heart Association at 800-242-8721 or American Stroke Association at 888-478-7653. Other tips for quitting include:

- Write down your reasons for quitting and look at the list often
- Exercise. It releases stress, improves your mood and will be a distraction from cigarettes
- Avoid situations or places that trigger your urge to smoke
- Reward yourself each time you get through a day or week without smoking, but not with a cigarette!

### Safeguard your Health

St. Agnes participates in the International Early Lung Cancer Action Program. If you are 50 or older and currently smoke or have ever smoked, you qualify for this study. Participants receive a screening CT scan at a reduced charge. To register, call 866-690-WELL (9355).







## TV GUIDE

Closed captioning is available upon request. Just ask your health care provider.

- |    |                   |    |                                  |
|----|-------------------|----|----------------------------------|
| 2  | ABC / WMAR        | 21 | The Learning Channel             |
| 3  | NBC / WBAL        | 22 | AMC                              |
| 4  | CBS / WJZ         | 24 | UPN                              |
| 5  | PCS / WMPT        | 25 | TBS                              |
| 6  | Patient Education | 27 | The Weather Channel              |
| 8  | FOX / WBFF        | 28 | HGTV                             |
| 9  | WB-WNUV           | 29 | Food Network                     |
| 10 | CNN               | 30 | The Travel Channel               |
| 12 | Chapel and Arts   | 31 | EWTN                             |
| 13 | Cartoon Network   | 32 | Comcast Cable Sports             |
| 14 | Animal Planet     | 33 | Music and billing<br>information |
| 15 | Fox Family        |    |                                  |
| 16 | TNT               |    |                                  |
| 17 | USA               |    |                                  |
| 18 | Patient Education |    |                                  |
| 20 | Discovery Channel |    |                                  |