

UK GOOD SAMARITAN HOSPITAL  
**PATIENT GUIDE**





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# WELCOME TO UK GOOD SAMARITAN HOSPITAL

Thank you for choosing UK HealthCare for your medical care. We know there are important choices that must be made when selecting a hospital for treatment, and we appreciate the confidence you have placed in us. Our entire staff will work hard to meet all of your expectations and provide you with excellent care.

Staying in a hospital can make you a little nervous and we understand that. While you are here, you will have a dedicated team focused on your health and safety along the way. Please rely on us in your time of need. You also are an important part of the team, and we ask that you and your loved ones play an active role in your care and participate as much as possible. Please feel free to ask any questions you have of our team members. We want to make sure all your questions are answered!

This guide was created as a resource to provide you and your loved ones with the information needed during your stay with us. More information can be found on our website, [ukhealthcare.uky.edu](http://ukhealthcare.uky.edu). If you have additional questions or need assistance, please ask your nurse or doctor, or contact an information desk at **859-323-5816 (3-5816 from your room's phone)**. Customer Relations can also be reached at **859-257-2178** for any concerns you may have.

Thank you for partnering with us to provide the best care and experience possible.

### Section 1557 of the Affordable Care Act STATEMENT OF NONDISCRIMINATION For UK Health Programs and Activities

The University of Kentucky complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The University of Kentucky does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.



# PATIENT RIGHTS AND RESPONSIBILITIES

At UK Good Samaritan Hospital, we work with you as a partner to achieve your fullest recovery possible. As a patient you have the right to:

- Receive care, no matter what your age, race, ethnicity, culture, color, national origin, language, sex, gender identity or expression, sexual orientation, appearance, socio-economic status, physical or mental disability, religion, or diagnosis.
- Know what is medically wrong and how we can help you get better. We will also tell you the things you will need to know when you get home so that you can stay well.
- Know the names of your doctors and nurses.
- Feel safe here and ask questions if you have concerns.
- Say “no” to anything we suggest.
- Not be involved with research unless you want to be involved.
- Receive treatment for pain.
- Have your religious beliefs respected.
- Have your regular doctor or a family member notified that you are in the hospital.
- Be treated politely and with consideration.
- Have your privacy respected.
- Know about any rules that might affect you or your family.
- Receive a copy of your medical records, request amendment to your records and request a list of disclosures of your records.
- Have your questions about any costs or bills answered at any time.

- Complain about anything without worry. If you do not want to talk to your doctor or nurse, please contact Customer Relations at **859-257-2178**.

As a patient of UK HealthCare, you have the responsibility to:

- Tell us everything we need to know about your condition or history.
- Do what your doctor recommends or tell your doctor why you do not want to follow the recommendations.
- Be considerate of the people with whom you come in contact.
- Take part in making your hospital stay safe; be an active and involved part of your healthcare team.
- Provide your health insurance information or ask us about other options available to assist you with your payments.
- Let us know if you have legal paper about end-of-life decisions, such as a living will or other advance directives. Tell your nurse if you want to make any advance directive, or contact Case Management (Patient and Family Services) for more information at **859-323-5501**.



# A-Z INFORMATION AND AMENITIES

## ADVANCE DIRECTIVES/ LIVING WILLS

Advance directives are legal documents that allow you to convey your decisions about your health care ahead of time, in case you become unable to speak for yourself. We recommend all patients have an advance directive, which includes appointing a healthcare surrogate (someone who knows your wishes and can speak for you), or stating your preferences for care in a living will.

As part of a person's right to make their own decisions about their health care, every adult may accept or refuse any treatment that is recommended by a doctor or nurse.

Copies of advance directives can be kept in your medical records. If you need additional information about how to make a living will or name a health care surrogate, please visit our website at [ukhealthcare.uky.edu](http://ukhealthcare.uky.edu), or call Case Management at **859-323-5501**, Monday – Friday, 8 a.m. – 4:30 p.m.

## ATMS

An ATM is located on the first floor of the hospital inside the vending area.

## BEHAVIOR EXPECTATIONS

UK HealthCare is committed to the safety and well-being of our patients, visitors and staff. We focus on providing a healthy and healing environment that is free from improper or disruptive behavior that interferes with the delivery of safe, quality patient care. We take all forms of aggression, violence and threats seriously. Our "Your Safety First" approach puts a priority on keeping everyone safe.

It includes a Zero-Tolerance Policy for any disruptive or aggressive behaviors. Such behaviors include, but are not limited to, any verbal abuse or harassment, angry outbursts, physical aggression, threats of violence, or fighting. We have protocols in place that guide our healthcare team on how to respond appropriately and report when these types of behaviors occur.

As a UK HealthCare patient, you also will receive information about "Patient Behavioral Expectations." This material details your responsibilities as a patient and our responsibilities to you as your healthcare provider. Every patient (or parents or guardians of pediatric patients) will be provided information about these responsibilities. We will ask you to sign this form if you are admitted to the hospital. Failure to comply with the requirements of this agreement can result in a number of actions, including possible discharge from the hospital or disruptions in your treatment plan.

## CHAPEL

For a quiet place to pray or meditate, a sanctuary is open 24 hours a day, seven days a week. The sanctuary is on the first floor of the hospital next to Conference Room A. Visitors of all faiths are welcome to visit for worship services, prayer or quiet reflection.



## CHAPLAINS

**Chaplains** are available to talk with people of all faiths. They also can contact leaders of specific faith groups upon request. They offer comfort, support for difficult decision-making, sacraments, spiritual literature (in English or Spanish), chapel meditations and services. Chaplains are available by having any member of your health care team, or any information desk, page them.

## CLOTHING CLOSET

Should you find that you or a family member are in need of a change of clothing while you are in our care, there is gently worn clothing available to you. The clothing closet is located in Hospital Administration. Please ask your nurse for more information.

## COMMUNICATION NEEDS

- **For the hearing impaired** – Tell your nurse if you need a sign language interpreter or other resources to help you communicate. Certified American Sign Language interpreters are available. The language services coordinator can place a telecommunications device for the deaf (TDD) in your room.
- **For the vision impaired** – Large-print reading materials are available in the Don and Cathy Jacobs Health Education Center, located on the first floor of Pavilion A, which is open from 9 a.m. – 4:30 p.m., Monday – Friday. The center is a short shuttle ride away at UK Albert B. Chandler Hospital. Please call **859-323-7808** if you have questions or ask your nurse for assistance.

- **Interpreter/translation services** – The hospital provides access to interpreter services to assist those who speak languages other than English. Interpreters are also available. If possible, let your doctor or admitting representative know in advance about your language needs. While in the hospital, ask your nurse for assistance or call Language Services at **859-323-8951**.

## CONFIDENTIALITY/PRIVACY (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) requires all hospitals to guarantee patient privacy, confidentiality and the security of protected patient information. If you have any questions or concerns about this act and your privacy, call our Corporate Compliance Office at **859-323-8002**.

## DINING

The cafeteria is located on the first floor of the hospital.

On weekdays, the cafeteria is open 7 – 10 a.m. for breakfast, closed 10 – 11 a.m. Open 11 a.m. – midnight.

On weekends, the cafeteria is open 8:30 a.m. – 2 p.m and open 3 p.m. – 7 p.m. for dinner.

Cash, Visa and MasterCard are accepted.

- **Vending machines** – Located on the first floor of the hospital; 24-hour service with a microwave available.
- **Other dining options** – There are numerous restaurants located within a short walk of the hospital, with many on South Limestone. If you have questions or need directions, ask your nurse or an information desk representative.

## DONATIONS

UK HealthCare relies on the generosity of others to meet its commitment to providing the best possible health care services in a nourishing, art-filled environment. Financial gifts are tax-deductible and may be donated for use in areas of greatest need or designated for a specific area.

If you would like to learn about how you can make a financial donation, call our Development Office, **859-257-1121** or toll-free **800-875-6272**.

## FAX AND COPY MACHINES

Please see Hospital Administration on the ground floor of the hospital for assistance.

## GIFT SHOP

The gift shop, located on the ground floor near the main hospital lobby, offers a wide range of personal care items, reading material, cards, candy, snacks and unique gift items. The gift shop is open from:

8 a.m. to 4:30 p.m., Monday – Friday  
12:30 p.m. to 4:30 p.m. on weekends.

Cash, Visa, Apple Pay and MasterCard are accepted. A minimum \$3 purchase is required for credit card use.

## GUEST ACCOMMODATIONS

A variety of hotels and motels are within a short distance of the UK Good Samaritan Hospital campus. Many offer discounts to patients and their families. If you would like a list of options, please contact our information at **859-323-5816**. Contact the hotel of your choice directly for reservations and rate information.

## INFORMATION DESK

The information desk is a great source of information for UK HealthCare. The information desk is a resource available to all patients, families, and visitors. Please visit your nearest information desk with questions during your stay.

## DON AND CATHY JACOBS HEALTH EDUCATION CENTER

Located a short shuttle ride away at UK Albert B. Chandler Hospital, the Health Education Center is open Monday – Friday, 9 a.m. – 4:30 p.m. This resource is open to patients and their loved ones and offers books, videos, brochures and computers with Internet access as a way to add to the information provided by your doctor or nurse. Visitors to the center may also check email and copy or fax documents. Please call **859-323-7808** if you have any questions about available resources or services.

The free shuttle runs every 15 minutes 6:45 a.m. to 5:45 p.m. weekdays and can be picked up at the front entrance of the hospital.





## INTERNET

Free wireless Internet access is available throughout the medical campus to patients and visitors who have their own laptop with them. UK-Guest provides guest access to the Internet for patients and visitors. Self-register for a guest account by connecting to the UK-Guest network.

## INTERPRETERS

See Communication Needs.

## LIVING WILLS

See Advance Directives.

## LOST & FOUND

Lost and Found is located in the Registration area on the ground floor of Good Samaritan Hospital. Please stop by the information desk for assistance. We strongly suggest you leave items of value home or with a trusted person.

## MEDICAL RECORDS

See Page 17, or “UK HealthCare MyChart,” below.

## UK HEALTHCARE MYCHART PATIENT PORTAL

For information on accessing your medical records and connecting with us online via our patient portal, go to Page 18 or visit [ukhealthcare.com/mychart](http://ukhealthcare.com/mychart).

## NOTARY

If you need notary service, please request one from your nurse or go to any information desk. There is a fee for some notary services.

## PARKING

Visitors and patients may park in the hospital garage adjacent to South Limestone. Enter via East Maxwell Street. There is no charge for parking.

## PATIENT & FAMILY SERVICES (CASE MANAGEMENT)

Social workers in our Case Management office consult with your health care team on your behalf to ensure your needs are met. They assist with discharge planning when you leave the hospital, as well as transportation, lodging and information about advance directives. They also can give you and your family advice and guidance in stressful or crisis situations. Social workers are available Monday – Friday, 8 a.m. – 4:30 p.m. or by calling **859-323-5501**.



# PHARMACY SERVICES

## Inpatient services

UK HealthCare Pharmacies are here to meet the medication needs of patients in UK HealthCare's hospitals and those visiting our outpatient clinics. Pharmacists work with physicians and clinics, often consulting at the bedside, to ensure that our patients get the best possible medications for their conditions.

## Retail pharmacies

UK HealthCare retail pharmacies offer a convenient way to fill a prescription or pick up an over-the-counter item.

Each UK Pharmacy location offers:

- Prescription medications.
- Sundry convenience items.
- Over-the-counter items such as cough/cold and allergy relief, smoking cessation products, and pain relief medications.

Our pharmacies are open-access, which means we accept prescriptions from any physician, not just those at UK. Most insurance plans accepted.

## LOCATIONS

### Good Samaritan Retail Pharmacy

Located in the front lobby of UK Good Samaritan Hospital.

310 S. Limestone, Room C-017

Monday – Friday, 7 a.m. – 10 p.m.

Saturday, Sunday & holidays: 8 a.m. – 6 p.m.

Phone: **859-218-4777**

Fax: **859-257-5590**

### Chandler Retail Pharmacy

Located on the first floor of Pavilion A in UK Chandler Hospital near Surgery Waiting.

Open 24 hours a day, 7 days a week.

Phone: **859-218-3340**

Fax: **859-323-4277**

### Kentucky Clinic Pharmacy

Located just inside the main entrance of the Kentucky Clinic Building.

Monday – Friday, 7:30 a.m. – 9 p.m.

Saturdays – Sundays, 9 a.m. – 5 p.m.

Closed all university holidays.

Phone: **859-323-5855**

Fax: **859-323-1056**

### University Health Service Pharmacy

Located on the first floor of the University Health Service Building, across from Employee Health.

Monday – Friday, 8 a.m. – 5:30 p.m.

Closed weekends.

Phone: **859-257-6451**

Fax: **859-323-6898**

### Turfland Clinic Pharmacy

Located inside UK HealthCare - Turfland, 2195 Harrodsburg Road.

Monday – Friday, 7 a.m. – 10 p.m.

Saturday, Sunday & holidays, 8 a.m. – 6 p.m.

Phone: **859-257-5899**

Fax Line: **859-323-5594**

### UK Specialty Pharmacy

(Serving patients who take high-cost or complicated medications). The Specialty Pharmacy location is not accessible to the general public, but you may contact them via the email or telephone numbers below.

Monday – Friday, 7:30 a.m. – 5 p.m.

Closed on weekends and holidays

Also offering 24-hour pharmacist support for any after-hours clinical questions.

Phone: **844-730-5913** (toll free) or **859-218-5413**

Website: **[ukspecialtypharmacy.org](http://ukspecialtypharmacy.org)**

Email: **[specialtypharmacy@uky.edu](mailto:specialtypharmacy@uky.edu)**



## Meds-to-Beds

For hospital inpatients who are being discharged, a Meds-to-Beds service is available. When you request this service, any prescriptions you need to take home with you can be filled here at the hospital and delivered directly to your hospital room. Copays apply, and credit cards are accepted.

If you would like to use Meds-to-Beds, please talk to your nurse. Meds-to-Beds service is available Monday – Friday, 9 a.m. – 4:30 p.m. Orders must be placed by 3:30 p.m. to ensure delivery.

Please note, these optional services are offered as a convenience only. You have the right to select any pharmacy you wish to provide medications prescribed to you by your provider.

For more information on our retail pharmacies and the services they offer, visit [ukpharmacy.org](http://ukpharmacy.org).

## PUBLIC TRANSPORTATION

Information about Lexington's bus service, LexTran, or taxi service is available from any information desk.

## RESEARCH

UK HealthCare is involved in various clinical research trials. If you would like to participate in a research trial, ask your doctor about studies underway that may benefit you. Doctors and nurses involved in the trial can explain the details of the study and help you decide if participation is right for you. Visit [ukhealthcare.uky.edu/about/clinical-research](http://ukhealthcare.uky.edu/about/clinical-research) to learn more.

## SHOWERS

Showers are available for family and visitors to use. They are located in each patient care unit. As a courtesy to patients and staff, please do not use the showers after 9 p.m.

## SOCIAL WORKER

See Patient & Family Services, Page 5.

## TELEPHONES

Use of cell phones is allowed in the hospital; however, we ask that you respect the people around you.

## TOBACCO USE

Smoking and all other forms of tobacco use including electronic cigarettes are prohibited anywhere on UK HealthCare grounds inside and out, including parking garages and personal vehicles. Information on options for patients and visitors who use tobacco is available at any information desk. If you want help quitting tobacco, please ask your nurse or physician. Nicotine gum and patches are available at very low cost to visitors at UK HealthCare gifts shops and pharmacies.

Contact our Tobacco Treatment Specialist at **859-323-4222** for assistance. Go to [uky.edu/Tobaccofree](http://uky.edu/Tobaccofree) for a map of UK's boundaries and to learn more about nicotine replacement products. Join us in making our campus a healthy place to get well, visit and work.

## WHEELCHAIRS

Wheelchairs are available at the information desks for visitors and outpatient appointments. We must hold a driver's license or identification card while the wheelchair is checked out. The card will be returned to you when the chair is checked back in. Wheelchairs are due back by 8 p.m. If you need a wheelchair for an extended time please speak with your nurse.

## WI-FI / WIRELESS INTERNET ACCESS

See Internet, Page 5.

## VISITING HOURS

Visiting hours are 8 a.m. – 9 p.m. for most patient care rooms. Intensive care units (ICUs) offer flexible visiting hours but are closed to visitors 7 a.m. – 8:30 p.m. due to shift change. For more visitor information, see Page 12 or talk to your nurse.

## VOLUNTEERS

Volunteers provide invaluable assistance to patients and visitors. Volunteers offer reading materials and deliver flowers, items purchased from the gift shop and mail sent to patients.

UK HealthCare is always looking for people who would like to become volunteers. If you are interested in making a difference in the lives of our patients and staff, call **859-323-6023**.

The Volunteer Services office is open Monday – Friday, 8 a.m. – 5 p.m., or can be reached by calling **859-323-6023**.

## X-RAYS AND OTHER RADIOLOGY EXAMS

See Page 17.





# DURING YOUR STAY WITH US

## ABOUT YOUR HOSPITAL ROOM

- **Your room** – All patient rooms in Good Samaritan Hospital are private.
- **Safety drills** – Safety drills are held periodically to enable staff to practice response procedures for emergency situations. Please do not be alarmed if the automatic doors begin to close and announcements are made on the overhead paging system. In the unlikely event there is a true emergency, your healthcare team will assist you.
- **Tobacco use** – Smoking and all other forms of tobacco use, including electronic cigarettes, are prohibited anywhere on UK HealthCare grounds inside and out, including parking garages and personal vehicles. See Page 7 for more information.
- **Telephones** – For your convenience, a bedside phone is provided. Callers may call your room directly, bypassing the hospital operator. Ask your nurse for the phone number to your room. Phones will not ring in patient rooms after 9 p.m. Long distance calls may be placed collect, charged to a third party or made with a calling card. You may use your cell phone; reception is available throughout most of the hospital. Courtesy phones are located at the information desks. Please remember to be courteous to other patients and visitors. Tell your nurse if you need TDD (telecommunication devices for the deaf) assistance.
- **Television** – Free cable television is offered in patient rooms.
- **Quiet time** – Some nursing units observe a period of quiet time during the day to provide patients uninterrupted rest and sleep to promote healing.

During quiet time, family members and visitors are encouraged to take a break as well. Any family member who chooses to stay with the patient during quiet time is asked to ensure there are no unnecessary interruptions to the patient's rest.

- **Wi-Fi access** – Free wireless Internet access is available throughout the hospital. For assistance, call our Information Technology help desk at **859-323-8586**.
- **Hourly rounding** – A member of your care team will be around every hour during the day, and every two hours at night, to check on you and answer any questions or concerns you may have. Please feel free to use the call light for any assistance needed outside of hourly rounding.



## KNOW YOUR CARE TEAM

For your convenience, notes space has been provided in the back of this guide to help you remember the names of your healthcare providers.

**Attending physicians** are responsible for leading and supervising the care team. These physicians have a medical degree and at least three years of post-medical-school training in a specialty area and are licensed to practice medicine.

**Fellows** are specialists who have completed three or more years of post-medical-school training and are pursuing additional training in a specialized area of practice. Fellows are licensed to practice medicine, and they work under the direction of the attending physician.

**Resident physicians** have completed medical school and are pursuing initial training in a specialty area. They are licensed and work under the direction of the fellow and/or the attending physician.

**Interns** are licensed physicians in the first year of resident training.

**Medical students** have completed their undergraduate education and are in training to become physicians. Medical students may be involved in your care under the direction of the attending physician, although their involvement will be limited.

**Physician assistants (PAs)** and **nurse practitioners (NPs)** are health professionals who are certified by their professional organization. They may be involved in your care under the direction of the attending physician.

**Nurses** are the primary point of contact between you and your healthcare team both at the bedside and in outpatient settings. Nurses perform frequent patient evaluations, including monitoring and tracking vital signs and performing procedures such as IV placement, drawing blood and administering medications. (Nurses wear galaxy-blue scrubs.)

**Registered dietitians** provide patients and family members with information on special diets and discuss any nutritional concerns. Dietitians are available Monday – Friday, 8 a.m. – 5 p.m. at **859-226-7327**.

**Pharmacists** work closely with your healthcare team to determine the best plan of care for you using the most appropriate medications. If you would like to speak with a pharmacist to clarify medication-related issues, please ask your nurse to arrange a consultation.

**Physical** and **occupational therapists** provide specialty care intended to help you return to your former state of physical mobility and function. (Physical and occupational therapists wear black scrubs.).

**Certified nursing care technicians**, sometimes called nursing assistants, provide assistance with your activities of daily living under the direction of the registered nurse. (They wear turquoise scrubs.)

**Chaplains** are available to talk with people of all faiths. They also can contact leaders of specific faith groups upon request. They offer comfort, support for difficult decision-making, sacraments, spiritual literature (in English or Spanish), chapel meditations and services. Chaplains are available by having any member of your healthcare team, or any information desk, page them.

**Housekeepers** play an important role in your care by keeping your room clean. If you have any concerns or comments about the cleanliness of your room, tell your nurse. You may also contact Environmental Services at **859-226-7391**.

**Radiologists** are medical doctors (MDs) or doctors of osteopathic medicine (DOs) who specialize in diagnosing and treating diseases and injuries using medical imaging techniques, such as X-rays, computed tomography (CT), magnetic resonance imaging (MRI), nuclear medicine, positron emission tomography (PET) and ultrasound.



**Radiology imaging technologists** are licensed healthcare professionals who specialize in the imaging of the human body for diagnosis and treatment purposes. (Radiology imaging technologists wear black scrubs.)

## INFECTION PREVENTION

**Hand hygiene** – Wash your hands frequently. Hand hygiene is the single most important factor for preventing the spread of infection. It is also very important that family and visitors wash their hands frequently using proper techniques or make frequent use of alcohol hand sanitizer. Alcohol hand gel is available to everyone. Dispensers are in every patient care room and outside the door of the patient room.

## PATIENT SAFETY

### **What you as a patient can do:**

- Make sure you know your allergies and what medicines you take and share this information with your nurse.
- Speak up! if something does not seem right. Do not assume anything.
- Never forget that your opinion matters and that you have a right to feel respected.
- Become educated by your care providers about your illness and treatment options.
- Prepare a list of questions to ask your doctor during their daily rounding time.
- Ask your nurse to help you if you are concerned about falling.
- Tell your caregiver immediately if you have loss of vision or hearing or other sensory problems such as loss of smell or taste, difficulty swallowing, or altered sense of touch.
- Tell your healthcare team if you have problems with standing, walking or moving from your bed to a chair.
- It is an important part of your recovery process to maintain as much independence as possible. However, please tell your caregiver

if you need assistance with bathing, toileting, dressing, grooming, eating or other activities. We are here to help you.

### **What your care team can do for you**

- Every hospital employee involved in your care is expected to introduce themselves by name and to wear a hospital identification badge. If you are not sure who a person is or what their role is in your care, ask them.
- Your caregiver will check your wrist identification bracelet and ask your name and birthdate before administering any medication or treatment. Speak up if you think he or she has you confused with another patient.
- A member of your healthcare team will be around hourly to check on you.
- All healthcare team members are expected to wash their hands before touching patients and also as they are leaving the room. Please feel free to ask staff if they have done so.
- Your healthcare team is there to help you. If there are any questions or concerns, feel free to ask any member of your healthcare team.

### **Knowing your medications**

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- ☐ What is the name of the medicine?
- ☐ What is its generic name?
- ☐ Why am I taking this medicine?
- ☐ What dose will I be taking? How often, and for how long?
- ☐ When will the medicine begin to work?
- ☐ What are the possible side effects?
- ☐ Can I take this medicine while taking my other medications or dietary supplements?

- ☐ Are there any foods, drinks or activities I should avoid while taking this medicine?
- ☐ Should I take this medicine at meal time or between meals?
- ☐ Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- ☐ What should I do if I miss a dose?

For your convenience, there is a medication table in the back of this guide to help you keep track of your medications.

## PAIN MANAGEMENT

Keeping pain at a minimum is important to your healing and overall well-being. To ensure that you receive the best care possible, you are encouraged to:

- Ask about proper pain management.
- Ask your doctor, nurse or pharmacist what to expect from efforts to manage your pain.
- Provide accurate information regarding your medical history, including any prescription and over-the-counter (non-prescription) medicines you may be taking.
- Describe how your pain interferes with your daily activities and/or sleep patterns. Tell your doctor or nurse what has helped in the past to manage your pain.
- Question any instructions or information you do not understand, and make sure you know whom to contact if your pain is not controlled.
- Ask about possible side effects of pain medication and inform your care provider if you are not feeling better.
- Ask about alternative forms of pain management and if possible to incorporate in healthcare plan (ex. massage, essential oils, etc)

## GENERAL VISITING GUIDELINES

UK HealthCare does not restrict or deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

We know that having family, friends and loved ones close by can be comforting. For the rest and safety of our patients, however, visitors should always check at the nurses' station before visiting a patient. To help us create a healing environment, please follow these guidelines:

- Partner(s) in Care are welcome 24 hours a day at the patient's request. At times the healthcare team may encourage Partner(s) in Care to go home to rest, however Kentucky Children's Hospital encourages parents and/or guardians to stay and participate in care 24 hours a day.
- Partner(s) in Care are defined and designated by each patient, and should be defined at the beginning of the patient's stay at UK HealthCare if possible. Partner(s) in Care can include: spouse, domestic partner, family member or friend. Partner(s) in Care provide emotional support and comfort and help provide important information to the healthcare team about the patient.
- Family and friends are considered guests; they are not the same as Partner(s) in Care. Guests are encouraged to visit during the hospital visitation hours of 8 a.m. to 9 p.m. seven days a week. In certain areas of the hospital, such as Intensive Care Units, the Birthing Center or the Emergency Department, visiting hours may be limited. Please check at the nursing station.
- Please limit visitors to no more than two at a time in the patient's room.

- Guests who may have a contagious condition such as a cold, sore throat, flu, cough, fever or stomach virus are asked to stay home rather than risk passing the illness on to the patient or others. If you have a contagious condition and you must be at the hospital to visit, please be considerate of other patients and the healthcare team members by wearing a mask and using the provided hand sanitizer.
- Avoid wearing perfume or other types of fragrances and scents, as some patients and staff are sensitive to them.
- As a courtesy to other patients and families as well as staff, please limit cell phone use in patient rooms.
- For the safety of the patient and other patients, we ask that children under the age of 10 be supervised by an adult at all times.
- Wash your hands when entering and leaving a patient's room. Alcohol hand gel is available near the door of every patient room.
- Please do not bring in pillows, blankets and comforters from home. Because this is a hospital and shared by many, it is important that we reduce sources of infection and the possible spread of illness. We will provide Partner(s) in Care with any linens they may require during their stay.
- Uniformed security officers are available 24 hours a day. If at any time you feel concerned about your safety, please ask a healthcare team member to assist you with contacting security services.
- Weapons, concealed or otherwise, are not permitted on UK HealthCare property unless carried by a sworn officer of the law.
- Visitors who are disruptive or who otherwise violate these policies may be asked to leave the premises.

To reach a patient by phone, please call the Patient Information Line at **859-323-5816**.

**eGreetings** – Family members and friends can send e-mail greetings to a loved one during their hospital stay. Messages are printed out and delivered by a volunteer to the patient once a day, Monday – Friday. Those received on weekends or holidays will be delivered the next business day. Visit [ukhealthcare.uky.edu/patients/secure/egreeting](http://ukhealthcare.uky.edu/patients/secure/egreeting) to send an eGreeting.

**Flowers** – Flowers sent to patients will be delivered to their rooms, except for patients in intensive care units. In ICUs, flowers will be left at the nursing station because they are not allowed in the critical-care patient areas. Flowers are delivered by volunteers Monday – Friday. If you have any questions regarding deliveries, please contact the Volunteer Office at **859-323-6023**. To place an order, please contact the hospital gift shop at **859-226-7391**.

**Gifts for patients** – Visitors should check with a nurse before bringing balloons or gifts of food or drink to patients. Latex balloons cannot be brought into the hospital.

**Hotels and lodging** – If your family plans to stay overnight, there are several options for overnight lodging. Lists of local hotels are available at the information desks. If you want to make arrangements for overnight lodging prior to your hospital stay, you may call **859-323-5816**. Some hotels may provide discounts for patients and families of UK HealthCare. For more information, check with Case Management by calling **859-323-5501** Monday – Friday, 8 a.m. – 4:30 p.m.

**Mail** – Letters and cards mailed to patients are delivered by volunteers Monday – Friday. Mail received after the patient leaves will be forwarded to their home address. Mail should be addressed as follows:

**Patient first and last name**  
**Room Number**  
**UK Good Samaritan Hospital**  
**310 South Limestone**  
**Lexington KY 40508**



## PREPARING FOR DISCHARGE

Once your doctor determines it is medically safe for you to be released from the hospital, he or she will tell the rest of your care team. Each member of the team has responsibilities that must be completed before you can leave. This may take some time, so please be patient.

When your doctor tells you that you are ready for discharge, ask your nurse to estimate when you will be leaving. Make sure you collect all of your personal belongings. When all of the necessary arrangements have been made and you are ready to go, someone with Patient Transport or a nurse will come to your room to escort you to the front of the hospital to be picked up.

### Meds-to-Beds

UK Pharmacy Services provides a Meds-to-Beds service for our patients. The Good Samaritan Retail Pharmacy staff coordinates with the patient care teams to deliver discharge medications to the patient's bedside during the discharge process. Instead of sending the patient to the pharmacy, the pharmacy comes to the patient. Any copayments are collected upon delivery. All patients are eligible for this program unless they are transitioning to a facility that does not allow personal medications. If you would like to use this service, ask your nurse.

### Before going home

Be sure you know the answer to these questions:

- ☐ What is my diagnosis?
- ☐ When should I see my doctor?
- ☐ When should I call my doctor after being discharged?
- ☐ How do I contact my doctor?
- ☐ What are my medications? (Refer to medications chart located in the back of this UK Good Samaritan Hospital.)
- ☐ Should I take the medicines I was taking before I was hospitalized?
- ☐ What should I be eating?
- ☐ How do I take care of my incision? (for surgery patients)
- ☐ When can I shower or take a bath?
- ☐ Are there any restrictions to my activity?
- ☐ When will it be safe for me to drive a car?
- ☐ When will I be able to return to work or school?

## FOR THE CAREGIVER

While your loved one is in the hospital, you may have to be the one to speak up for him or her. You can do this by being your loved one's patient advocate, who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, take a look at the advice in the caregiver checklist shown below.

While you are making sure that your loved one's needs are being met either at the hospital or at home, don't neglect your own. This can be a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to relax, to be yourself, or to spend time with friends or other loved ones. Downtime is important, so don't be reluctant to ask for help in caring for your loved one.

### Caregiver checklist

- ☐ Know what condition your loved one is being treated for.
- ☐ Know your patient's rights and responsibilities.
- ☐ Know whether your loved one has advance directives and, if so, what they specify. (See Page 2.)
- ☐ Ask questions; if your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have, and please don't be afraid to Speak Up!



- Help your loved one track medications. The patient may be prescribed medications while in the hospital and may be seen by several different doctors. Use the medications tracker located in the back of this guide.

### **What's next?**

If you have any questions regarding your loved one's post-discharge plan, please contact Case Management by calling **859-323-5501** Monday – Friday, 8 a.m. – 4:30 p.m.

## **GOING HOME**

From the time your doctor feels you are close to leaving the hospital, plans will be made for your safe discharge.

Your doctor and nurse will review with you any special instructions needed for follow-up care. Be sure to take copies of your written discharge instructions and your medicines to your regular doctor and to your specialists the first time you visit them after your hospitalization.

Information will be provided about what medicines you should be taking, and prescriptions will be provided for you to have filled. If you have questions about the new medicines or about whether you should continue to take medicines you were on prior to your hospital stay, please ask your doctor.

If you would like to have your discharge prescriptions filled by UK HealthCare pharmacies before you leave the hospital, ask your nurse about our Meds-to-Beds service (See Page 14).

### **Follow-up care**

Most UK HealthCare follow-up is provided on the main medical campus, which includes the Kentucky Clinic, Gill Heart & Vascular Institute and Markey Cancer Center, in collaboration with your primary doctor and the specialist who sent you to UK HealthCare. If you're not sure when your next appointment is or to schedule an appointment, call UK Health Connection at **859-257-1000** or toll-free **800-333-8874**.

### **Let us know how we did**

Your opinion is important to us. Please expect a patient satisfaction survey in the mail soon. This provides us with valuable insight into how we may improve our patients' experience.

# FINANCIAL SERVICES

## YOUR HOSPITAL BILL

Patients who have questions about their bills should call Customer Service at **859-257-7900**.

Patients who wish to apply for Financial Assistance or Medicaid can call **859-323-9898**.

If you or a family member are an inpatient and would like to speak to a Financial Counselor, you can call **859-323-5806** for assistance.

Patients can pay their bill by signing up to create a UK HealthCare MyChart account:

- On your computer, go to [ukhealthcare.com/mychart](https://ukhealthcare.com/mychart).
- On your mobile device, download the MyChart app.

## FREQUENTLY ASKED QUESTIONS ABOUT YOUR HOSPITAL BILL

Questions often arise about hospital bills and other financial arrangements. We have attempted to answer a few of the most frequently asked questions below. We are located on the first floor of the hospital in Room C022 next to Registration and are open 8 a.m. – 4:30 p.m., Monday – Friday. You may also call Customer Service at **859-323-9898** or toll free at **855-211-4707**.

### What does my hospital bill cover?

Your daily room rate includes your nursing care, meals, and services such as linens and housekeeping. Your hospital bill includes your daily room charge along with other charges for services ordered by your physician, such as laboratory tests, X-rays, medications, treatments and therapy, operating room, anesthesia and recovery room.

### When must I pay my hospital bill?

Unless you have already made financial arrangements with our patient financial advocate, any outstanding balance on your hospital bill

is due when you leave the hospital. If you are concerned about paying your hospital bill, please contact customer Service at **859-323-9898** or toll free at **855-211-4707**. You may pay your balance in cash, with a personal check, or with MasterCard, Visa, Discover or American Express.

### Will my insurance cover everything?

Every insurance policy is different. Your hospitalization coverage is a contract between you and your insurance company. While we will gladly provide assistance in filing your claim, you are ultimately responsible for your account. Please contact your insurance company in advance to determine the type of coverage they will provide.

### Can you bill my insurance directly?

Most likely yes, but it depends on your insurance company. We will bill your insurance company, Medicare or any other medical assistance program promptly for the total of your charges. Payments received from your insurance provider will be credited to your account. We will send you a statement showing payments received and any unpaid remaining balance. If your insurance carrier or other agency denies your benefits or fails to reimburse the hospital, you will become responsible for the payments in the full amount of your hospital stay.

### I already paid my bill; why did I receive another one?

Although your hospital bill is due and payable on discharge, it sometimes takes as long as 24 hours for charges or credits to be posted on your account. For this reason, the balance shown on your statement at the time you are discharged may not be the final statement; you may receive an additional statement by mail.



### **How do I apply for financial assistance?**

You can apply for financial assistance two ways: by visiting the patient accounts office located on the first floor of the hospital in Room C022, next to the registration desk from 8 a.m. to 4:30 p.m., Monday – Friday, or by calling Customer Service at **859-323-9898** or toll free at **855-211-4707**.

### **If I am a veteran, should I notify the Veterans Administration (VA)?**

If you are admitted to the hospital, you or a family member should notify the Veterans Administration (VA) as soon as possible. The VA may not be liable for your hospital bill, so please be sure to give all of your health insurance information to your Registrar or Patient Financial Services. If you have questions about what the VA will cover, please call the VA directly. The VA will consider all bills for payment, but coverage is not guaranteed.

### **Do I need to contact my insurance company if I am in a wreck?**

If you are in a wreck, please let your insurance carrier know so they may open a claim for you. This should be done as soon as possible. If you wish UK to bill your automobile insurance on your behalf, please call Financial Counseling at **859-323-9898** or go to any Patient Financial Service location in the hospitals (ask for directions at any information desk).

## **PHYSICIAN BILLS**

Kentucky Medical Services Foundation (KMSF) Physician services are billed separately by Kentucky Medical Services Foundation (KMSF). Billing questions related to physician services should be directed to Customer Service by calling **859-323-9898** or toll free **855-211-4707** Monday – Friday, 8 a.m. – 5 p.m., or writing to:

**Kentucky Medical Services Foundation**  
**2333 Alumni Park Plaza, Suite 200**  
**Lexington KY 40517**

## **HOSPITAL MEDICAL RECORDS**

In order to protect your privacy, written permission is required before UK HealthCare can release your medical records. Any patient or family member needing records may visit the Health Information Management (HIM) office on the first floor of the hospital.

You can request a copy through the mail at the address below:

**UK Albert B. Chandler Hospital**  
**Release of Information Section**  
**Health Information Management, Room C601**  
**800 Rose St.**  
**Lexington, KY 40536-0293**

**UK HealthCare ROI**  
**2333 Alumni Park Plaza, Suite 110**  
**Lexington, KY 40517**

Patients also may visit [ukhealthcare.uky.edu/med-records](http://ukhealthcare.uky.edu/med-records) for additional information. There you will find a copy of the release form that can be mailed, faxed or hand-delivered to the HIM as well as printable instructions for completing the form.

Once the written request has been submitted, medical records will mail the records within 30 days. Except under extreme circumstances, patients and families cannot pick up records in person but may direct questions to the HIM clerk at **859-323-5117**.

The first copy of your medical record is free, and a standard fee of \$1 per page will be charged for additional copies. Please keep a personal copy of any information you request to avoid future costs of obtaining copies.

Primary care physicians and other specialists also may contact HIM to have a patient's records faxed directly to the doctor's office.

At the patient's request, medical records will be released to any doctor free of charge.

X-rays and other radiology exam records Copies of your X-rays and other scans such as CT scans, MRIs and ultrasounds can be requested by calling **859-226-7144**.

## UK HEALTHCARE MYCHART PATIENT PORTAL

### Online access to your health records

UK HealthCare is pleased to offer online access to your health records via the UK HealthCare MyChart patient portal. MyChart is a secure and easy-to-use online platform that allows you to manage your care and access your health information at any time. MyChart provides you with online access to your health record. It enables you to participate in your health care and communicate with your providers. You also can share access with a family member or caregiver so they can help you along the way.

With MyChart, you can:

- Check-in for your appointment
- Sign documents for your visit

- View test results (lab and radiology)
- Message your provider/care team
- Request prescription renewals
- Share your medical record.

To learn more and to sign up, go to [ukhealthcare.com/mychart](https://ukhealthcare.com/mychart). If you have questions, please talk to your provider's office. If you are not a MyChart user, you may request your medical record by contacting UK HealthCare Health Information Management at **859-323-5117**.

## ADDITIONAL RESOURCES

Additional health information is available on our website at [ukhealthcare.uky.edu](https://ukhealthcare.uky.edu) or by visiting the Don and Cathy Health Education Center, located at UK Chandler Hospital. If you would like to visit the Health Education Center, a free shuttle is available.



# COMPLIMENTS & CONCERNS

## SPEAK UP!

To help prevent errors in patient care, UK HealthCare participates in the “Speak Up!” program sponsored by our accrediting organization, The Joint Commission. We urge patients and families to get involved and speak up about any concerns or questions they may have. Bring your concerns to any member of your care team or call Customer Relations at **859-257-2178**.

## PATIENT SATISFACTION

In addition to providing the highest quality care, we want to provide excellent service to our patients and guests at UK HealthCare. You may receive a survey several days after your discharge (or your outpatient visit) from a company called Press Ganey. Completing the survey takes only a few minutes, and your responses are confidential unless you choose to add your name and phone number. The scores and comments you provide let us know what we’re doing right and how we can improve our service.

We would appreciate you taking the time to fill out this survey should you receive one. If you would like to speak to someone while you are visiting us, you may contact a Customer Relations specialist, Monday – Friday, 8 a.m. – 5 p.m. Ask one of your caregivers or call us at **859-257-2178**, toll-free **800-431-4894**, or by email at [customer\\_service@uky.edu](mailto:customer_service@uky.edu).

## COMPLIMENTS

We love to receive compliments about staff and physicians during or after your stay. We make great efforts to ensure they are aware of your compliments. Customer Relations can be reached at **859-257-2178**, toll free at **800-431-4894** or by emailing at [customer\\_service@uky.edu](mailto:customer_service@uky.edu).

## COMPLAINTS

You have the right to complain without worry that your care or your loved one’s care will suffer. Our goal is to provide you with excellent care, and we want to make things right while you are in our hospital. If at any time during your stay with us you feel your needs or expectations are not being met, we want to hear from you.

Customer Relations helps patients and their loved ones communicate with healthcare providers and support staff. Our representatives serve to facilitate communication, helping patients voice their questions, compliments and concerns regarding their care. The office is open Monday – Friday, 8 a.m. – 5 p.m. If you need assistance after these hours, ask your nurse to let you speak to a hospital administrator.

You simply need to ask for a Customer Relations specialist and someone will be there to listen to and assist you. Customer Relations specialists can be reached at **859-257-2178**, toll-free at **800-431-4894** or by emailing [customer\\_service@uky.edu](mailto:customer_service@uky.edu).

If we are not able to find a solution to your complaint, you have the right to contact the State Office of Inspector General toll-free at **800-372-2973** or at the address below. You may also contact The Joint Commission by calling toll-free **800-994-6610**; by emailing at [complaint@tjc.org](mailto:complaint@tjc.org); or by sending mail to the address below:

### Office of Inspector General

61 Wilkinson Blvd.  
Frankfort KY 40601

### Office of Quality Monitoring The Joint Commission

One Renaissance Blvd.  
Oakbrook Terrace IL 60181



# IMPORTANT PHONE NUMBERS

Billing Services, Hospital Patient Accounts	859-323-9898
Billing Services, Physician Billing (KMSF)	859-257-8618
Good Samaritan Hospital Operator	859-323-5000
Good Samaritan Retail Pharmacy	859-218-3340
Chaplain's Office (Pastoral Care)	859-323-5301
Customer Relations	859-257-2178
Emergency Department	859-323-9898
Financial Counseling	859-323-5806
Gill Heart & Vascular Institute	859-323-0295
Gift Shop	859-226-7088
Health Connection (appointments and information)	859-257-1000 or 800-333-8874
Health Education Library, Don and Cathy Jacobs	859-323-7808
Housekeeping (Environmental Services)	859-226-7391
Kentucky Children's Hospital	859-323-5741
Kentucky Clinic Information Desk	859-257-0181
Kentucky Clinic Pharmacy	859-323-5855
Markey Cancer Center	859-257-4488 or toll-free 866-340-4488
Medical Records (Health Information Management - HIM)	859-257-3591
Meds-to-Beds Service	859-218-3360
Center for Advanced Surgery	859-323-5860
Parking Office	859-257-5757
Patient Information	859-323-5816
Polk-Dalton Clinic	859-257-8801
Registration/Admitting and Insurance Authorization	859-226-7100
Security	859-323-6156
Social Worker (Patient & Family Services)	859-323-5501
Tobacco Cessation Services	859-323-4222
Twilight Children's Clinic	859-257-6730
Volunteer Services	859-323-6023

# MY MEDICATION LIST

My name \_\_\_\_\_ Date \_\_\_\_\_

Allergies \_\_\_\_\_

List all medicines you take, including prescription medicines, sleep aids, eye drops, ear drops, implantable pump medications, transdermal patches, herbals, vitamins, antacids or aspirin.

[illegible]

# CONNECTING TO UK-GUEST

UK-Guest provides guest access to the Internet for patients and visitors. Self-register for a guest account by connecting to the UK-Guest network. Your access will be good for 5 days & you may use your guest access on up to 5 devices.

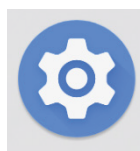
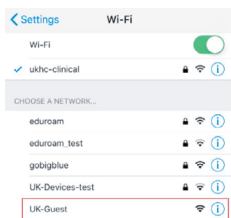


## 1 Open your list of available WiFi networks, click on **UK-Guest**.



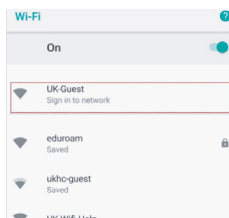
Tap Settings, then Wi-Fi.

**iPhone (iOS)**



Tap Settings, then Network & Internet.

**Android**



## 2 First-time user? Click on **I Don't Have a Guest Account**.

Already have credentials? Skip to Step 6.

Note: Some Samsung devices will pop up a message asking to access photos, media & files. You can select "Deny" for this message. This is particular to Samsung devices & is not required.

## 3 Complete the form & tap **Register**.

Note: Phone number format is 1xxxxxxxxx

## 4 Check your email or phone texts for the delivered credentials.

## 5 Tap **Sign On** to bring up the UK-Guest login page.

## 6 Enter the guest username & password you received. Tap **Sign On**.

## 7 Tap **Agree** to the acceptable use policy.

## 8 You will then be connected to UK-Guest.

### Success!

You are now connected to WiFi on UK-Guest. You may connect up to 5 devices (including computers, phones, tablets, etc.).

## QUESTIONS?

Contact our IT service desk  
phone: 859-323-8586  
email: [ukhcrit.service@uky.edu](mailto:ukhcrit.service@uky.edu)

## FOR MORE INFORMATION

[www.uky.edu/wifihelp](http://www.uky.edu/wifihelp)





# YOUR RIGHT TO AN INTERPRETER

You have the right to an interpreter at no cost to you.



## American Sign Language (ASL)

You have the right to an interpreter at no cost to you. Please point to this line. An interpreter will be called. Please wait.

ENGLISH

If you speak English, language assistance services, free of charge, are available to you.

SPANISH

Si usted habla español, tiene a su disposición servicios de asistencia con el idioma sin costo alguno.

CHINESE

如果您讲汉语普通话，则可以免费向您提供语言协助服务。

GERMAN

Wenn Sie deutsch sprechen, stehen Ihnen kostenlos Sprachhilfen zur Verfügung.

VIETNAMESE

Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị, nếu quý vị nói tiếng Việt.

ARABIC

إذا كنت تتحدث الـعربية، فستتوفر لك خدمات الـمبساعدة الـلغوية مجان

SERBO-CROATIAN  
(SERBO)

Ukoliko govorite srpski, na raspolaganju su vam besplatne usluge jezične pomoći.

JAPANESE

日本語を話される場合には、無償の言語支援サービスがご利用いただけます。

FRENCH

Si votre langue est le français, des services d'assistance linguistiques sont mis gratuitement à votre disposition.

KOREAN

모국어가 한국어일 경우 무료 언어지원 서비스가 제공됩니다.

PENNSYLVANIA  
DUTCH

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helfst mit die englisch Schprooch.

NEPALI

यदि तपाईं नेपाली बोल्नुहुन्छ भने, तपाईंले बिना कुनै शुल्क भाषा सहायता सेवाहरू प्राप्त गर्न सक्नुहुन्छ।

QUSHTI  
(OROMO)

Yoo qooqa Oromo dubbatta tahe, tajaajilli gargaarsaa, baasi (kaffaltii malee) siif jira.

RUSSIAN

Если ваш язык — русский, то вам могут быть предоставлены бесплатные услуги переводчика.

TAGALOG

Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo sa lengguahe na walang bayad.

BAHTU  
(IKIRUNDI)

Niba uvuga Ikirundi, hari servisi itishurwa yo gusobanura indimi.

**Services available in 200+ languages.**

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# MEDS-TO-BEDS

## WE BRING THE PHARMACY TO YOUR BEDSIDE!

Our Meds-to-Beds program can fill your prescriptions before you are discharged and bring them to your hospital room.

This means you won't need to stop at the pharmacy on the way home. Plus, if there are any issues with your medications, we can work with your medical team to fix them before you go home.

If you would like this service, please let your nurse or pharmacist know and we will handle the rest.

Payment for prescriptions will be collected when they are delivered. We take most prescription insurance, cash, checks and credit cards.

Once you go home, you can keep using UK HealthCare pharmacies by visiting one of our convenient locations or signing up for mail delivery. Or you may move your prescription refills to your preferred pharmacy.

We look forward to serving you.



**SERVICE AVAILABLE**  
**MONDAY - FRIDAY**  
**9 A.M. - 4:30 P.M.**

UK GOOD SAMARITAN  
RETAIL PHARMACY  
859-218-4777

**[WWW.UKPHARMACY.ORG](http://WWW.UKPHARMACY.ORG)**





## UK GOOD SAMARITAN HOSPITAL

800 Rose Street

Lexington KY 40536

859-257-1000

800-333-8874 (toll free)

[ukhealthcare.uky.edu](http://ukhealthcare.uky.edu)