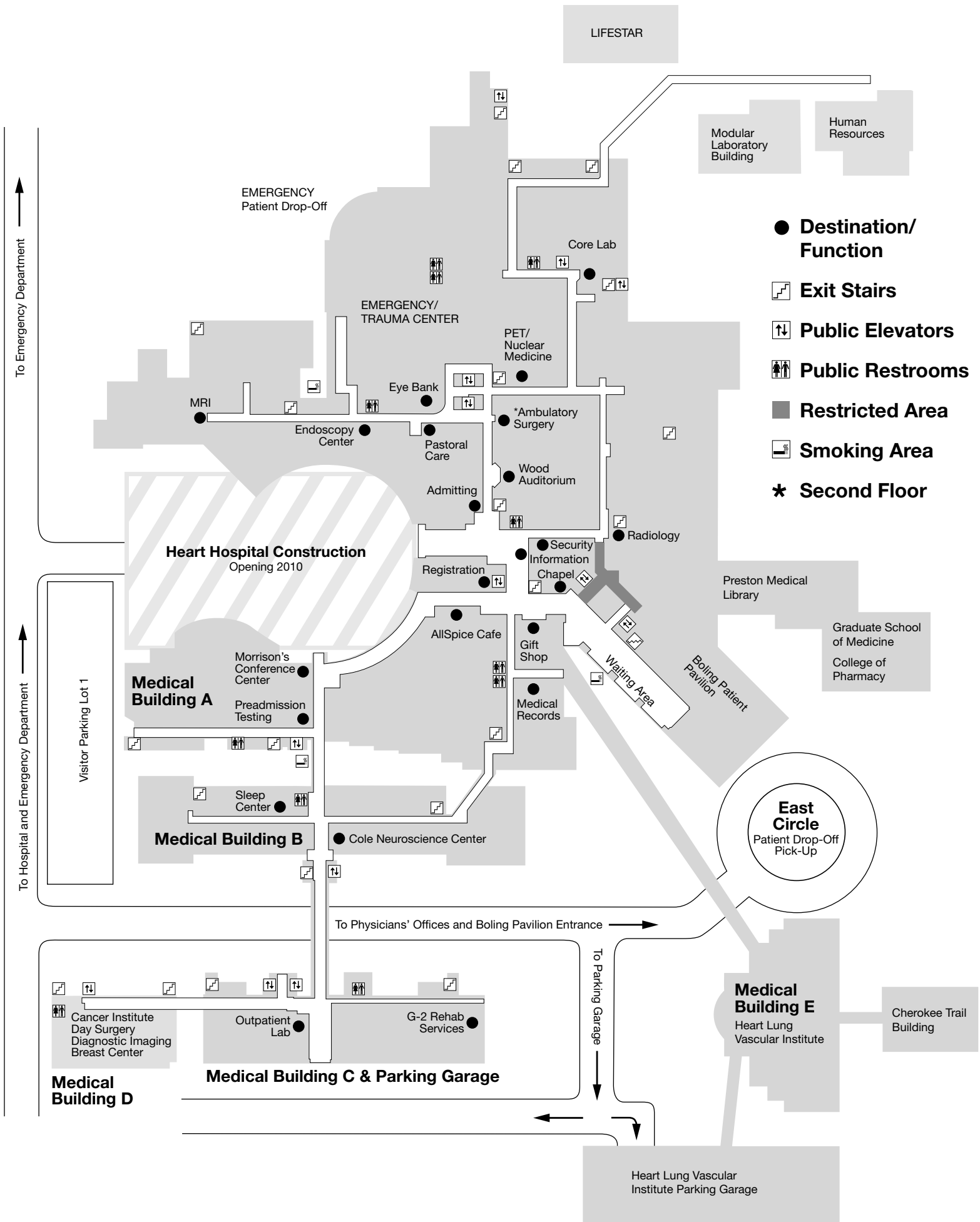




Patient Guide



Wisdom for Your Life.



To Emergency Department

To Hospital and Emergency Department

To Physicians' Offices and Boling Pavilion Entrance

To Parking Garage

Heart Lung Vascular Institute Parking Garage

LIFESTAR

Modular Laboratory Building

Human Resources

EMERGENCY Patient Drop-Off

EMERGENCY/ TRAUMA CENTER

Core Lab

PET/ Nuclear Medicine

MRI

Eye Bank

Endoscopy Center

Pastoral Care

Admitting

*Ambulatory Surgery

Wood Auditorium

Radiology

Heart Hospital Construction
Opening 2010

Registration

Security Information Chapel

Preston Medical Library

Graduate School of Medicine
College of Pharmacy

AllSpice Cafe

Gift Shop

Medical Records

Waiting Area

Boling Patient Pavilion

Medical Building A

Morrison's Conference Center

Preadmission Testing

Sleep Center

Medical Building B

Cole Neuroscience Center

East Circle
Patient Drop-Off Pick-Up

Cancer Institute
Day Surgery
Diagnostic Imaging
Breast Center

Outpatient Lab

G-2 Rehab Services

Medical Building D

Medical Building C & Parking Garage

Medical Building E
Heart Lung Vascular Institute

Cherokee Trail Building

- Destination/Function
- Exit Stairs
- Public Elevators
- Public Restrooms
- Restricted Area
- Smoking Area
- * Second Floor

Welcome to The University of Tennessee Medical Center, a part of University Health System (UHS). We are committed to improving the quality of life of our patients and their families, our employees, and our affiliated physicians through leadership in healthcare, health education, and clinical research. Our promise to all we serve is to develop and provide innovative and comprehensive healthcare services of exceptional quality and value. Our success in fulfilling this promise will be measured by those we serve.

This guidebook is designed to provide you with important information you'll need during your hospital stay. If you have questions, please don't hesitate to ask your nurse, doctor, or other staff member. We welcome your comments and observations so that we can improve medical and healthcare services in our region.

Patient Care Services

During your stay at the medical center, a nurse will always be assigned to your care. In order to provide you with the best care, we will be examining you and asking you questions so we can get to know you better. This information helps us plan your care and provide you with what you need. If you have questions about your care during your stay with us, please feel free to speak with your nurse at any time. Medical Center nurses practice the art and science of nursing and take great pride in the quality of care they provide. We want to keep you and your family informed and be responsive to your needs and concerns.

Special Needs

Communication is essential to good healthcare; please make your specific needs concerning hearing, language, or vision known. To ensure effective communication with patients and their companions, The University of Tennessee Medical Center offers the following services free of charge:

- Hearing impaired – The medical center provides access to interpreters for the hearing impaired. Interpreter services may be obtained during business hours, Monday through Friday, by calling 865-305-9795. At other times, your nurse can schedule an interpreter for you. All patient rooms are equipped for TTY service; call telecommunications at 865-305-2580 to arrange for a TTY/TDD telephone. Also, all televisions have closed captioning and all fire/smoke alarms include a strobe light.
- Foreign language interpreters – The medical center provides foreign language interpretation through CyraCom International Interpreter Service. Your nurse or patient representative can arrange for foreign language interpreter services.

Your Privacy

At The University of Tennessee Medical Center, your privacy is our priority. During the registration/admission process, you were given the opportunity to review our Notice of Information Practices. This notice describes how medical information may be used and disclosed and how you may get this information.

We follow applicable federal and state guidelines to maintain the confidentiality of your medical information. The federal guidelines with regard to the confidentiality of your medical information may be found in the Code of Federal Regulations at 45 CFR 164.500 et seq.

How do we use medical information?

When you visit a UHS facility, we may use your medical information to treat you, to obtain payment for services, and to conduct normal business known as healthcare operations. Examples of how we use your information include the following:

Treatment – We keep a record of each visit and/or admission. This record may include your test results, diagnoses, medications, and your response to medications or other therapies. This allows your doctors, nurses, and other clinical staff to provide the right care to meet your needs.

Payment – We also document the services and supplies you receive at each visit or admission and may provide this information as needed so that you, your insurance company, or another third party can pay us.

We may tell your health plan provider about upcoming treatment or services that require prior approval.

Healthcare Operations – Medical information is used to improve the services we provide, to train staff and students, for business management, quality improvement, and for customer service.

Other Services – We may also use information to:

- Recommend treatment alternatives.
- Tell you about health benefits and services.
- Communicate with family or friends involved in your care.
- Communicate with other UHS organizations or associates for treatment, payment, or healthcare operations. Business associates must follow privacy rules.
- Send appointment reminders.¹
- Include you on the inpatient list for callers or visitors if you are admitted.¹
- Let your clergy know if you have been admitted.¹
- Contact you for UHS fundraising.¹

Services followed by a (1) are optional. Tell the scheduler, admitting clerk, or fundraiser if you do not wish to receive this service.

Our Responsibilities

UHS is required by law to:

- Maintain the privacy of your medical information.
- Provide this notice of our duties and privacy practices.
- Abide by the terms of the notice currently in effect.

We reserve the right to change privacy practices and make the new practices effective for all the information we maintain. Revised notices will be available in our facilities and will be available from your healthcare provider.

Your Rights

You have the right to:

- Request that we restrict how we use or disclose your medical information. (We may not be able to comply with all requests).
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your medical information (fees may apply).²
- Request additions or corrections to your medical information.²
- Receive an accounting of how your medical information was disclosed (excludes disclosures for treatment, payment, healthcare operations and some required disclosures).
- Obtain a paper copy of this notice even if you receive it electronically.

Requests followed by a (2) must be in writing.

Contact Information

If you would like to exercise your rights, or if you have privacy concerns, contact us at

University Health System, Inc.
Compliance Office
1520 Cherokee Trail, Suite 310
Knoxville, TN 37920
Phone: 865-305-9118
Fax: 865-305-6968

. . . or call the toll-free confidential reporting line at 1-877-591-6744.

All complaints will be thoroughly investigated, and you will not suffer retaliation for filing a complaint. You may also file a complaint with the Secretary of Health and Human Services in Washington, D.C.

Additional Information

Visit our website at www.utmedicalcenter.org or call or write the privacy officer at the number and address listed in this notice.

Identification Wristbands

During registration, an identification band will be placed around your wrist. To ensure proper identification, please wear it during your stay. If you lose your wristband or it has incorrect information, tell the nurse and you will receive a new one.

Advance Directives

- It is the policy of the Medical Center to honor patients' wishes regarding medically indicated treatments whenever possible and to assist patients in determining their preferences regarding treatment options.
- Advance directives are instructions you give about the care you want—or don't want—if you become unable to communicate. Using a written advance directive, such as an Advance Care Plan, Appointment of Healthcare Agent, Living Will, or Durable Power of Attorney for Healthcare, is the best way to make sure everyone knows what you want. If you have an advance directive, please give a copy of the document to your nurse.
- If you do not have an advance directive, you may obtain one or you may discuss your wishes with your doctor who will document your wishes in your medical record. For advance directive information or forms, ask your nurse or call the patient representative at 865-305-9812.

Medical Ethics Consultation

Patients, their families, and their healthcare team can face difficult treatment decisions. If you need to discuss an ethical issue related to your care, a member of The University of Tennessee Medical Center's Ethics Committee is available at all times. For assistance, ask your nurse how to reach this valuable resource.

For Your Comfort and Convenience

Your Food

- Nutrition plays an important role in your good health. The doctor prescribes your diet according to your specific nutritional needs and makes changes as necessary. Your catering assistant may help you with menu selections.
- The dietitian assigned to your nutritional care works closely with your doctors, nurses, and other healthcare professionals to provide you with nutrition therapy needed during and after your hospitalization. If you have any questions about your diet or nutritional care, ask your nurse to inform the dietitian. Because your doctor prescribes your diet during your stay, food brought from outside sources is strongly discouraged. With your doctor's permission, visitors may bring single items of food such as fruit.
- Any change in your diet order after you have made your menu selections may delay or cancel your meal. For instance, certain medical tests may be scheduled during your regular mealtime or you may require a procedure that must be performed on an empty stomach. When your test or procedure has been completed and your doctor has granted permission for you to eat, your nurse will order your meal.

What You Should Know About Pain

- Managing your pain will help with your recovery. Although it might not be possible to eliminate all the pain, every effort will be made to ensure that you are as comfortable as possible.
- There are different types of pain. Acute pain is what you experience with illness, injury, or surgery and is usually temporary. Chronic pain can be constant or recurring for an extended period of time. An example of chronic pain is arthritis. Cancer pain can be a combination of both acute and chronic pain.
- Often pain is present for a reason. It acts as a signal when you do something painful such as touching a hot object. It also works as a reminder for your body to rest when it needs to heal. Other times, pain is present for no clear reason. Different types of pain need different types of treatment. Your physician, nurse, or pharmacist will discuss your options with you.
- Each person feels and reacts to pain differently. The best way for your pain to be measured is through your description. Therefore it is very important to have good communication with your nurse, doctor, and other caregivers so that we may effectively manage your pain. Your nurse or physician will ask you to rate your pain using a scale of 0 to 10 (with 0 being no pain and 10 being worst pain). You may also be asked to describe your pain by sensation or how it feels. Questions usually asked about your pain include:
 - Where is the pain located?
 - When did it start and what were you doing at the time?
 - How long does it last (is it constant or does it come and go)?
 - Can you describe your pain (stabbing, dull, sore, sharp, crushing, throbbing, radiating, aching, piercing)?
 - Does anything make it worse or better?

It is essential to treat pain before it becomes a serious problem. So, if you begin to experience pain, tell your doctor or nurse promptly. Early intervention to break your pain cycle will promote more effective pain management.

Patient Medication Information

- It is your responsibility to report all of the medications you have been taking at home. This includes prescriptions, over-the-counter products, herbals, and vitamins. There are many drug interactions that can occur, and in order for us to prevent this from happening, we must be informed of every medication you are taking.
- It is also your responsibility to report any medication allergies that you have experienced. It is important to report the name of the medication and the reaction that occurred.
- Do not take any medication brought from home while you are in the hospital unless you notify your nurse and/or pharmacist.
- Ask your nurse about the medication he or she is giving you while you are here. Find out what it is and what it is used for.
- Make sure the medication looks the same as the medication you were taking at home. If it looks different, tell the nurse that it does not look the same as your home medication.
- If you think you are having an adverse reaction to a medication we are giving you, make sure you tell your nurse and/or physician as soon as possible.
- A pharmacist is available at all times. If you have questions about your medication, ask your nurse to have a pharmacist come to your room to answer your questions.

Preparing to go home

Make sure you understand which medications you should take after being discharged from the hospital. You should understand what they are for and how long you will take them. When you go home, look through the medications you had at home and dispose of any medications you no longer use.

After you leave

- It is best for you to get all of your medication from one pharmacy. This helps your physician and pharmacist communicate better. If this is not possible, make sure your physician(s) and pharmacist(s) know about all the medications you are taking.
- Ask your pharmacist about the best way to dispose of medications you will no longer use.
- Make sure you ask if there are special storage requirements for any of your medications.
- Interactions can occur between medications and food and alcohol. For example, grapefruit juice should not be consumed while taking some medications. Make sure you ask your pharmacist if foods will interact with any of the medications you are taking.
- If you have any questions regarding your medications after you go home, talk with your pharmacist or the physician that prescribed the medication.

Clergy

- The hospital staff of chaplains is available to minister to the needs of patients and their families, regardless of religious affiliation. A chaplain is on site at all times and may be contacted through your nurse or the hospital operator (#0).
- Clergy of all denominations are frequent visitors to the hospital. Please let the Patient Registration staff know if you would like to have your minister informed of your admission.

Gift Shop

The Gift Shop is located on the first floor and offers a variety of gift items including personal and baby-care items, reading materials, cards, flowers, and more. The shop is open Monday through Friday, 7 a.m.–8 p.m.; Saturday, 9 a.m.–8 p.m.; and Sunday, 1 p.m.–6 p.m.

Patient Relations

It is the desire and intent of the Medical Center to provide safe and effective medical care to all patients. During the course of diagnosis, treatment, and recovery, you or your representative may have questions or concerns regarding the quality, safety, or appropriateness of care received. The patient representative and management staff are available to address any concerns. You can contact the patient representative at 305-9804.

Pharmacy

A pharmacist is available to visit you or your family members if you have questions or concerns about the medicines you are receiving in the hospital, those you took before coming to the hospital, or the drugs you will take after you go home. To request a visit from a pharmacist, ask your nurse to request this service for you.

Telephone

Patient rooms are equipped with telephones. The last three digits of the telephone number are the same as your room number. Your friends and family may call you by dialing 305-8 plus the last three digits of your room number. Please note that incoming calls to all patient rooms are blocked from 10:30 p.m. to 7 a.m. so you can rest; however, you can make outgoing calls. To make a local call outside the hospital, dial 21 plus the number you wish to call. For long distance calls, dial 21 + 0 + the area code + the phone number. To reach an outside operator, dial 21 + 0. To make a call to one of our hospital departments from a telephone inside the hospital, dial the last four digits of the department's phone number. From a telephone outside the hospital, dial the seven-digit department phone number.

Cellular Telephones

Cell phones can pose a hazard to patients, especially those in special care units or those who are using certain types of medical equipment. Cell phone restrictions are posted by area. Please comply with the usage requirements as posted in the area.

Your Room

If you experience any issues with your room, i.e. bed, telephone, air conditioning, noise level, general cleanliness, or other maintenance issues, please call 865-305-2580.

Television

Your television is equipped with the SkylightSM AccessSM Interactive Patient System. This system provides basic cable TV service and the ability to request services within the hospital such as diet assistance or pastoral care. Hollywood movies, internet access, games and patient education information and videos are also popular features of the system. You or your family can access more than 130 health educational videos just by using your remote control. You may be asked to complete education videos important for you to understand and a short survey on your care before going home. If you have any questions about how to use the SkylightSM AccessSM Interactive Patient System, please ask your nurse.

Volunteers

All volunteers wear a medical center photo ID and volunteer uniforms. The women volunteers wear royal blue smocks and the men wear royal blue vests or golf shirts. Student volunteers wear royal blue golf shirts. You may see volunteers throughout the medical center delivering mail and flowers and performing other services. If you need sundry items, newspapers, gifts, cards, etc., you may call the gift shop and a volunteer will deliver the items to your room.

If you need assistance from a volunteer or would like information on becoming a volunteer, please call Volunteer Services at 865-305-9515.

Your Safety

We are concerned about your health and recovery while you are at The University of Tennessee Medical Center. With that in mind, we ask that you follow your doctor's instructions and the hospital's safety guidelines.

Safety in Your Room

At any time, day or night, please use the nurse call system for assistance rather than attempting an action that may result in an accidental strain or fall. Be careful when getting in and out of bed. If you feel weak, do not try to get out of bed and go to the bathroom unassisted. Use the nurse call system and someone will come to help you. Side rails on your bed are often necessary for your protection. Always ask for help instead of trying to lower the rails yourself.

Electrical Equipment

Electrical equipment can pose a hazard to patients, especially those in special care units or those who are using certain types of medical equipment. Patients should not bring items from home that plug directly into an outlet and use 110 volt power such as game consoles, coffee makers, electric razors, hair dryers or curling irons. Handheld electronic devices, such as laptops or GameBoys, may be used if operated on battery power.

Your Valuables

The medical center cannot accept responsibility for valuables left in your room. Please give extra money, home medications, credit cards, wallets, jewelry, cellular phones, etc. to a family member or friend to take home. If you must keep your valuables at the hospital, we encourage you to place them in the hospital safe in the Cashier's Office. Let your nurse know if you have items that need to be secured.

Know Your Healthcare Professional

All medical center healthcare employees will wear a photo identification badge while on duty. If someone approaches you without a badge, ask to see his or her identification. An additional "Baby Vols" badge is visible on employees working in pediatrics and labor and delivery. If the person fails to produce an ID badge, immediately notify a nurse or manager. A white coat alone is not a substitute for an ID badge.

Recognize Your Medications

Each patient is prescribed medications specifically for him or her. The healthcare team undergoes a detailed process to make sure the medications the patient receives are, indeed, the right ones. Rarely, however, this process may fail and the wrong medication may get to the patient. Make sure your nurse or doctor confirms your identity. That is, he or she should check your wristband or ask your name before he or she administers any medication or treatment. If the medications you are given do not look familiar, speak up and alert your doctor or nurse before you receive the medication. The care team uses several checks before any medication is administered to you. However, you are the last check in this process.

This practice should also extend to your pharmacy visits. When you have a prescription refilled, check the medicine to make sure it looks familiar. If it looks different from what you're accustomed to, ask your pharmacist to explain why. Most of the time, even when it's different in appearance, the medicine will be correct, but it doesn't hurt to double check.

Preventing Falls

Being in different surroundings and taking special medications can contribute to an increased possibility of falls. If you are at increased risk for falls, you will be asked to wear a special blue wristband. A blue sign may also be placed on your door, reminding staff and your family members to do the following:

- Keep the bed in the lowest position
- Raise upper side-rails
- Place call light and personal items within easy reach
- Leave the bathroom light on at night
- Do not use over bed tables or other room furniture to assist with walking

- Keep the floor free from clutter, trip hazards, and spills
- Wear non-slip shoes when walking in your room or hallway. If you use a cane or walker at home, please ask your family to bring it to the medical center or let us know so we may provide rental equipment for you.

These things are done to keep your safety in mind. Please notify the nursing staff before getting up to go to the bathroom, particularly after procedures or medications, or if you feel at all unsteady.

Hand Washing

Make sure your healthcare providers wash their hands or use alcohol hand rub if they perform any “hands on” procedures. Evidence is overwhelming that hand washing is the single most important thing that anyone, including your family caregiver, can do to prevent the spread of infection. Your healthcare team should perform hand washing or use alcohol hand rub before and after any “hands on” procedures. If you notice a member of your team has forgotten to wash his or her hands, remind them. It’s for the good of everyone.

Other Important Safety Points

Make sure you know who is in charge of your care. This is particularly important when many people are involved in your treatment or when you have many health problems.

- If you need surgery, make sure that you, your doctor, and your surgeon all agree clearly on what needs to be done immediately prior to surgery.
- If you have a test performed, don’t assume that no news is good news. Always ask your doctor for the result.
- Always speak up if you have any questions or concerns. You have the right to know about your care and to question any member of your healthcare team.

Fire Drills

Fire drills are conducted as a training exercise. During a fire drill, a staff member will close your door; other doors will close automatically. Please remain in your room and ask your guests to remain in your room. Do not use the elevators during a fire drill.

Non-Smoking Facility

The University of Tennessee Medical Center is a smoke-free facility. Consistent with its mission to promote, protect, and restore the health of the people in the community, the Medical Center recognizes and enforces a “No Smoking” policy throughout the institution. Patients, visitors, physicians, employees, and volunteers are not permitted to smoke under any circumstances inside the hospital. For your health and the health of others, smoking is only permitted outside in designated smoking areas. A map of designated smoking areas is in the front of this handbook and is also available at the information desk in the hospital lobby.

Patients are strongly encouraged to use smoking cessation assistance/treatments during their hospital stay. Discuss this option with your healthcare provider. You may leave the patient care area to smoke only if your doctor determines that you are medically stable and you inform your nurse prior to leaving the area.

CAUTION: Oxygen greatly increases the intensity and severity of a fire. Under no circumstances should a patient receiving oxygen enter the designated smoking areas.

Security

Security officers are available 24 hours a day and routinely patrol the campus. The Security Department can be contacted at 865-305-9540. In the event of an emergency, the number is 865-305-9110.

Security-Sensitive Areas

The labor and delivery area, Neonatal Intensive Care Unit and the pediatric and obstetric floors are security-sensitive areas. Access to these areas is by ID card reader only. For your safety and security, access cards are not provided to you, your family or visitors. To obtain access to the area, please use the white phones located at the entry doors.

Your Visitors

Visitors can help lift your spirits and speed your recovery, however while you are at the medical center, we want to be sure you get plenty of rest. Please encourage your visitors to observe the visitation guidelines for specific patient-care areas. Questions should be directed to the unit's nurse manager.

Visiting Hours

General visiting hours are 10 a.m. to 8:30 p.m.; however, some areas have different visiting hours. Please check with your nurse to verify visiting hours in your location and be sure to limit visitors to a maximum of two at one time. Children under 12 years of age may visit between 6:30 p.m. and 8:30 p.m. when accompanied by an adult. Please remember that children must be supervised at all times. At any time a physician may limit visitation hours in any area for medical reasons.

Special care units (medical critical care, surgical critical care, cardiovascular intensive care, neonatal intensive care, and pediatric intensive care) have more restricted visitation policies to provide for patients' rest and healing.

Visitor Parking

Patients and visitors may park in the surface lots or in one of the two garages located near the hospital. If you are scheduled to stay for several days, your visitors may obtain a special parking pass at a reduced weekly rate. Weekly passes may be purchased at the parking booths or in Patient Registration located in the main lobby.

AllSpice Café

The AllSpice Café is located just off the main lobby. The restaurant opens early, offering a selection of breakfast items. Lunch and dinner choices include many entrees and vegetables, as well as fast foods. Operating hours are posted in the restaurant. Please note that the restaurant accepts Visa or MasterCard but does not accept checks.

Guest Facilities

The University of Tennessee Medical Center has arranged discounted rates at various hotels throughout the Knoxville metro area. The discounted rates will be honored at check-in by mentioning UT Medical Center. For information on local hotels, please contact Healthcare Coordination, toll-free at 1-877-UT CARES (1-877-882-2737), or visit the visitor guide section of our website at www.utmedicalcenter.org.

Other Amenities

- **Automatic Teller Machine (ATM)** – An ATM is located on the first floor lobby next to the AllSpice Café entrance.
- **Chapel** – The Absher Chapel is located across from the Gift Shop. Brief interfaith services are offered on Sundays at 7:15 a.m. and 9 a.m. and on weekdays at 8 a.m. Spanish-language and large-print Bibles, prayer rugs, and rosaries are available from Pastoral Care by calling 865-305-9704.
- **Free Wi-Fi** – Public high-speed wireless Internet access (hot spots) is available in some areas of the Medical Center campus. Currently hot spots are located in the East Pavilion patient areas, lobby and waiting areas, and the Preston Medical Library. A wireless-enabled device with a standard Internet browser and a Wi-Fi (802.11b/g) card is required for access.
- **Mailboxes** – Mailboxes are located on the first floor next to the Medical Building C/public parking garage elevators, the hospital's front circle, and outside the Boling Pavilion. Stamps may be purchased in the Gift Shop.
- **Newspapers** – Newspapers may be purchased in the Gift Shop, from the hospitality cart, or at newsstands located at the Boling Pavilion entrance and the ground floor entrance of the public parking garage.
- **Telephones** – Public telephones can be found at various locations throughout the facility.
- **Vending machines** are located in these areas:
 - Emergency Department – hallway behind the North Pavilion elevators
 - Outside the intensive care waiting areas
 - Medical Building B – next to the first floor elevators
 - Public parking garage – ground floor entrance to the public parking garage
 - Boling Pavilion – floors 3, 4, 5, 6, 7, 8, 10, 11 and 12
 - Heart Lung Vascular Institute – first floor

Your Discharge

The discharge process begins with a written order from your doctor. After this order is written and given to the nurse, discharge arrangements may include obtaining written prescriptions, arranging for continued care at home, and talking with other physicians involved in your care to ensure everything is in order before you leave. We will do our best to complete your discharge as quickly as possible. After all necessary steps are completed; the nurse will provide discharge instructions. Before you leave, remember to check your room carefully for any personal belongings.

Care at Home

After you leave the hospital, you may need a home care nurse, physical therapist, occupational therapist, or another medical professional. The University of Tennessee Medical Center Home Care Services offers a variety of special services including home infusion therapy, hospice care, wound care, and patient instruction/teaching and assistance with adapting to your home environment following your hospital stay. Many patients will qualify for the use of an emergency personal response service at no charge while a patient of UT Home Care Services. For information, call 865-544-6213.

Outpatient Rehabilitation Services

If you need therapy after leaving the hospital our professional staff provide many services at various locations.

- The University of Tennessee Medical Center Campus: 865-305-9151
 - Physical Therapy Services: orthopedic, neurological, sports injury, industrial, wound care, lymphedema management, foot/orthotics, and balance/vestibular services.
 - Speech Therapy Services: evaluation and treatment of speech, language, voice and swallowing disorders.
 - Audiology: hearing evaluation (all ages), hearing aid services, and balance/vestibular services.
 - Fitness: community and employee fitness memberships, personalized fitness testing, fitness classes and limited personal training and other special fitness services.
- Northshore Clinic: Physical Therapy Services: 865-539-0403
 - Orthopedic, neurological, sports injury rehabilitation, lymphedema management, and women's health services (incontinence and pelvic pain)
- Halls Clinic: Physical Therapy Services: 865-925-9090
 - Orthopedic, neurological, sports injury rehabilitation, lymphedema management, and balance/ vestibular rehabilitation.
- Seymour Clinic: Physical Therapy Services: 865-609-6187
 - Orthopedic, neurological, sports injury, and balance/vestibular rehabilitation services.
- Hardin Valley Clinic: Physical Therapy Services: 865-692-1459
 - Orthopedic, neurological, sports injury rehabilitation, and balance/vestibular rehabilitation.

Your Hospital Bill

If You Have Insurance Coverage

For your convenience, the medical center will submit your bill to your insurance carrier. If your health insurance is a managed-care plan, TennCare, or Medicare, you will not receive a statement or bill until your insurance has paid your benefit. Any deductible, coinsurance, or co-pay will be collected prior to or during admission or service. You will receive a bill for any remaining deductible, coinsurance, or noncovered service after your insurance company has processed your claim. Sometimes this may take several months after your hospital stay or outpatient service.

If You Have Multiple Insurance Plans or Medicare with Supplemental Insurance

Supplemental and secondary insurance plans require proof that the primary insurance has paid before processing a claim. This may cause some delay in your final billing. If your supplemental or secondary plan does not pay your claim, you will then receive a statement from us. Please call our billing office at 865-251-4400 if you receive a bill that you believe your supplemental insurance should pay.

If You Have Non-Managed Care Insurance

The University of Tennessee Medical Center will submit your bill to your insurance carrier and allow 60 days for payment. If payment is not received, you will receive a bill. For assistance in obtaining payment from your insurance carrier, please call our billing office. You are responsible for paying your medical bill if your insurance carrier refuses to cover your claim.

If You Have a Remaining Balance After Insurance Payment or Denial

Any portion of your hospital bill that your insurance will not pay is your responsibility. Please contact a Medical Center patient accounts representative at 865-251-4400 if you need assistance or to discuss terms for paying account balances. Sometimes the medical center may use an outside contractor to manage remaining balances.

If You Do Not Have Insurance

The medical center has trained staff who are knowledgeable about programs that may provide assistance with healthcare expenses. These individuals will help you locate support programs, but you must contact such agencies. The University of Tennessee Medical Center cannot apply for assistance on your behalf.

The medical center routinely reviews inpatient accounts for TennCare eligibility and will assist you with the initial application for TennCare. However, you must provide any additional information in a timely manner to TennCare to obtain coverage or verify eligibility. Always remember, you are responsible for payment of any non-covered services.

The hospital bill you receive may be eligible for a discount if you do not have insurance coverage. In some cases of hardship, other arrangements may be made. For information about our charity care guidelines for assistance, please contact a financial counselor at 865-305-9016 or Patient Accounts at 865-251-4400.

Required Collections

The Medical Center collects deductible, coinsurance, or co-pays prior to service when planned in advance. Accepted forms of payment include cash, check, MasterCard, Visa, American Express, and Discover.

Itemized Statements

Most insurance payments are not based on itemized charges, so we do not routinely mail itemized statements to patients. If you would like an itemized statement, please call 865-251-4400 and allow up to two weeks for receipt.

Estimates

If you would like an estimate for elective, non-contracted insurance or non-covered procedures, please call one of our Financial Counselors at 865-305-9016. Prices quoted are estimates only because of the complex nature of medical procedures. The final charge depends on the actual services provided.

Financial Arrangements

Other Bills Related to Your Hospital Stay or Service

Listed below are contact numbers for professional service charges that are not included in your hospital bill. You will receive separate bills from your personal physician, surgeon, and other specialists, such as a radiologist, anesthesiologist, emergency physician, cardiologist, or pathologist. Please contact the appropriate professional if you have questions about his or her service.

Anesthesiology	865-588-0880
Laboratory (Dynacare)	865-305-6869
Pathology	865-238-0097
Team Health	865-952-6772
University Radiologists	865-584-7376
Cardiology	865-305-2800

Health Resources

For information on health topics, you can contact these health information resources:

- Talk to your doctor or nurse if you have questions about your health. They want to make sure you have the information you need.
- Let the Consumer and Patient Health Information Service at Preston Medical Library and Learning Resource Center help you find the health information you need. Call 865-305-9525.
- Visit our web site: www.utmedicalcenter.org or AOL Keyword: UT Medical Center.

Customer Satisfaction

At The University of Tennessee Medical Center, we strive to give our patients the very finest healthcare available. Friendly and efficient service for all patients and guests is our goal. So that we can make improvements, we welcome your comments on the care and service you received during your stay.

As a way to help us assess how we are doing, we have contracted with Press Ganey Associates, Inc. to assist us with measuring customer satisfaction. Patients are randomly selected to receive our survey. If you receive one of our surveys in the mail, please take the time to complete the survey and return it. Your opinions about your hospital stay are important to us. We appreciate your comments and suggestions. They will help us in our efforts to improve.

If you have a concern during your stay that cannot be resolved to your satisfaction through your nurse, please ask to speak with the nurse manager on the unit or contact the patient representative at 865-305-9812. However, if you do not feel that the response is satisfactory, you have the right to request a formal review through the patient grievance process. The patient representative can explain the grievance process to you and assist you in filing a grievance.

As a patient, you may lodge a grievance with the State of Tennessee Department of Health regardless of whether you choose to use the medical center's grievance process. The contact information is listed below:

State of Tennessee Department of Health
Division of Healthcare Facilities
Office of Health, License, and Regulation
Lakeshore Park
5908 Lyons View Drive, Bldg. 1
Knoxville, TN 37919
865-588-5656

Responding to Need

Investing in the Future

"It is one of the beautiful compensations of this life that no one can sincerely try to help another without helping himself."

-Ralph Waldo Emerson

Here, at The University of Tennessee Medical Center and UT Graduate School of Medicine, a powerful partnership is being forged through philanthropic giving. This partnership is with our community friends, employees, physicians and grateful patients who have joined us in our effort to ensure a healthier tomorrow for the communities we serve.

It is with the compassionate giving of these donors that we have been able to advance medical research and patient care. These advancements have resulted in improved detection, treatment and rehabilitation methods, for such devastating ailments like cancer, stroke and heart disease.

As a non-profit agency, The University of Tennessee Medical Center and UT Graduate School of Medicine rely on the generous support of our donors to help us advance healing techniques, healthcare education and medical exploration. We invite you to join us and learn more about how your charitable giving can change the practice of medicine throughout Eastern Tennessee and beyond.

The Office of Development can provide you with important information about the giving opportunities available at The University of Tennessee Medical Center and UT Graduate School of Medicine and the financial benefits to philanthropic giving. To learn more about how you can join us in improving healthcare for all throughout the communities we serve, please contact:

The University of Tennessee Medical Center
UT Graduate School of Medicine
Office of Development
1520 Cherokee Trail, Suite 110
Knoxville, TN 37920-2205
865-305-6611
development@utmck.edu

The University of Tennessee Medical Center and UT Graduate School of Medicine are not-for-profit organizations, and all gifts to the medical center and Graduate School of Medicine are deductible to the extent of current IRS guidelines.

Rights and Responsibilities

We consider you a partner in your hospital care. When you are well-informed, participate in treatment decisions and communicate openly with your physicians and other health professionals, you help make your care as effective as possible. The University of Tennessee Medical Center encourages respect for the personal preferences and values of each individual.

	Rights	Responsibilities
	While you are receiving services in the hospital, your rights include the following:	You also have responsibilities as a patient:
1	You have the right to considerate and respectful care, regardless of your disabilities, age, race, color, religion, sex, or national origin. This includes interpretive services and assistive devices when needed.	This hospital works to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for being respectful of the needs of other patients, staff, and the hospital.
2	You have the right to appropriate pain assessment and management.	You have a responsibility to cooperate with staff efforts to assess and manage your pain as safely as possible.
3	You have the right to be well-informed about your illness, possible treatments, and likely outcome and to discuss this information with your doctor. You have the right to be addressed by your preferred name, to know the names and roles of people treating you, and to participate in the development of your plan of care.	You are responsible for providing information about your health, including past illnesses, hospital stays, and use of prescription and over-the-counter medicines, including vitamins and herbal supplements. You are responsible for asking questions when you do not understand information or instructions.
4	You have the right to consent to or refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you are entitled to other appropriate care and services that the hospital provides or transfer to another health care provider.	If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
5	You have the right to have advance directives, such as an Advance Care Plan or Appointment of Healthcare Agent. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. It is the policy of University of Tennessee Medical Center to honor advance directives.	If you have a written advance directive, you should provide a copy to the hospital, your family, and your doctor. You are responsible to think about your wishes for care at the end of life and to communicate your wishes to your family as well as to caregivers.
6	You have the right to privacy, safety, and security. The hospital, your doctor, and others caring for you will protect your privacy, safety, and security as much as possible.	You have a responsibility to accept those intrusions on your privacy that are necessary for providing care. You have a responsibility to respect the privacy and security of others. You are responsible for securing your own valuables.
7	You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.	You have a responsibility to be open and honest with caregivers. You have a responsibility to give permission for release of your records when this is necessary for coordinating your care or for arranging payment.
8	You have the right to review your medical records and to have the information explained, except when restricted by law.	It is your responsibility to ask questions about anything you do not understand.
9	You have the right to expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you. In the event of a disaster, you may be evacuated to another facility. The facility will be selected based on your condition and the services available.	You have a responsibility to make reasonable requests for service.

10	You have the right to reasonable continuity of care during hospitalization and appropriate follow-up after your discharge.	You share the responsibility to cooperate in arranging for continued care and appropriate follow-up.
11	You have the right to be told of realistic care alternatives when hospital care is no longer appropriate.	Your health depends not just on your hospital care but also, in the long term, on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health.
12	You have the right to ask and be informed about the existence of business relationships among the hospital, educational institutions, other health care providers, or payers.	You have a responsibility to make a reasonable evaluation of these relationships.
13	You have the right to consent or decline to take part in research involving your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.	You have a responsibility to consider the benefits of involvement in any research that your doctor might propose.
14	You have the right to know about hospital rules that affect you and your treatment.	You have a responsibility to read and follow hospital rules.
15	You have the right to be informed about estimated hospital charges and payment methods.	You are responsible for providing information for insurance and working with the hospital to arrange payment when needed.
16	You have the right to know about the availability of hospital resources, such as patient representatives or advocates, patient grievance process, or ethics committee that can help you resolve problems and questions about your hospital stay and care.	You are responsible for making wise use of hospital resources.
17	You have the right to access protective services, which include guardianship and advocacy services, conservatorship, and adult and child protective services.	You are responsible for making wise use of these services.
18	You have the right to be free from mental and physical abuse, neglect, or harassment.	You have the responsibility to report abuse, neglect, or harassment.

A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury and disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease. In carrying out these activities, University of Tennessee Medical Center works to respect your values and dignity.

Important Telephone Numbers

Care Management	865-305-9075
Operator (Hospital Information Desk)	865-305-8000
Pastoral Care (Chaplain's Office)	865-305-9704
Admission	865-305-9501
Cashier's Office	865-305-9007
Patient Representative	865-305-9804
Patient Billing	865-251-4400
Police Department	865-305-9540



Wisdom for Your Life.

1924 Alcoa Highway
Knoxville, TN 37920-6999
865-305-8000
www.utmedicalcenter.org

The University of Tennessee Medical Center comprises the University Memorial Hospital and the Graduate School of Medicine. Together, these entities embody the Medical Center's philosophy and mission to serve through healing, education and discovery.

1009 EEO/Title VI/Title X/Sec.504/ADA