



**THE UNIVERSITY OF TENNESSEE®  
MEDICAL CENTER**

Wisdom for Your Life.

# Patient Guide

**Our Mission** | To serve through healing, education and discovery

# Welcome

Welcome to The University of Tennessee Medical Center, a part of University Health System. We are committed to improving the quality of life for our patients and their families, by recruiting and retaining a health care team that offers expertise and leadership in care delivery, health education and meaningful research. Our promise is to offer hope by developing innovative and comprehensive health care services of exceptional quality and value. Our success in fulfilling this promise will be measured by those we serve.

A health system serves many purposes. We work to improve our patients' health; through disease prevention, diagnosis and community wide health education. In carrying out these activities, The University of Tennessee Medical Center works to respect your values and dignity.

This guide is designed to provide you with important information you will need during your hospital stay. We welcome your comments and observations as we seek to transform the health of individuals in our region as a top-tier Academic Health System.

Being in the hospital can be a stressful time. It is often a time of fear, confusion and high anxiety for both the patient and their families. Factors such as your condition, prescribed medicines and being in a new environment can lead to behavior changes and frustration. Your medical team and support staff will strive to integrate you and your family members into our health care team. We understand the needs of our patients and their families; however, there are instances in which we may need to enforce rules that ensure our patients receive the care and rest they need. We are committed to deliver high quality, safe, effective and efficient care, with an unmatched customer experience, providing East Tennesseans the opportunity to stay right here for their comprehensive health care needs.



Keith Gray, MD, MBA, FACS  
President & CEO

## For Your Health

### Patient Care Services

During your stay at the medical center, nurses will be assigned to you. In order to provide you with the best care, we will be examining you and asking you questions so we can better understand your condition. This information helps us plan your care and provide you with the care you need. If you have questions about your care, please feel free to speak with your nurses or doctors at any time. Recognized nationally by the American Nurses Credentialing Center as a Magnet hospital, the nurses of the medical center practice the art and science of nursing and take great pride in providing quality patient care. We want to keep you and your family informed and be responsive to your needs and concerns.

### Understand Your Care

Make sure you know who is in charge of your care. This is particularly important when many physicians, surgeons, physician assistants, nurses, case managers and technicians are involved in your treatment and care.

- If you need surgery, make sure that you, your doctor and your surgeon all agree clearly on what needs to be done and that you have all of your questions answered.
- Ask questions about treatments that are being performed or medications you are given.
- If you have a test performed, always ask your doctor for the results.

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 health care team.

### Special Needs

Communication is essential to good health care. Please make your specific needs concerning hearing or language known to us. Foreign Language and Hearing-Impaired assistance is available through CyraCom Interpretation Services. CyraCom offers iPad video interpretation in over 30 languages and audio interpretation in over 300 languages. We also offer in-person Spanish interpreters Monday through Friday from 8 am to 5 pm. If you wish to receive health information in a language other than English, please make your health care provider aware.

### Your Medicine Information

It is important to share all of your medicine information with your medical team. Your medicine information includes your pharmacy and pharmacy phone number; prescriptions, vaccines, medicine samples and over-the-counter products like vitamins, herbal products, nutritional supplements, bowel products, eye products and patches. The information you provide helps us to review your medicine(s) for your health needs as well as for side effects, allergies and/or food and medicine interactions.

Please be able to provide the following information about each of your medicine(s):

- Name and dose or strength
- How and when you take your medicine(s)
- Why you take the medicine or for what health reason

Share information about any experienced allergic reactions or side effects to medicines, foods or any other agent. Please provide the name of the medicine, food or agent, what you experienced and when the reaction happened.

If you have your own medicines with you, do not take them during your hospital stay. As your medical team, we need to be able to supervise all the medicines you receive while in our care. If you have any of your own medicines with you and you are unable to send them home, the medicines will need to be stored securely in the pharmacy until you are discharged.

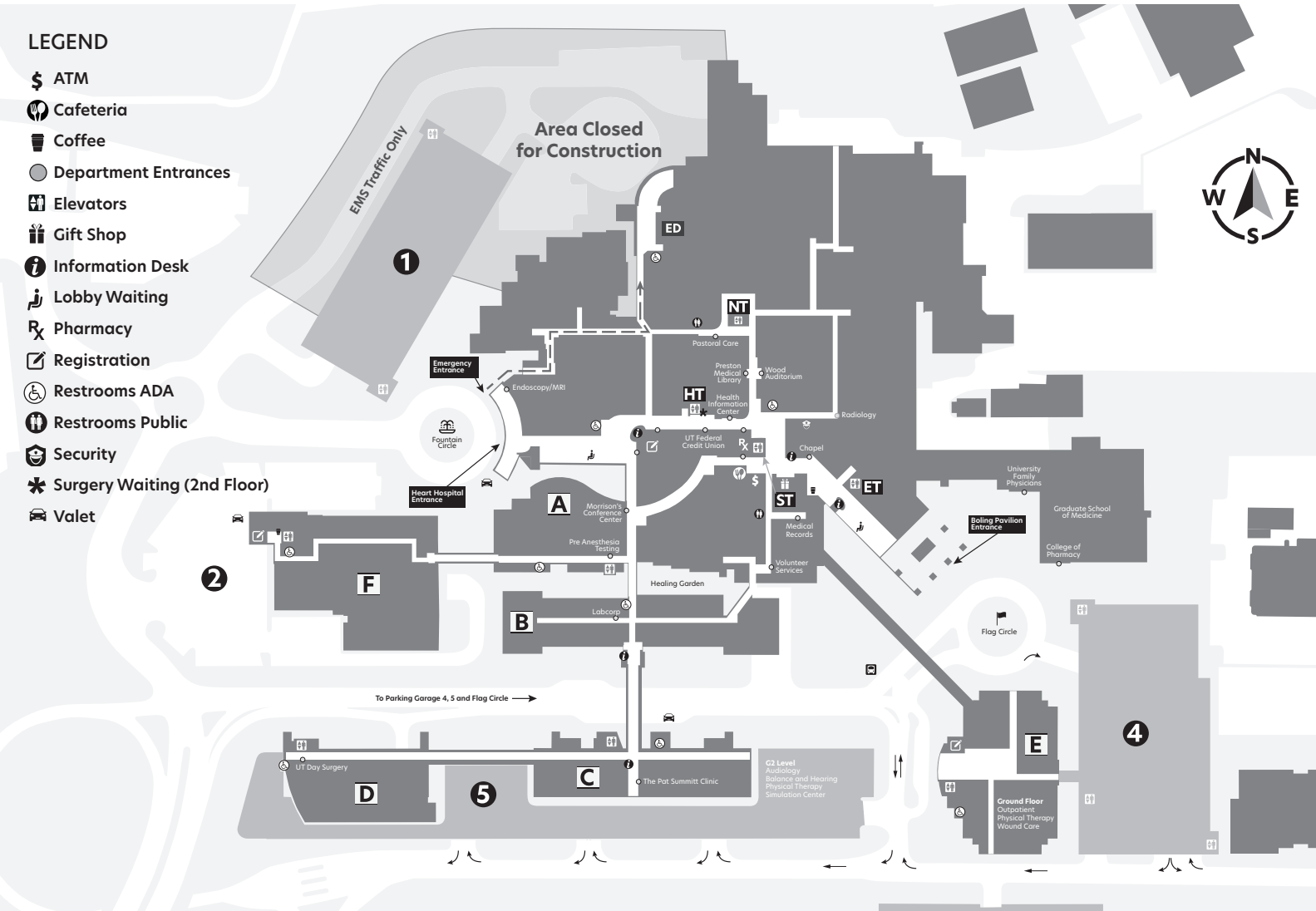
New medicine information will be provided with the first dose of the medicine and at discharge. This information is to help you understand what the new medicine is used for, share any side effects, and if it is replacing another medicine.

### What You Should Know About Pain

Managing your pain will help with your recovery. Although it may not be possible to remove all of your pain, every effort will be made to make you as comfortable as possible.

There are different types of pain that need different types of treatment. Your physician, nurse or pharmacist will discuss your options with you. 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.

## Campus Map



### Hospital

- ED** Emergency Department
- ET** East Tower
- HT** Heart Hospital Tower
- NT** North Tower
- ST** South Tower

### Medical Offices

- A** Building
- B** Building
- C** Building
  - Brain & Spine Institute

- D** Building
- E** Building
  - Heart Lung Vascular Institute
- F** Building
  - Cancer Institute

### Parking

- 1** Parking Garage
- 2** Parking Lot
- 4** Parking Garage
- 5** Parking Garage









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? Is it stabbing, dull, sore, sharp, crushing, throbbing, radiating, aching, piercing?
- Does anything make it worse or better?

It is important to treat pain before it becomes a serious problem. If you begin to have pain, tell your doctor or nurse at the start of the pain. Letting us know when the pain starts can help us to improve your response to your pain therapy.

Each person feels and reacts differently to pain. The best way for your pain to be measured is through your description. Good communication with your nurse, doctor and other care givers will assist us with effectively managing your pain. You will be asked to rate your pain using a scale of 0 to 10 (with 0 being no pain and 10 being the worst pain) using the following scale.



0

1

2

3

4

5

6

7

8

9

10

No Pain  
Activity Normal

Can Be Ignored  
Able To Function

Annoying  
Affects Physical Ability

Very Distracting  
Limits Normal Activity

Very Intense  
Can Only Think About Pain

Unbearable  
Unable to Function

## Your Food and Nutrition

Nutrition plays an important role in your recovery. Your doctor will prescribe your diet according to your specific nutritional needs and will make changes as needed. You can utilize the Get Well Network through your television to order your meals. Instructions for navigating Get Well are available by scanning the QR code



printed on your menu. A paper copy of our menu is placed in every room for each new admission. The dietitian assigned to you will work closely with your doctors and nurses to provide you with the nutrition therapy you need during and after your hospitalization.

If you have any questions about your diet or nutritional care, ask your nurse to inform the dietitian.

Food brought from outside sources is strongly discouraged and should not be eaten unless you have your doctor's permission.

Certain medical tests may be scheduled during your regular mealtime or a procedure may be performed that requires you to have an empty stomach. When your doctor has granted permission for you to eat, your nurse can enter your diet order.

## Advance Directives

It is the medical center's policy to honor patient wishes regarding medical 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. This is especially helpful if you become unable to communicate. Using a written advance directive 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 to be placed in your medical record.

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. Ask your nurse for an advance directive form and call the Patient Advocate at 865-305-9812 for information or questions.

Under Tennessee law, the medical center may refuse to implement an advance directive that conflicts with institutional policy. The medical center or a health care provider may decline to comply with an individual's instruction or health care decision that is medically inappropriate.

## HealthLife Patient Portal

Patients can access their personal health information online 24/7. See test results, refill a prescription, request appointments and more. The University of Tennessee Medical Center welcomes you to discover the future of health care. HealthLife is a secure, personalized patient portal that provides you the ability to view, store and share your health information with your physician. To register for the portal, please call 865-305-9501 or for more information about HealthLife visit [UTMedicalCenter.org/patients-visitors/patient-portal](https://UTMedicalCenter.org/patients-visitors/patient-portal).



Scan this code to learn more about the patient portal.

[UTMedicalCenter.org/patients-visitors/patient-portal](https://UTMedicalCenter.org/patients-visitors/patient-portal)

# For Your Safety

We are concerned about your safety while you are in the medical center. We ask that you follow your doctors' and nurses' instructions and the hospital's safety guidelines.

## Preventing Falls

**Keeping you safe from falling while you are in our care is a priority for the hospital.** Being in different surroundings and taking medications while in the hospital can contribute to an increased risk of falling. **DO NOT attempt to go to the bathroom, get out of bed or stand up without notifying the nursing staff. Your family and friends are not trained to assist you!**

**Alarms** may be used in your bed or chair to help alert our staff when you are attempting to get out of bed or up from a chair unassisted. We understand that alarms are sometimes noisy and inconvenient; however, they are used for your safety and to prevent any further harm to you that would be incurred by a fall.

**Side rails** on your bed may be raised for your protection. Always ask for help instead of trying to lower the rails yourself.

If we determine you are at an increased risk for falling, you will have a yellow wristband placed on your wrist and a sign will also be placed on your door to remind you, 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 can provide rental equipment for you.

## Preventing Infections

You, your loved ones and visitors are important partners in helping prevent infections while you are in the hospital.

### Clean Hands

Hand hygiene, also known as cleaning your hands, prevents infection from spreading. You and your loved ones play a key role in helping to prevent infections by performing hand hygiene. You and your visitors should use the hand sanitizing foam dispensers located throughout the hospital or soap and water to clean your hands.

- Your health care team will clean their hands before they touch you, your medicines, your surgical site or your IV lines. If you did not see them do it, please ask.
- Clean your hands before eating and after using the bathroom.
- Clean your hands before and after you touch your bandages.
- Ask your loved ones to clean their hands when they come into or leave your room.

### Help Prevent Antibiotic Resistance

You may have heard about "super bugs," the germs (bacteria)

that the "usual" antibiotics will not work against. This means the germs have developed a resistance to certain antibiotics. The medical center does not want these types of germs to spread and has a plan to protect our patients and visitors. Your lab tests are reviewed to see if you have or had a positive test for these resistant germs.

If you test positive, we will:

- Clean everything that comes in and leaves your room.
- Put on a gown and gloves every time we come into your room.
- Ask that you only leave your room if necessary.

### If You Are Having Surgery

- Don't use a razor in the area of your surgery. We will clip any hair that needs to come off.
- No one should touch your bandages except your health care team.
- We will teach you how to take care of your wound before you go home.
- Watch for signs of infection: fever, pain and redness from your wound. If you think you have an infection, notify your nurse or doctor.

### IVs and Urinary Catheters

A variety of devices such as urinary catheters and intravenous lines (IVs), may be used to assist in your recovery. When there is a need to place an IV line for an extended period of time, an IV called a central line may be required. This is an IV that goes into a large vein near your heart. It is usually put in your chest, neck or groin but can be placed in your arm. If it is placed in your arm, it is called a peripherally inserted central catheter, or PICC line. A urinary catheter, also known as a Foley catheter, is a tube that is placed in your bladder to allow urine to drain. A urinary catheter may be placed if you are critically ill, unable to urinate, or for surgery and tests.

Catheter and central-line infections can occur when bacteria or other germs travel along the central line or urinary catheter and enter your blood or urinary tract and cause infection. Your health care team follows strict guidelines to reduce the risks of an infection from a central line or urinary catheter. These will only be placed when absolutely necessary and removed as quickly as possible. Ask your health care team each day if you still need your catheter and/or central line.

## Know Your Health Care Professionals

All medical center health care team members will wear a photo identification badge while on duty. The badges may have different background colors, white or orange. The Baby Vols badge is used for team members working in Pediatrics and Labor and Delivery. If someone approaches you without a badge, ask to see their identification badge. 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.

## Patient Identification

During registration, an identification band will be placed around your wrist. To facilitate proper identification, please wear it at

all times during your stay. If you lose your wristband or if it has incorrect information, tell the nurse and you will receive a new one. All health care providers should identify you each time they provide a medicine, treatment or collect a specimen. They do this by comparing the information on your ID band with another document. You will be asked to state your name and date of birth quite often to ensure your safety.

Security-Sensitive Areas

The labor and delivery area, Neonatal Intensive Care Unit (NICU) and the pediatric and obstetric floors are secured areas. Access to these areas is by ID card reader only. If your visit requires access to these areas, please use the white phones located at the entry doors to request entry.

Drills, Exercises and Events

Fire drills and emergency management exercises (disaster drills) are conducted to prepare the medical center staff for emergencies. During fire drills, a team member will close your door and many doors will close automatically throughout the hospital. You and your visitors must remain in your room during these drills. Do not use the elevators during drills.

Occasionally, the medical center may experience an event that could impact building operations, such as severe weather or loss of power. During a real event, a medical center team member will provide you with instructions. You and your visitors should remain in your room unless instructed otherwise.

Tobacco-Free Facility

The University of Tennessee Medical Center is a tobacco-free facility. Patients, visitors, physicians, team members and volunteers are not permitted to smoke under any circumstances inside or outside the hospital, including parking areas.

Patients are strongly encouraged to use smoking cessation assistance/treatments during their hospital stay. Discuss this option with your health care provider.

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, call 865-305-9110.





Please


# RESPECT

our Team Members

For everyone's safety and comfort, please be courteous and polite to your care team. Refrain from abusive language and physical threats.

We have a **ZERO** tolerance policy toward:

-  Verbal harassment
-  Foul or abusive language
-  Physical assault
-  Threats

 **For security concerns, call 865-305-9540.**

Your Discharge

Planning for your discharge will often begin early in your stay at the hospital and will be coordinated with your doctor, nurses and case manager. The day of your discharge will begin when your doctor writes a discharge order and gives it to your nurse. Prescriptions, arranging for continued care at home or other arrangements, and talking with all physicians involved in your care will be completed before your discharge. We will do our best to complete your discharge as quickly as possible. When all necessary steps are completed, the nurse will provide you with your personalized discharge instructions.

Check your room carefully for any personal belongings. If your own medicines were brought from home and were stored in our pharmacy, please ask that the nurse have these returned prior to your discharge.

Medicines at Discharge

Your nurse will provide you with an updated medicine list. The nurse will review any new medicines and clarify which medicines you will continue to take or stop taking once you leave the hospital. This new medicine list should replace any list you had before coming to the hospital. Share this new medicine list with each of your doctors and your pharmacist. If you would like further medicine education or have medicine questions, please ask your nurse to contact one of our pharmacists.

Case Management

The primary goal of the Case Management department is to help you with transitioning to the next level of care when leaving the hospital. The case manager works together with patients, their support system, the health care team, their insurance and available community resources to set up a safe discharge plan when patients are discharged from the hospital.



Case managers are registered nurses and social workers who provide assistance so patients receive appropriate discharge services. Discharge planning begins from the time a patient is admitted and continues throughout the hospital stay.

Planning for care after discharge may include placement at an inpatient rehab facility or a skilled nursing facility. Case managers can set up home health services, PT, OT or speech services and even arrange home equipment. Plans are based on options that are available in the community and the case manager helps in making the necessary arrangements.

Case managers work with patients as a team to get them to the next level of care safely and efficiently.

### Care at Home

After you leave the hospital, you may need a home care nurse, physical therapist, occupational therapist or another medical professional. UT Home Care Services offers a variety of special services including home infusion therapy, hospice care, wound

care, 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 865-544-6200.

### Outpatient Services

If your physician recommends outpatient rehabilitation, our professional staff provides services at various locations. For additional information call:

Physical Therapy .....	865-305-6630
Speech Therapy .....	865-305-9151
Balance and Hearing Services .....	865-305-9569

### Your Room

If you experience any issues with your room (bed, telephone, air conditioning or other maintenance issues), please call 865-305-2580, option 1. For housekeeping related issues, please call Environmental Services at 865-305-9505. You may also tell your nurse about any issues.

## University Pharmacy

For your convenience, University Pharmacy is located in the lobby of The University of Tennessee Medical Center across from the cafeteria entrance. University Pharmacy serves our patients through excellence in pharmaceutical care. Services offered include prescription delivery to bedside, medication affordability review and medication counseling. To enroll in this service, tell your provider that you would like to have your prescriptions sent to University Pharmacy at discharge. University Pharmacy is open Monday-Friday 7 am-6 pm, Saturday and Sunday 9 am-1 pm.

### Transitions of Care Services

Transitions of care involves the coordination and continuity of health care as patients transfer between different settings.

### Your Safety

Medication safety is the first priority of University Pharmacy.

Our pharmacists can coordinate discharge medications with your physician before you leave the hospital, decreasing the chance for unwanted drug duplications or interactions.

University Pharmacy can also verify the medication you will take at home is the correct dose for you and scheduled at the right time of day.

### Convenience is Key

Leave with prescription medications in hand. No need for an extra pharmacy stop on your way home so you can focus on your health and recovery.

We work with your physician to coordinate any prescription insurance issues (i.e. prior authorization). This will prevent any delays in starting your medications.

University Pharmacy staff and inpatient pharmacists work side-by-side to coordinate your discharge medication needs. Pharmacists are available to answer any questions you may have about your discharge medications.

### Medication Access

Our team is available to assist with prescription affordability. We will work with your care team to determine the best medication for you based off your insurance benefit's formulary. We offer copay assistance and discounted drug prices at discharge.

### Prescriptions Delivered to your Bedside

Filling prescriptions after a hospital stay can be a challenge. Let University Pharmacy take the difficulty out of getting prescriptions filled. A pharmacy team member will deliver your prescription to your bedside and will offer counseling to you on the medications before you leave the hospital. Ask your nurse about our **Meds2Beds** service.

### Payment

Your copay method will be collected at the time of prescription pick-up or at the time of delivery. We accept most major credit, HSA and FSA cards as well as cash and checks.

### University Pharmacy Sevierville

Located at the Sevierville Regional Health Center, this pharmacy offers a retail pharmacy with a free home delivery service for your prescriptions. To enroll in this service, please contact University Pharmacy Sevierville at 865-446-3140. Our pharmacy is open Monday-Friday 8 am to 4:30 pm.

## For Your Comfort

### Pastoral Care

A staff of chaplains is available at the hospital to minister to the needs of our patients and their families, regardless of religious affiliation. A chaplain is on site at all times and may be contacted through your nurse, the hospital operator (by dialing 0) or Pastoral Care at 865-305-9704. If you would like to have your minister, clergy or a chaplain of your personal denomination informed of your admission, please let the Patient Registration staff or your nurse know of your preference.

### 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, if you or your representative

have questions or concerns regarding the quality, safety or appropriateness of your care, please contact the unit's nurse manager or team leader for inpatient concerns. Should you feel your issue remains unresolved, then contact the Patient Advocate at 865-305-9812. Emergency Department concerns are managed by the Emergency Department patient representatives 24/7 at 865-305-6478.

### Medical Ethics Consultation

Patients and their families can face difficult treatment decisions. If you would like support-related decision making for your care or your loved one's care, a member of The University of Tennessee Medical Center's Ethics Committee is available. For assistance, ask your nurse how to reach this valuable resource.

## For Your Convenience

### Gift Shop

The Gift Shop is located on the first floor and offers a variety of gift items including personal and baby items, reading materials, cards, flowers, balloons, snacks, drinks, candy and more. The shop is open:

- Monday through Friday, 7 am to 7 pm
- Saturday, 10 am to 5 pm
- Sunday, 11 am to 5 pm

Holiday hours may vary.

### Telephone

Patient rooms are equipped with telephones. For patients in the Boling Pavilion, friends and family can call you by dialing 865-305-8 plus the last three digits of your room number. For patients in the West Tower/Heart Hospital, please dial 865-305-1 plus the last three digits of your room number.

To make local calls 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 a hospital department, dial the last four digits of the department's phone number. From a telephone outside the hospital, dial the seven-digit department phone number.

Please note that incoming calls to all patient rooms are blocked from 10:30 pm to 7 am so you can rest. You can make outgoing calls during this time.

### Cellular Telephones

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

### Your Room

If you experience any issues with your room (bed, telephone, air conditioning or other maintenance issues), please call 865-

305-2580, option 1. For housekeeping related issues, please call Environmental Services at 865-305-9505. You may also tell your nurse about any issues.

### Television

In addition to watching TV, your television is an interactive patient education system. This system provides basic cable TV service and the ability to request services within the hospital, such as diet assistance or pastoral care. Movies, shows, games and an extensive patient health education information service can be accessed through the TV. Health educational videos are available through the bedside remote control and you may be asked to view videos important to your care.

The Health Information Alert feature on your TV patient education system also allows you or family members to request information from the Health Information Center on a health topic. The topic is researched and the information is brought to your hospital unit.

### Volunteers

Volunteers serve as an extension of the professional staff by providing support services to visitors, patients, and families. You will meet traditional volunteers, pre-med student volunteers and summer teen volunteers, each part of The University of Tennessee Medical Center Volunteer and Visitor Services Department. Lifting the spirits of our patients and families is what the volunteer program is all about. Our volunteers are a valuable source of information and are especially important when serving as a liaison during crucial times. You will recognize our team in royal blue golf shirts and vests. If you need assistance from a volunteer or would like information on becoming a volunteer, please call Volunteer Services at 865-305-9515.

### Your Valuables

The medical center cannot accept responsibility for valuables left in your room. Please give extra money, medicines from home, credit cards, wallets, jewelry, cell 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.

### 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 and visitors should not bring items, such as game consoles, coffee makers, electric razors, hair dryers or curling irons to the hospital. Handheld electronic devices, such as laptops or tablets, may be used if operated on battery power or equipped with a three-prong (grounded) power cord. Two-prong (non-grounded) power cords may be used but the device should be charged six feet away from the patient care area.

### Your Visitors and Visitation Hours

You have the right to choose who visits you and to have your visitors be allowed full and equal visitation privileges regardless of race, age, color, national origin, ethnicity, culture, language, socioeconomic status, religion, sex, gender identity, gender expression, sexual orientation or disability. Your visitors should observe the visitation guidelines specific to your patient care area so you can get plenty of rest to enhance your recovery. Any questions or concerns should be directed to the unit's nurse manager.

*In limited situations, clinical restrictions may be applied to patient visitation as reasonably necessary to provide safe care to you and to other patients. Your physician can limit visitation for medical reasons.*

General visiting hours are 10 am to 8:30 pm. Special care units (medical critical care, neuro critical care, trauma surgical intensive care, cardiovascular intensive care, neonatal intensive care and pediatric intensive care) have more restricted visitation.

Visitors should be limited to a maximum of two at one time. Children under 12 years of age can visit when accompanied by an adult; however, this should be cleared by your physician or nurse. Please remember that children must be supervised at all times.

Visitors remaining in the hospital after 10 pm are asked to register in the Emergency Department or Security Office on the first floor of the hospital. The visitor will be asked to provide a photo ID if available, as well as the name and location of the patient they are visiting. The visitor pass is good for one night only and will expire the next morning.

### Visitor Parking

Patients and visitors may park in one of the garages. Visitors may obtain a special parking pass at a reduced weekly rate for long-term hospital stays. Weekly passes may be purchased at the parking garage booths or in Patient Registration located in the Heart Hospital lobby.

### Dining Options

The Garden View Eatery is located just off the East Pavilion lobby. The cafeteria offers breakfast, lunch and dinner as well as snacks

### Health Information Center

The Health Information Center provides you, your family and the community with free research on health information such as diseases, procedures, medications, diet or wellness questions. The Health Information Center offers health books, leisure books, walk-in help, printing and research on specific health conditions--all free of charge. Located in the main lobby of the hospital, patients can come by and use the library's resources in person, call 865-305-9525, or visit [UTMedicalCenter.org/HIC](http://UTMedicalCenter.org/HIC) for more information.



and drinks. Operating hours are posted outside the restaurant. Please note that the restaurant accepts Visa, American Express or MasterCard but does not accept checks. The Daily Grind is available for specialty coffees, juices and snacks in the lobby next to the Gift Shop and in the Cancer Institute.

### Guest Facilities

The University of Tennessee Medical Center has arranged discounted rates at various hotels throughout the Knoxville metro area. These rates and agreements are subject to change without notice.

For information on local hotels, please contact Healthcare Coordination at 865-305-6970 or toll-free at (877) 882-2737 or visit [UTMedicalCenter.org/plan-your-visit](http://UTMedicalCenter.org/plan-your-visit). Under the Hotels For Family & Friends, you will find a link to view discounted hotels.

### Other Amenities

**Automatic Teller Machine (ATM)** - ATM's are located on the first floor lobby next to the Garden View Eatery entrance and on the first floor registration area of the Cancer Institute.

**Chapel** - The Absher Chapel is located in the main lobby across from the Gift Shop and is open 24 hours.

Brief interfaith services are offered weekdays at noon and Sunday mornings at 10:30. Spanish-language and large-print Bibles, prayer rugs and rosaries are available from Pastoral Care by calling 865-305-9704.

**Free Wi-Fi** – Public access is available in many areas of the medical center. Throughout the year we are upgrading our wireless network to improve our services and functionality. During these improvements you may experience brief connectivity interruptions.

- Mailboxes** – are in several locations:
- Parking Garage 5 – ground-floor in Medical Building C
  - Outside the ground floor of Medical Building B
  - Outside the Boling Pavilion entrance

Stamps can be purchased in the Gift Shop.

**Newspapers** – Newspapers can be purchased in the Gift Shop or at newsstands located at the Boling Pavilion entrance and the Parking Garage 5 – ground-floor elevators in Medical Building C.

- Vending Machines** – are located in many areas throughout the hospital. These areas include:
- Emergency Department
  - Outside Intensive Care and Surgery waiting areas
  - Medical Building B by first-floor elevators
  - Parking Garage 5 – ground-floor parking garage in Building C
  - Boling East Pavilion – floors 2-12
  - Heart Lung Vascular Institute – first floor
  - Heart Hospital – floors 2 & 3

# 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 can obtain 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 We Use Your Medical Information

When you visit a University Health System facility, we may use your medical information to treat you, to obtain payment for services and to conduct normal business. Examples of how we use your information include the following:

**Treatment** – We keep a record of each visit 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 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 insurer about upcoming treatment or services that require prior approval.

**Health Care Operations** – Medical information is used to improve the services we provide, to train team members 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 University Health System organizations or associates for treatment, payment or health care operations.

- Business associates, however, must follow privacy rules.
- Communicate with authorized doctors and other health care professionals treating you through the East Tennessee Health Information Network.
  - Send appointment reminders.<sup>1</sup>
  - Include you on the inpatient list for callers or visitors if you are admitted.<sup>1</sup>
  - Let your clergy know if you have been admitted.<sup>1</sup>
  - Contact you for University Health System fundraising.<sup>1</sup>

<sup>1</sup> These services are optional. Tell the scheduler, admitting clerk or fundraiser if you do not wish to receive this service.

## Our Responsibilities for Your Privacy

University Health System 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 new practices effective for all the information we maintain. Revised notices will be available in our facilities and will be available from your health care provider.

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.

## 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  
2121 Medical Center Way, Suite 310  
Knoxville, TN 37920  
Phone: 865-305-6566  
Fax: 865-305-6968

Or call the toll-free confidential reporting line at 877-591-6744. You can also visit [UTMedicalCenter.org](http://UTMedicalCenter.org), call or write the privacy officer at the number and address listed in this notice.

## Medical Records

The University of Tennessee Medical Center Medical Records department maintains your treatment records following your hospital visit. Patients have a right to receive copies of their records. For more information on obtaining copies of your medical record, visit [utmedicalcenter.org/patients-visitors/medical-records](http://utmedicalcenter.org/patients-visitors/medical-records). Click the link to request a copy of your hospital medical record. An abstract of your visit is available free of charge. For additional records, there may be a charge associated for copying

of records as allowed by Tennessee state law. We take your right to privacy of your medical records seriously, and follow all HIPAA regulations regarding release of your medical records, which includes requiring a photo ID, and a signed release from the patient, patient guardian or power of attorney.

Call Medical Records at 865-305-9750, select option 2, for questions or more information. Office hours are Monday through Friday 8 am to 5 pm.

## Your Right To Privacy You have the right to:

- Request that we restrict how we disclose your medical information to a health plan for payment and/or operations when your medical information relates to a health care service or product that you have personally paid for in full.
- Request that we restrict how we use or disclose your medical information. However, we may not be able to comply with all requests as we must comply with laws.
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your medical information (fees may apply).<sup>2</sup>
- Request additions or corrections to your medical information.<sup>2</sup>
- Receive an accounting of how your medical information was disclosed (excludes disclosures for treatment, payment, health care operations and some required disclosures).
- Obtain a paper copy of this notice even if you receive it electronically.
- Receive notification if you are affected by a breach of unsecured protected health information.

<sup>2</sup> These requests must be in writing.

## Your Hospital Bill

### If You Have Insurance Coverage

The University of Tennessee Medical Center will submit your bill to your insurance carrier. Any deductible, co-insurance or co-pay may be collected prior to or during admission. You will receive a bill for any remaining deductible, co-insurance or non-covered service after your insurance company has processed your claim. Accepted forms of payment include cash, check, MasterCard, Visa, American Express and Discover. If you have any questions about your billing statement or need to discuss payment options, please call our Customer Service Team at 865-251-4400.

### Online Services

For added convenience, you can manage your bill online at [UTMedicalCenter.org](http://UTMedicalCenter.org) by selecting Pay A Bill. Online bill pay is available 24-hours-a-day, 7-days-a-week. Patients can utilize our online services to view or pay a bill or send an email to the Business Office Customer Service team at [bocustomerservice@utmck.edu](mailto:bocustomerservice@utmck.edu). Other information available on the website includes information about the medical center's financial assistance program, a comprehensive overview of our billing policies and a list of important phone numbers.

### If You Do Not Have Insurance

Patients without insurance coverage will receive a discount on their hospital bill. The medical center also offers financial assistance to qualified, low-income or uninsured patients. Patients can find out if they may qualify for assistance by contacting a financial counselor at 865-305-9016 or Customer Service at 865-251-4400.



### Referrals to Collection Agencies

The medical center reserves the right to utilize the services of independently licensed collection agencies for account balances that remain unpaid after 120 days.

### Estimates for Procedures

If you would like an estimate for your upcoming procedure, please call one of our financial counselors at 865-388-3616 if you have insurance or 865-305-7998 if you do not have insurance. Due to the complex nature of medical procedures, all prices quoted are not a guarantee of the final charge and should be considered estimates. The final charge depends on the actual services provided.



## Other Bills Related to Your Hospital Stay or Service

Listed to the right are contact numbers for professional services 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 their specific services.

- Anesthesiology ..... 865-588-0880
- Laboratory (Labcorp)..... 865-305-9705
- Pathology ..... 877-307-5864
- TeamHealth (ER)..... 888-952-6772
- University Radiologists..... 865-584-7376
- University Physicians Association (UPA) ..... 865-670-6199

## Patient Satisfaction

At The University of Tennessee Medical Center, we strive to give our patients the very finest health care available. Our goal is to provide the highest quality service for all patients and guests. We welcome your comments about the care and service you received during your stay, so that we can make improvements. 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 your unit or contact the Patient Advocate Office at 865-305-9804 or 865-305-9812.

We have contracted with Press Ganey Associates, Inc., to assist us with measuring customer satisfaction. Patients are randomly selected to receive our survey after discharge. If you receive one of our surveys, please take the time to complete the survey and return it. Your opinions about your hospital stay are important to us and we welcome your comments and suggestions.

### Grievances

The University of Tennessee Medical Center respects your values and dignity. If you do not feel that issues during your stay were satisfactorily resolved, you have the right to request a formal review through the patient grievance process. The hospital Patient Advocate 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:

Division of Health Care Facilities  
Centralized Complaint Intake Unit  
665 Mainstream Drive, 2nd Floor  
Nashville, TN 37243

Phone: 877-287-0010 (toll-free)  
Fax: 615-253-4356  
Email: [HFC.Complaints@TN.gov](mailto:HFC.Complaints@TN.gov)



Scan this code to share your feedback.

[UTMedicalCenter.org/contact-us-feedback](https://UTMedicalCenter.org/contact-us-feedback)

## Responding to Need

### Investing in the Future

The University of Tennessee Medical Center and UT Graduate School of Medicine enjoy a meaningful partnership with our community friends, team members, physicians and grateful patients who join us in our effort to ensure a healthier tomorrow for the communities we serve. The compassionate giving of donors allow us to advance medical research and improve patient care.

It is the generous support of our donors that helps us advance healing techniques, health care education and medical exploration. We invite you to join us and learn more about how your charitable giving can impact the practice of medicine throughout East Tennessee and beyond. The Office of Philanthropy provides important information about giving opportunities available at The University of Tennessee Medical Center and UT Graduate School of Medicine, as well as the financial benefits to philanthropic giving.

### To learn more please contact:

The University of Tennessee Medical Center  
UT Graduate School of Medicine  
Office of Philanthropy  
2121 Medical Center Way, Suite 110  
Knoxville, TN 37920  
865-305-6611  
[giving@utmck.edu](mailto:giving@utmck.edu)



Ways to Give Right Now

[UTMedicalCenter.org/give-back/give-now](https://UTMedicalCenter.org/give-back/give-now)



# Your Hospital 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 doctors 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.

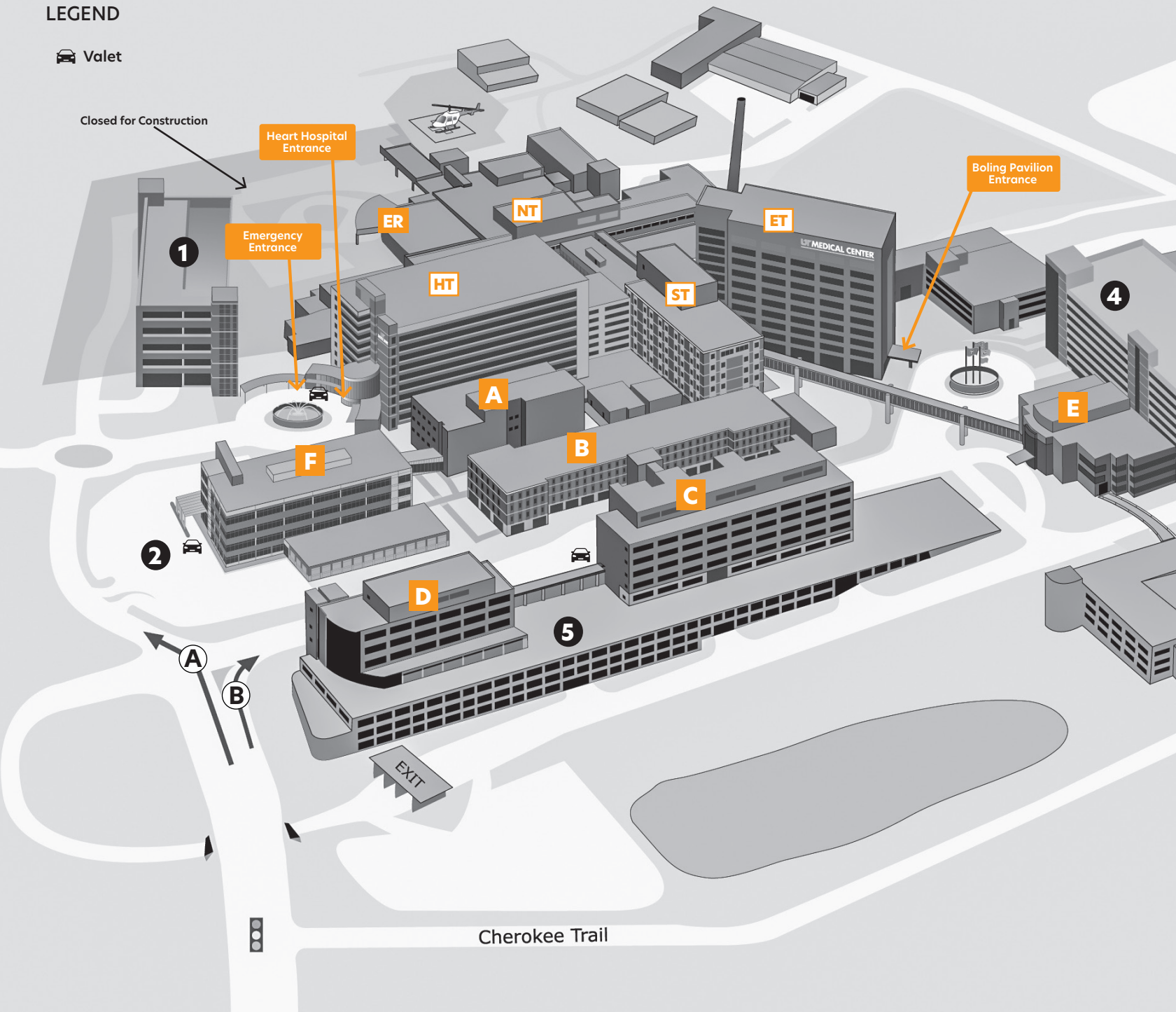
	<b>Rights</b>  <b>While you are receiving services in the hospital, your rights include the following:</b>	<b>Responsibilities</b>  <b>You also have responsibilities as a patient:</b>
<b>1</b>	You have the right to considerate and respectful care, regardless of your disabilities, age, race, color, religion, 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.
<b>2</b>	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.
<b>3</b>	You have the right to be well-informed about your illness, possible treatments, 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 have the right to have your family and physician promptly notified of your admission to the hospital.	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. It is your responsibility to provide your physician's name and updated contact names and numbers for family members.
<b>4</b>	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 receive 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.
<b>5</b>	You have the right to have advance directives, such as an Advance Care Plan or Appointment of Health Care 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 The 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 for thinking about your wishes for care at the end of life and to communicate your wishes to your family as well as to caregivers.
<b>6</b>	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.
<b>7</b>	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.
<b>8</b>	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.

	<b>Rights</b>	<b>Responsibilities</b>
<b>9</b>	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 a 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.
<b>10</b>	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.
<b>11</b>	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.
<b>12</b>	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.
<b>13</b>	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.
<b>14</b>	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.
<b>15</b>	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.
<b>16</b>	You have the right to know about the availability of hospital resources, such as patient representatives or advocates, the 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.
<b>17</b>	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.
<b>18</b>	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.
<b>19</b>	You have the right to choose who visits you, and have your visitors be allowed full and equal visitation privileges regardless of disability, age, race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ethnicity, socioeconomic status, veteran status, family status or other protected classes.	You are responsible for communicating your wishes regarding visitation to your caregivers.

Language assistance services, free of charge, are available to you at 1-865-305-9000.  
 ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
 Llame al 1-865-305-9000.

LEGEND

 Valet



- (A)** Fountain Circle Entrance, Patient Registration, Parking Garage 1, Parking 2, Emergency Dept, MRI, Endoscopy and Cancer Institute
- (B)** Flag Circle Entrance, Medical Offices and Parking Garage 4 and 5

Hospital

- ET** East Tower
- HT** Heart Hospital Tower
- NT** North Tower
- ST** South Tower
- ER** Emergency

Medical Offices

- A** Building A
- B** Building B
- C** Building C
  - Brain & Spine Institute
- D** Building D
- E** Building E
  - Heart Lung Vascular Institute
- F** Building F
  - Cancer Institute

**P** Parking

- 1** Parking Garage 1
- 2** Parking 2 Cancer
- 4** Parking Garage 4
- 5** Parking Garage 5

Important Numbers

- Security
  - 865-305-9540
- Information Desk
  - 865-305-9000
- Outpatient Transport
  - 865-305-2401
- Shuttle Services
  - 865-305-9544
- Registration
  - 865-305-9501

## Important Telephone Numbers

Admission	865-305-9501
Case Management	865-305-9075
Cashier's Office	865-305-9007
Health Information Center	865-305-9525
Health Care Coordination	865-305-6970
Medical Records	865-305-9750
Operator (Hospital Information Desk)	865-305-8000
Pastoral Care (Chaplain's Office)	865-305-9704
Patient Billing	865-251-4400
Patient Advocate	865-305-9812
Security Department	865-305-9540
University Pharmacy	865-305-7420
Interpretative Services	865-305-9977



Wisdom for Your Life.

1924 Alcoa Highway Knoxville, TN 37920-6999

865-305-9000

[UTMedicalCenter.org](https://UTMedicalCenter.org)

The University of Tennessee Medical Center is the home of the Knoxville campus of UT Graduate School of Medicine, UT College of Pharmacy and University Health System, Inc. Together, these entities embody the medical center's philosophy and mission to serve through healing, education and discovery.

MC1023091 EEO/Title VI/Title X/Sec.504/ADA

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