Dear Patient,

Welcome to University Health System. We appreciate the trust you are placing in us and will do everything we can to make your stay at University Hospital as comfortable as possible.

We’ve created this patient guide to help you and your family be informed of services, programs and resources you might find helpful while you’re in the hospital or after you go home. If you have any questions, please be sure to ask a member of your care team.

Our commitment is to care for you as we would care for a member of our own families. Compassion. Kindness. Respect. We take these words to heart every day, in all that we do.

After you go home, you will receive a telephone call from us. We will be reaching out asking you to tell us about your experience at University Hospital. This information is used to help us recognize staff members who go above and beyond, and to identify opportunities for improvement, so please take time to answer these questions.

In the meantime, if there is anything we can improve during your stay, please let us know right away.

Thank you for choosing University Health System.

George B. Hernández Jr.

President/CEO
University Hospital plays a unique role in Bexar County and South Texas. We are proud to be a resource for community and surrounding areas as we:

- care for the most critically ill and seriously injured adults and children as a Level I trauma center
- educate the next generation of medical providers as an academic medical center
- serve the region as a referral hospital for complex medical and surgical care

In partnership with UT Health San Antonio, we are consistently recognized as a leader in advanced treatment options, new technologies and clinical research.

University Hospital is ranked among the top 50 hospitals in the nation for urology care by *U.S. News & World Report*, and designated as high-performing in the care of kidney and lung disease. Since 2001, *U.S. News* has consistently ranked University Hospital among the best hospitals in Texas and the San Antonio region.

We are Bexar County and South Texas’ first health system to earn Magnet status. Only about 6 percent of U.S. hospitals have earned this prestigious designation from the American Nurses Credentialing Center. Magnet hospitals offer patients reassurance they are being cared for by a team with a proven track record for providing excellent care and positive outcomes for their patients.

As one of the seven Texas members of America’s Essential Hospitals, we provide a complete range of medical services to the community. We play a critical role in regional disaster response, provide training to students in more than 50 healthcare professions, conduct research and help protect the public health.
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### ATMS
Main Lobby, Sky Tower, Floor 1, behind the Information desk  
Rio Tower, Floor 3, inside cafeteria dining room

### DINING
Cafeteria Rio Tower, Floor 3  
Café/Gift Shop  
Sky Tower, Main Lobby

### GARDENS
Main Garden: Rio Tower, Floor 1, near C elevators  
Aziz Garden: Sky Tower, Floor 10, A elevators

### GIFT SHOP
Main Lobby, Sky Tower, Floor 1

### MEDICAL RECORDS
Rio Tower, Floor 1, near D elevators

### PHARMACY
Rio Tower, Floor 1, near C elevators

### BIBLIOTECH - ONLINE LIBRARY KIOSK
Sky Tower, Floor 1

### PATIENT RELATIONS/ PATIENT ADVOCATES
Rio Tower, Floor 1, near B elevator

### PRAYER/MEDITATION
Peveto Center for Pastoral Care,  
Rio Tower, Floor 1

### PARKING RATES
<table>
<thead>
<tr>
<th>Time Range</th>
<th>Rate</th>
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</thead>
<tbody>
<tr>
<td>0-30 minutes</td>
<td>Free</td>
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<tr>
<td>5 hours - 24 hours</td>
<td>$6</td>
</tr>
<tr>
<td>Lost ticket</td>
<td>$8</td>
</tr>
</tbody>
</table>

For extended stays, families and visitors may buy 10 parking passes for $10 from the University Hospital cashier.

### GARDENS
We have two outdoor areas for dining, relaxation, or just a place to go if you need some fresh air. Please feel free to ask any staff member to guide you to either of our gardens.

### SPIRITUAL CARE
The Peveto Center for Pastoral Care offers an intimate meditation space open to all patients and visitors. There is also a larger meditation and worship space open to all individuals, groups, and faith denominations.

### CAFÉ/GIFT SHOP
Serving Starbucks coffee, pastries, daily soups, and made-to-order sandwiches and wraps, the Café/Gift Shop also offers snacks and meals-to-go including fresh sandwiches, salads and sushi. Flowers, balloons and gifts are also sold here.
YOUR ROOM

Each patient is provided a private room to ensure a comfortable and quite environment in which to heal. Your nurse will help you adjust your bed and provide additional blankets or pillows. We also provide plenty of space and furniture to accommodate guests and loved ones who wish to visit. Our staff will clean your room daily. If your room needs more attention, please ask your nurse to contact housekeeping or maintenance staff to address your requests.

CALLING YOUR NURSE

Your nurse will stop by your room about every hour to check on you. You may also press the call button attached to your bed at any time and your needs will be addressed by a member of your care team right away. At the start and end of each shift, your nurses will come into your room to discuss your condition and plan of care for the next shift. You may also be visited by a nurse manager to make sure that you are getting everything you need.

YOUR HEALTHCARE TEAM

Your care is being managed by an attending physician. You will also be seen by other members of that physician’s team or other specialty physicians during your stay. Other professionals who may make up your health care team are:

• Nurse technicians may take vital signs or provide other assistance to our Registered Nurses.
• Physical therapists and occupational therapists may be asked to consult by your physicians to help you get ready to continue your recovery after you leave our hospital.
• Case managers are nurses who help you with discharge planning, transfers to other facilities, arranging for home health care or medical equipment.
• Social workers can help with resources and referrals for funding and discharge needs.
• Chaplains are available to help you and your loved ones with any emotional or spiritual needs.

One of the primary missions of the Health System is to teach the next generation of healthcare professionals. During your visit, you may have students observing or providing part of your care under the supervision of their instructors, attending physician, or other employees qualified to do so. We appreciate your patience and guidance for these students. This experience helps them become the expert healthcare providers that we will need in the future.

ORDERING YOUR MEALS

Hospital patients can order meals through our Room Service dining program between 7:00 a.m. and 7:00 p.m. by dialing ext. 82410 from the telephone in your room. Room Service operators will make sure your items are okay with your doctor and your food will be delivered within 45 minutes. If you have any questions or concerns, please call the patient food services manager at 210-358-2420.

MAKING CALLS

To make a local call from patient care rooms, dial 9, then the 10-digit telephone number.
To make a long-distance call, dial 0 for the operator.
To promote rest and healing, incoming calls to patient rooms between 9 p.m. and 7 a.m. are routed to the hospital operator.

LANGUAGE ASSISTANCE

University Health System provides telephone, live video, and in-person interpreter services in more than 200 languages, including American Sign Language, at no cost to our patients. If you need an interpreter, please call 210-358-0600 during normal business hours. After hours, please call 210-358-4000 and ask for the House Supervisor.

YOUR DISCHARGE MEDICATIONS

Meds-to-Beds is a free bedside service that makes your discharge from the hospital easier. Our hospital pharmacy delivers your prescriptions to your room, so there’s no need to stop at the drug store on your way home. The pharmacist who brings your medicine to you will answer any questions you may have.
PHONE DIRECTORY

Hospital Operator ......................................................Dial 0
Admissions ....................................................210-358-2120
Billing Services ......................210-358-3260
Blood Donor Services ..............210-358-2812
Café .........................................................210-743-5950
CareLink .........................................................210-358-3350
Chaplains/Spiritual Care ..............210-358-1137
Housekeeping ......................210-358-2306
Interpreter Services ..............210-358-0600
Medical Records ......................210-358-3532
NurseLink .........................................................210-358-3000
Parking ...........................................................210-428-0051
Patient Food Services ..............210-358-2410
Patient Relations/Advocate ..............210-358-0600
Pharmacy ......................................................210-358-2905
Police (Protective Services) ..............210-358-2465
Social Work (Care Coordination) .........210-358-2300

WIRELESS INTERNET SERVICE

We offer free internet access for patients and visitors. Join the attwifi network in your device settings. You will be directed to a welcome page where we ask you to agree to the Terms of Service before the connection is completed.

TELEVISION CHANNEL GUIDE

2 CBS (KENS)
3 PBS (KLRN)
4 NBC (WOAI)
5 TBS
6 ABC (KSAT)
7 Azteca American
8 Fox (KABB)
9 The Weather Channel
10 USA
11 The Food Network
12 TNT
13 HGT
14 CNN
15 Cartoon Network
16 Discovery Channel
17 Univision
18 Telemundo
19 TLC (The Learning Channel)
20 ESPN
21 Disney East
22 Care Channel
50 San Diego Zoo Channel (Hospital only)

PET THERAPY

Our PAWS UP Pet Therapy program brings comfort to patients and their families during their stay at University Hospital.
GUIDELINES FOR VISITORS

Patients and their loved ones are encouraged to work with our doctors, nurses and staff to establish a visitor plan in the best interest of the patient. Please review the following guidelines:

• All visitors should practice good hand hygiene. Hands should be washed or sanitized before and after all patient contact. For your convenience, hand sanitizing gel is located outside each patient room and throughout the hospital.

• For your protection, if the patient’s room has “isolation” signage posted outside the door, please check with a nurse for instructions before entering the room.

• Always speak to the nurse before bringing any food for patients.

• If you think you may be sick, do not visit the patient until you are sure you are well.

• University Hospital is a smoke-free campus. Smoking is not allowed on any University Health System campus.

The number of visitors and length of visitation may be limited in specific care settings, such as intensive care units, pre-operative areas, surgical suites, post-anesthesia recovery areas, and psychiatry units. Patients and visitors will be notified of these limits when they are admitted to one of these areas.

We respect the patient’s right to decide who visits and for how long at all times during their stay. Visitors may occasionally be asked to step out of the patient’s room so that staff can care for the patient.

Visitor restrictions can be put in place as needed to protect the health and safety of a patient for reasons including:

• Patient’s request
• Patients in custody of law enforcement
• Infection control concerns
• Intoxication or unruly behavior
• Interference with patient care, privacy, or rest

For privacy reasons, visitors may not photograph or record patients, staff or other visitors without permission.
BEST WESTERN – POSADA ANA
9411 Wurzbach Road, 78240
210-691-9550
866-691-9550

BEST WESTERN PLUS
4803 Manitou Drive, 78228
210-684-9966
800-528-1238

COMFORT SUITES
5130 Vantage Way, 78249
210-448-5400
800-4CHOICE

COURTYARD BY MARRIOTT
8585 Marriott Drive, 78229
210-614-7100
800-706-8869

DAYS INN
6010 NW Loop 410, 78238
210-522-1995
800-885-3297

DAYS INN FIESTA PARK
11790 IH-10 West, 78230
210-696-7922

DRURY INN AND SUITES
9806 IH-10 West, 78230
210-561-2510

FONTANA MOTEL
3414 Fredericksburg Road, 78201
210-736-4444

HOLIDAY INN EXPRESS
11010 IH-10 West, 78230
210-561-9058

HOLIDAY INN EXPRESS & SUITES
102 Spencer Lane, 78201
210-728-2200, ext. 602

HOMEWOOD STUDIOS & SUITES
10950 Laureate Drive, 78249
210-691-1103

HOMEWOOD SUITES
4323 Spectrum One, 78230
210-696-5400

HOWARD JOHNSON ALL SUITES HOTEL
6901 IH-10 West, 78213
210-738-1100

HYATT PLACE
4303 Hyatt Place Drive, 78230
210-561-0099
800-833-1516

LA QUINTA MEDICAL CENTER
4431 Horizon Hill Blvd, 78229
210-525-8090
800-SLEEPLQ
(Transportation available within Medical Center)

MOTEL 6
7500 Louis Pasteur Drive, 78229
210-616-0030
800-4MOTEL-6
(Transportation available within Medical Center)

MOTEL 6
9400 Wurzbach Road, 78240
210-593-0013

QUALITY INN & SUITES
4 Piano Place
San Antonio, TX 78228
210-684-8606

SIESTA MOTEL
4441 Fredericksburg Road
San Antonio, TX 78201
210-733-7154

STAY EXPRESS INN & SUITES
5336 Wurzbach Road
San Antonio, TX 78238
210-520-0888

STUDIO 6
7719 Louis Pasteur Court
San Antonio, TX 78229
210-349-3100
Patient safety is our first priority. Everyone plays a vital role in providing quality patient care, including our staff, patients and visitors. Here are a few things you can do to help us keep you safe:

• If you have valuables with you, please give them to a friend or family member for safekeeping or ask your nurse to secure your items in our admissions closet. Your valuables will be returned to you upon discharge.

• Ask questions and make sure you understand the answers. It can be helpful to have a relative or friend with you to help with this.

• Make sure your doctor knows all the medicines you take, including nonprescription medicines and supplements. Tell us about drug allergies you have and ask about side effects of any new medicines.

• Ask for identification of everyone who enters your room.

• Ask anyone who enters your room to wash their hands.

• If you need help standing or getting to the bathroom, call for a nurse.

• Express any concerns you have about your care right away, so that they can be addressed.

FALL PREVENTION AND AWARENESS
Falls are a leading cause of injury in hospitals. Your health and hospital experience is our primary concern. Also, your family/friends are welcome to stay and assist with your care during your hospitalization. Remember, we are here for you and only seconds away.

WHAT TO DO WHILE IN HOSPITAL
• Use your call light to alert caregivers
• If you use glasses or hearing aids, wear them
• Wear non-skid shoes that fit
• Use your walker, crutch or brace

CALL YOUR CAREGIVER IF YOU

• Are dizzy getting up from bed or chair
• Can't see well or if it’s too dark
• Are unsure if you’re able to get up on your own
• Need to use bathroom and/or feel weak

PLEASE CALL... DON’T FALL.
You are an important part of infection prevention!

Wash your hands with soap and water or use hand sanitizer often.
Ask healthcare workers and your visitors to do the same.

If you are having surgery, ask if you should shower with a germ-killing soap ahead of time.

Speak up for your care!
Clean your hands and make sure everyone around you does too.

Take medications as directed.

Sneeze and cough into your elbow, not your hand.

Ask about safe injection practices. Remember: One Needle, One Syringe, only One Time.

Every day, ask if you still need your catheter.

If your room looks dirty, ask to have it cleaned.

Who are infection preventionists?
Infection preventionists use their detective skills to find the bad germs and make sure everyone is doing the right things to keep you safe.

Catheters or other devices will be placed in your body after your skin receives proper cleaning.
Your healthcare workers will wear gloves, gowns, and masks at the right times. If you are in isolation, you and your visitors may need to do this too.

Healthcare workers will clean their hands before and after they care for you.

Your room and any equipment that is used on you will be clean.

What are healthcare-associated infections?
Healthcare-associated infections are a result of germs entering your body during medical care.

Catheter-associated urinary tract infections
When germs travel along a urinary catheter and cause an infection in your bladder or kidney.

Surgical site infections
An infection that happens after surgery in the part of the body where the surgery took place.

Bloodstream infections
When germs enter the blood by way of a catheter or tube that is placed in your vein.

Pneumonia
Infection of the lungs.
Our goal is to respect your dignity and choices. The following is a list of your rights and responsibilities as a patient of University Health System. If you are unable to exercise any or all of these rights, Texas law requires that your guardian, next of kin, or legally authorized representative may exercise those rights on your behalf.

University Health System prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

You have the right, within the limits of law, to:

- be informed of your rights as a University Health System patient, including information about the Health System’s patient rights policy;
- receive information in a manner you can understand;
- be provided with the information necessary to enable you to make informed decisions regarding your care;
- be informed of any research, investigation, or clinical trials involved in your care, treatment, and services;
- be informed of the name of the physician or other practitioner responsible for your care, treatment, or services;
- be informed about unanticipated outcomes of care, treatment, and services;
- participate in the development and implementation of your plan of pain management and your plan of care;
- request or refuse treatment, and receive written information regarding consequences of refusing care, treatment, and services;
- participate in the consideration of ethical issues that arise in your care;
- designate a surrogate to make health care decisions on your behalf;
- assessment and effective management of pain;
- receive information about policies for advance directives and do not resuscitate orders;
- create advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives;
- have a family member or representative of your choice and your own physician be notified promptly of your admission to the hospital;
- designate a support person to be present throughout your stay and to make decisions regarding visitation;
- receive visitors whom you designate during your hospitalization;
- receive dignified and respectful care in a manner that supports your dignity and contributes to a positive self-image and in an environment that is safe;
- be free from all forms of abuse, neglect, exploitation, and harassment;
- personal privacy;
- be free from restraints and/or seclusion in any form that are not medically necessary;
- pastoral or other spiritual services;
- access to protective and advocacy services;
- access to interpreter and translation services at no cost to you;
- prompt resolution of complaints or grievances;
- access information contained in your medical records within a reasonable period of time; and the confidentiality of your health information.

In the comprehensive medical rehabilitation setting, a minor is entitled to:

- appropriate treatment in the least restrictive setting available;
- not receive unnecessary or excessive medication;
- an individualized treatment plan and to participate in the development of that plan;
- a humane treatment environment that provides reasonable protection from harm and appropriate privacy for personal needs;
- separation from adult patients; and
- regular communication between the minor patient and the patient’s family.
You have the responsibility to:

• provide, to the best of your knowledge, accurate and complete information about presenting complaints, past illnesses, hospitalizations, medications, alternative therapy and other matters relating to your health;
• report unexpected changes in your condition to your doctor or nurse;
• ask questions if you do not understand the plan of treatment and what is expected of you;
• express any concerns you have about your ability to follow the treatment plan prescribed by your medical team;
• accept the consequences for outcomes related to refusing treatment or failure to follow the recommended course of treatment or using other treatments;
• demonstrate consideration for the hospital’s rules concerning patient care and conduct, the rights of visitors, staff and other patients (including another patient’s right to confidentiality);
• respect Health System property and the property of other persons; and
• promptly meet financial commitments with the Health System.

PATIENT RELATIONS

If you have a concern, a compliment or a suggestion related to your care, please let us know. The best place to start is with the people directly involved with your care, such as a nurse or doctor. If you continue to have concerns, you may contact the unit director or the nurse manager on your unit. If at any time you feel that you need a patient advocate, please contact the Department of Patient Relations at 210-358-0600 or in person on the first floor of the Rio tower. The office is open from 8:30 a.m. to 5:00 p.m., Monday through Friday. If you need special assistance outside of those hours, please call the operator and ask to speak with the House Supervisor.

You may also contact any of these agencies to share concerns or positive comments:

TEXAS DEPARTMENT OF STATE HEALTH SERVICES 1-888-963-7111, ext. 2150
Customer.service@dshs.texas.gov
P.O. Box 149347
Austin, TX 78756

THE JOINT COMMISSION 1-800-994-6610

CLIENT RIGHTS AND SERVICES FOR MENTAL HEALTH SERVICES 1-888-973-0022

ADVOCACY FOR COALITION OF TEXANS WITH DISABILITIES 1-800-252-9108

ADVOCACY, INC. 1-800-880-8401
Discrimination is against the law. University Health System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

University Health System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. University Health System values the diversity and inclusion of our patients, their visitors, employees, physicians, volunteers, students and others.

**LANGUAGE ASSISTANCE**

University Health System provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formations, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Written information in other languages

If you need these services, call Language Assistance Services at 210-358-0600.

If you feel Language Assistance Services have been denied, please call the Section 1557 Coordinator at 210-743-6299.

If you believe that University Health System has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

**UNIVERSITY HEALTH SYSTEM**

Mr. Antonio Arrey, Section 1557 Coordinator
4502 Medical Dr., San Antonio, Texas 78229
Phone: 210-743-6299
Fax: 210-358-4020
Relay Texas: 711
Email: help1557@uhs-sa.com

You can file a grievance in person, over the phone, by mail, fax or by email. If you need help filing a grievance, the Section 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-868-1019, 800-537-7697 (TDD)
Spanish
ATENCION: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 210-743-6299 (Relay Texas: 711)

Arabic
Relay Texas: 711

Burmes
 注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。 1-210-743-6000 直呼及び711 同時通話

Vietnamese
CHÚ Ý: Nếu bạn nói Tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-210-743-6000 (Relay Texas: 711).

Chinese
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-210-743-6299 (Relay Texas: 711)

Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-210-743-6299 (Relay Texas: 711) 번으로 전화해 주십시오.

Urdu
CH: اگر آپ برطانوی بولتے ہوئے، شو آپ کو زبان کی مدد کی چیز دنیا میں سے ہے۔
1-210-743-6299 (Relay Texas: 711)

Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-210-743-6299 (Relay Texas: 711).

French
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.Appelez le 1-210-743-6299 (Relay Texas : 711).

Hindi
ध्यान है: यदि आप हिंदी बोलते हैं, तो आपके लिए भारत में भाषा मदद की सेवा में आपके सामने है।
1-210-743-6299 (Relay Texas: 711)

Persian (Farsi)
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌آید. با (711) 1-210-743-6299 (Relay Texas: 711)

German

Gujarati
સુચના: જો તમે ગુજરાતી બોલતા હોવા છો, તો નયાઓ ભાષા સરકાર સેવા લોકલ્સ માટે ઉપલબ્ધ છે.
1-210-743-6299 (Relay Texas: 711).

Russian
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-210-743-6299 (Relay Texas: 711).

Japanese
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます
1-210-743-6299 (Relay Texas: 711) まで、お電話にてご連絡ください

Laotian
(Việt Nam) Chúng tôi có hỗ trợ dịch vụ ngôn ngữ miễn phí cho người nói tiếng Việt. Hãy gọi số 1-210-743-6299 (Relay Texas: 711).
University Health System is committed to keeping patient information private. It is essential for everyone to be respectful of the privacy of patients at all times. In support and consideration of privacy, please do not photograph or record patients, staff or visitors without permission. Anyone using social media is also encouraged to be responsible when posting information, particularly about sensitive topics such as a patient’s diagnosis or prognosis.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If, at any time, you have questions about information in this Notice or about our privacy policies, procedures or practices, you may contact the University Health System HIPAA Officer at 210-743-6540 or HIPAAOfficer@uhs-sa.com.

Understanding Your Health Record/Information
This Notice describes the practices of the University Health System with respect to your protected health information created while you are a patient at University Health System.

We understand that your medical information is personal and we are committed to protecting your medical information and keeping you informed about your health information rights.

This Notice will tell you about the ways in which we may use and disclose medical information about you. It also explains your rights and our legal duties regarding the use and disclosure of medical information.

Your Health Information Rights
You have several rights with respect to your medical information. This section briefly mentions each of these rights.

YOU HAVE A RIGHT TO:
• Request a paper copy of this Notice or download a copy at www.UniversityHealthSystem.com.
• Inspect and receive a copy of your health record in either paper or electronic form.
• Receive communications about your health information by alternative means (cell phone instead of letter) or at alternative locations (work instead of home). We will accommodate reasonable requests.
• Request that we limit the use and disclosure of your medical information for treatment, payment, and healthcare operations. We will accommodate reasonable requests.
• Request that we restrict disclosures of your health information to persons, including family members, involved with your care and as provided by law. We will accommodate reasonable requests.
• Request, in writing, an amendment of your health information you believe to be incorrect or incomplete, as provided by law. We will notify you if we are unable to grant your request to amend your health record.
• Appoint a personal representative who will have authority to exercise your rights and make choices about your health information.
• Obtain an accounting of certain disclosures of your health information as provided by law.
• Be notified of any breaches of unsecured protected health information as provided by law.
• Opt-out of receiving fundraising activities. Please contact the University Health System Foundation at (210) 358-9860 to opt-out of fundraising communications.
• Restrict the disclosure of health information to a health plan, pertaining solely to a health item or services for which the individual has paid University Health System in full.
• Restrict the use and disclosure of psychotherapy notes, marketing, and the sale of your protected health information. This information may be released only upon your written authorization.

You may exercise your rights set forth in this Notice by providing a written request to the University Health System Medical Records Department, 4502 Medical Dr., San Antonio, Texas, 78229, by phone at 210-358-3532 or by e-mail at: medical.records@uhs-sa.com.
OUR RESPONSIBILITIES
In addition to the responsibilities set forth above, we are also required to:

• Maintain the privacy of your health information.
• Provide you with a copy of this Notice.
• Abide by the terms of this Notice.
• Notify you if we are unable to agree to a requested amendment or restriction.
• Restrict the sale of your health information, unless authorized by you.
• Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.
• Disclose your health information without your written authorization (signed permission), except as described in this Notice or permitted by law.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain, including information created or received before the change. Should our practices change, we are not required to notify you, but we will have the revised notice available for you to request at any University Health System site and on this website, www.UniversityHealthSystem.com.

Examples of Disclosures of Health Information for Treatment, Payment, Healthcare Operations and as Otherwise Allowed by Law

The following categories describe different ways that we use and disclose medical information. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information should fall within one of the categories:

**TREATMENT:** We may disclose medical information about you to doctors, nurses, technicians, medical students or other personnel who are involved in taking care of you within University Health System. We may share medical information about you in order to coordinate different treatments, such as prescriptions, lab work and X-rays. We may also provide your physician or a subsequent healthcare provider with copies of various reports to assist in treating you once you are discharged from care at University Health System. We may share your medical information with other healthcare providers within a Health Information Exchange, an Enterprise Data Warehouse, or similar healthcare data system.

**PAYMENT:** A bill may be sent to you or a third-party payer. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures and supplies used.

**HEALTHCARE OPERATIONS:** We may use the information in your health record to assess the care and outcome in your case and others like it. We may also disclose information for training purposes, for learning purposes. This information is used in our ongoing effort to improve the quality and effectiveness of the healthcare and services we provide. Your health information will also be used as otherwise allowed by law.

**BUSINESS ASSOCIATES:** There are some services provided in our organization through contacts with business associates. Examples include certain laboratory tests, consulting services, supplemental staffing, transcription, data management and copy services. To protect your health information, however, we require business associates, and their subcontractors, to take appropriate measures to safeguard your information.

**DIRECTORY:** Unless you instruct us otherwise, we will use your name, location in the facility and general condition for directory purposes while you are a patient at University Health System. This information may be provided to people who ask for you by name.

**NOTIFICATION:** We may use or disclose information to notify or assist in notifying a family member, personal representative or another person responsible for your care about your location and general condition.

**OHCA:** We may use or disclose information to those entities participating in an Organized Health Care Arrangement (OHCA) in support of designated specific community-health focused initiatives or any other initiatives involving health care operations identified by the OHCA.

**RESEARCH:** We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

**FUNERAL DIRECTORS/MEDICAL EXAMINERS:** We may disclose health information to funeral directors, medical examiners and/or coroners consistent with applicable law to carry out their duties.
ORGAN PROCUREMENT ORGANIZATIONS: Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs for the purpose of tissue donation and transplant.

COMMUNICATIONS FOR TREATMENT AND HEALTHCARE OPERATIONS: We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

MARKETING: If authorized by you, we may use and disclose your medical information for marketing purposes. This information may be released only upon your written authorization.

DISASTER RELIEF: We may share information in a disaster relief situation unless you say otherwise.

FOOD AND DRUG ADMINISTRATION (FDA): We may disclose to the FDA your health information for the public purpose related to the quality, safety, or effectiveness of an FDA-regulated medication, product or activity (i.e. adverse event, product defect, product tracking or post marketing surveillance information to enable product recalls, repairs or replacement).

HEALTH OVERSIGHT ACTIVITIES: We may disclose your health information to a health oversight agency for activities authorized by law. These oversight activities might include audits, investigations, inspections and licensure. These activities are necessary for the government to monitor the healthcare system, government benefit programs and compliance with civil rights laws.

WORKER’S COMPENSATION: We may disclose your health information to the extent necessary to comply with laws relating to worker’s compensation claims.

PUBLIC HEALTH: When required or permitted by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, disability or with performing other public health functions.

ABUSE, NEGLECT OR DOMESTIC VIOLENCE: We may disclose your health information to a governmental agency authorized by law to receive reports of abuse, neglect or domestic violence.

JUDICIAL, ADMINISTRATIVE AND LAW ENFORCEMENT PURPOSES: We may disclose your health information for judicial or administrative proceedings or to law enforcement as required or permitted by law, including responding to subpoenas, court orders, binding authority, or to report a crime.

TO AVERT A SERIOUS THREAT TO HEALTH OR SAFETY: We may use and disclose your health information in order to avert a serious threat to the health or safety.

SPECIALIZED GOVERNMENT FUNCTIONS: We may release your health information for certain government functions, including but not limited to military and veterans’ activities, national security, intelligence activities and similar governmental functions as required or permitted by law.

CUSTODIAL SITUATIONS: If you are an inmate in a correctional institution, we may disclose your health information to a correctional institution or law enforcement official necessary for your health and the health and safety of others.

REQUIRED OR ALLOWED BY LAW: We will disclose medical information about you when required or allowed to do so by federal, state or local law.

OTHER USES OF YOUR HEALTH INFORMATION: Other uses and disclosures of medical information not covered by this Notice or permitted by law will be made only with your written permission which may be canceled, in writing at any time.

COMPLAINTS
If you believe your privacy rights have been violated, you may file a written complaint with us at University Health System, Attn: HIPAA Officer, 4502 Medical Drive, San Antonio, Texas, 78229, or with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.
Advance directives are written, legal documents that describe your wishes about your future health care. They can provide your loved ones and healthcare providers with instructions on how to best care for you if you are unable to communicate. Types of advance directive documents include Medical Power of Attorney, Directive to Physicians, and Out-of-Hospital Do Not Resuscitate orders.

**What is a Medical Power of Attorney (mPOA)?**
A medical power of attorney document is a legal document that allows you to choose and designate someone who will make medical decisions for you if you cannot speak for yourself. The person you designate cannot make any medical decisions for you until you cannot make them yourself.

**Who should I choose to be my mPOA?**
Several things you should consider in this important decision about the person you choose:
- Are they someone you trust?
- Can they make difficult decisions in a stressful or emotional situation?
- Do they know you well and understand what’s important to you?
- Have you talked with them about what your wishes would be?
- Are they willing to accept the responsibility of making medical decisions for you?

**How will my mPOA know what decisions to make?**
It is very important that you share your wishes about your future medical care with your medical power of attorney early and often. This will help your medical power of attorney honor your wishes. You should also share this information with your physician and with loved ones who are involved in your care so they can support the decisions of your medical power of attorney.

**What is a Directive to Physicians?**
A Directive to Physician document is a legal document that allows you to put in writing your wishes about your future medical treatment in case you are diagnosed with a life-threatening illness or injury. This document helps your loved ones and healthcare providers know your wishes related to administering, withdrawing or withholding life-sustaining treatment when you are not able to tell them yourself.

**When is the best time to complete advance directives?**
Any time is a good time to complete an advance directive. Think of it as insurance: You hope you don’t have to use it, but if you become unable to speak for yourself, your advance directive provides your loved ones and your health care providers with a means to know your wishes about your medical treatment.

**What happens after I complete advance directives?**
At University Hospital, you will keep the original of all of your documents. We will make as many copies as you need, and we will keep a copy as part of your electronic medical record. You and your mPOA should each keep a copy in a safe and secure location where you can get to it if you need it, and you should share a copy with your primary care doctor.

**How do I complete advance directives?**
While at University Hospital, you can tell your nurse that you want to complete an advance directive, and your nurse will then make a referral to Care Coordination or Pastoral Care for assistance in completing a Medical Power of Attorney.

If you want to complete a Directive to Physician or Out-of-Hospital DNR, your nurse will notify the attending physician and make a referral to Palliative Care for assistance in completing the document.

**ETHICS**
Decisions about treatment often involve moral values, religious beliefs, or professional guidelines. University Health System’s Ethics Department can help with any questions or issues you may have about treatment, while keeping the patient’s best interest at heart. Our representatives offer guidance through information sharing and discussion with concerned parties.

Requests for ethics assistance can be made by any patient, family member/guardian, healthcare team member, or others with a legitimate interest in a patient. All discussions are kept strictly confidential.

Clinical ethics assistance is available free of charge and representatives are on call 24 hours a day. Please call 210-743-0751 or the hospital operator to request this service.
FOLLOW UP APPOINTMENTS
If your doctor ordered additional tests, therapy, or follow-up appointments, it is important that you schedule these right away. Please let your nurse know if you need any assistance with scheduling.

MANAGE YOUR HEALTH ONLINE
It’s easy and secure! Go to myUHS.com to:
• request and view appointments
• update your personal information
• manage your insurance information
• view account balance and pay your bill
• view your medical conditions, medications, lab results, immunizations, and allergies
• securely message your participating University Health System provider(s)

SIGN UP FOR FOLLOWMYHEALTH
If you have an invite code:
• You will receive an e-mail with a link to enroll
• Use your invite code to complete your registration
If you do not have an invite code:
• Go to myUHS.FollowMyHealth.com and sign up for a new account
• From the Request Connections to Healthcare Organizations page, type in “University Health System”
• Our medical records team will review your request and respond to you within three business days
FollowMyHealth customer support: 210-358-4045

FOLLOW DISCHARGE
Discharge from a hospital stay is often a time of relief. It is also a time to prepare for what’s ahead. Your care team will assist you and your family with discharge planning. Please be sure to let your team know of any preferences for your care after discharge. Once your doctor says you are ready for discharge, you should begin your preparations to leave.

What to Expect During Discharge
Your nurse will make sure that you have all the instructions you need for at-home care and any rehabilitation and follow-up appointments that need to be scheduled. You may need special equipment or supplies, medications or other services. This process may take a few hours, and we appreciate your patience. This is also a good time to gather your belongings, arrange transportation and prepare to leave.

Discharge Lounge
If your discharge is complete and you need a place to wait for transportation, you will be offered the use of our discharge lounge, a quiet, relaxing area located on the 3rd floor of the Sky Tower. Our transportation technicians are happy to escort you to the discharge lounge while you wait for a ride home. Before you go:
• Please ask your nurse to call a case manager if you have any questions or concerns about your care after your stay or any medical equipment you may need during your recovery.
• If we have secured any of your valuables, be sure your nurse contacts our Admissions Department to deliver these items to you in your room.
• Please check every space in your hospital room and restroom for personal items so that nothing is accidentally left behind.

WE’RE LISTENING
You may receive a phone call asking about your experience. If you do, our doctors, nurses and the rest of our healthcare team would appreciate you taking the time to answer a few short questions. It has been our honor to care for you. We hope you will choose us again if we can ever be of service to you and your family.
Delivering your discharge prescriptions right to your room before you leave

Meds-to-Beds is a free bedside service that makes your discharge from the hospital easier. Our hospital pharmacy delivers your prescriptions to your room, so there’s no need to stop at the drug store on your way home. The pharmacist who brings your medicine to you will answer any questions you may have.

How do I have my discharge prescriptions brought to my bedside?
Just ask your doctor, nurse or pharmacist.

Will you accept my prescription insurance?
- We accept the majority of prescription insurance plans.
- Cost will be directly billed to your insurance.
- You will be responsible for any co-pay required.
- If a co-pay is due, a bill will be sent to your home.

What if I don’t have my insurance card with me?
We will call your current drug store for your insurance information.

When my prescriptions run out, how do I get them refilled?
- Call the telephone number on your prescription bottle.
- Provide your prescription number.
- Your prescriptions will be mailed to you the next day.

For more information, please call 210-358-2905.
PHARMACIES

Our pharmacy services include immunizations, medication therapy reviews, and health and wellness education. For your convenience, you can choose to pick up your prescription refills at one of our locations listed below, or to have them mailed to you.

Medical Center Pavilion - 4647 Medical Dr. 210-358-8680
Robert B. Green Campus - 903 W. Martin St. 210-358-3475
UFHC - Southeast - 1055 Ada St. 210-358-5534
UFHC - Southwest - 2121 SW 36th St. 210-358-5140
Texas Diabetes Institute - 701 S. Zarzamora St. 210-358-7460

CARELINK

CareLink is a financial assistance program available to qualifying Bexar County residents. CareLink may be able to help with the cost of medical care you receive within University Health System. Once you are a member, you will choose an outpatient medical home to help you address your medical needs. Please ask your nurse or social worker if you would like more information of this program.

EXTERNAL RESOURCES

American Cancer Society 800-739-9778
TMPH Chronically Ill and Disabled Children 210-655-9778
Medicaid 800 MEDICARE/800-633-4227
Medicare 800-983-9933
OAG Victims of Crime 800-772-1213
Supplemental Security Income (SSI)

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Texas Department of Human Services 210-655-8760
Texas Rehabilitation Commission 800-628-5115
Texas Workforce Commission 210-258-6600
Transplants for Children Association of Texas 210-258-6600

PARENT SUPPORT

Project Any Baby Can of San Antonio 210-227-0170
Parenting classes, support groups and parenting library

PATIENT SUPPORT

WINGS: Women Involved in Nurturing, Giving, Sharing 210-946-9464

PSYCHOLOGICAL SUPPORT

CHCS Crisis Hotline 210-223-7233 or 800-316-9241
National Suicide Hotline 800-SUICIDE (784-2433)

RESPITE/RELIEF

The Center for Health Care Services Paces/ 210-756-5555

EARLY CHILDHOOD INTERVENTION SERVICES

Services for children of ages 0-3 who are autistic, mentally ill and developmentally delayed.
Respite Care of San Antonio 210-737-1212
Aging & Disability Resource Center 210-477-3275 or 866-231-4922

TRANSPORTATION

Taxi Service - Yellow Cab 210-222-2222
VIA Trans (application required) 210-362-5050
VIA Transit Hotline 210-362-2020

TRAUMA SUPPORT GROUPS

Children’s Bereavement Center 210-736-4847
FOUNDATION

The University Health System Foundation is the fundraising arm for the Health System and a lifeline of support for patients and their families. For more than 30 years, generous individuals and organizations have made contributions towards medical and non-medical patient support, equipment and technology that may fall outside of a department’s budget, scholarships for medical professionals and much more! As a 501 (c) (3) Nonprofit Organization, 100 percent of every gift received directly supports patient-centered care. As our city continues to grow, we are counting on your support more than ever to help provide access to exceptional care for all. See the different ways you can be a part of this important mission at www.BuildingLifelines.com.

GRATEFUL PATIENT PROGRAM

Have you had an exceptional experience at University Hospital? Individuals and families can give back to the hospital by designating their gift to a service line, department, or to the primary fund (our most general and unrestricted fund) in honor of their caregiver(s).

Our Grateful Patient program is a great way to pay it forward by becoming a lifeline to hope and healing for others in our community, and to recognize members of our dedicated staff who have helped you or your loved one through a medical crisis. See ways to Support at www.BuildingLifelines.com. Thank you!

BECOME A VOLUNTEER

The Volunteer Services department creates opportunities for people of all ages and backgrounds. Our volunteer positions allow you and your friends to:

• Explore new career fields
• Network socially and professionally
• Practice important job skills in real administrative settings
• Participate in special projects and committee work
• Improve the health and well being our patients

To learn more about volunteering opportunities call Volunteer Services at 210-743-5730.

WE LIKE STORIES

If you have a great story about the care you received at University Health System, please let us know. You can email us at Corporate.Communications@uhs-sa.com.
OUTPATIENT CLINIC LOCATIONS

DOWNTOWN
Robert B. Green Campus
903 W. Martin St. • 210-358-3400

NORTH
CareLink – North
126 W. Rector St., Ste 116 • 210-358-3350
Family Health Center – North
302 W. Rector St. • 210-358-0800
Naco Perrin
4020 Naco Perrin Blvd. • 210-358-8255

NORTHWEST
Breast Imaging Center at Mays Cancer Center
7979 Wurzbach Rd. • 210-450-5050
Dialysis Northwest
7540 Louis Pasteur Drive, Ste. 100 • 210-358-2675
Dominion Crossing (University Medicine Associates)
21727 IH 10 West, Ste 103 • 830-331-4662
Family Health Center – Northwest
7726 Louis Pasteur Drive • 210-358-8820
Health for Women on Callaghan
8210 Callaghan Rd. • 210-358-8255
Heart Station
Medical Arts & Research Center (MARC)
8300 Floyd Curl Drive, 3rd floor • 210-644-8201
Surgery Center – Medical Center
Medical Arts & Research Center (MARC)
8300 Floyd Curl Drive, 2nd floor • 210-644-9300
Medical Center Pavilion
4647 Medical Drive • 210-358-8145
University Hospital
4502 Medical Drive • 210-358-4000

SOUTHEAST
Dialysis South
3750 Commercial Ave., Ste 110 • 210-921-5620
Dialysis Southeast
1407 Fair Ave. • 210-358-5780
Dr. Robert L.M. Hilliard Center
919 Locke St. • 210-644-8700
Family Health Center – Southeast
1055 Ada St. • 210-358-5515
South Flores
7902 S. Flores St. • 210-358-8255

SOUTHWEST
Family Health Center – Southwest
2121 S.W. 36th St. • 210-358-5100
Salinas
630 S. General McMullen St. • 210-358-8255
School-Based Health Center – Harlandale ISD
Collier Elem., 834 W. Southcross • 210-644-1500
School-Based Health Center – Southwest ISD
11914 Dragon Lane, Bldg. 303 • 210-644-7770
Texas Diabetes Institute
701 S. Zarzamora St. • 210-358-7000
Dialysis West
701 S. Zarzamora St. • 210-358-7300
Zarzamora
4503 S. Zarzamora St. • 210-358-8255

ExpressMed (walk-in care) available at these locations.

Naco Perrin
4020 Naco Perrin Blvd. • 210-358-8255

701 S. Zarzamora St. • 210-358-7300
Dialysis West
701 S. Zarzamora St. • 210-358-7300

Texas Diabetes Institute
701 S. Zarzamora St. • 210-358-7000
Dialysis West
701 S. Zarzamora St. • 210-358-7300
Zarzamora
4503 S. Zarzamora St. • 210-358-8255