

OUR PROMISE
TO YOU

RESPECT

KINDNESS

Patient Handbook

YOU MAY TAKE THIS HOME WITH YOU

COORDINATE

PERSONALIZE

COMMUNICATE

INCLUDE

THE
VANDERBILT
PATIENT AND FAMILY
PROMISE



Include you
as the most
important
member of
your health
care team



Respect
your right to
privacy



Work with
you to
coordinate
your care

Our Promise to You

We make those we serve our highest priority.



Personalize
your care
with a focus
on your
values
and needs

We expect everyone
at Vanderbilt to keep
these promises to
you and your family.



Communicate
clearly
and regularly



Serve you
and your
family with
kindness
and
respect

We welcome your feedback.

If you have comments or concerns about your care,
contact Patient Relations at PatientRelations@vumc.org or (615) 322-6154.

CONTENTS

Our Promise to You <i>inside front cover</i>	Using the Hospital TV 11
You Are Our Highest Priority 2	Advance Care Planning 12
Serving You and Your Family 4	Quitting Tobacco 13
Your Health Care Team 6	Your Rights and Responsibilities as a Patient 14
Your Satisfaction Is Important to Us 7	Notice of Non-discrimination 16
Where to Eat at Vanderbilt 8	Getting Involved <i>outside back cover</i>
Using the TV Remote and Call Light 10	

Welcome to Vanderbilt University Hospital

When you need medical care, you want the best care possible. At Vanderbilt University Hospital, we strive to provide world-class care for you and your family. This is why we recruit the very best medical professionals and hold them to the highest standards.

We promise to make those we serve our highest priority. For you and your family this means:

- including you as the most important member of your health care team
- respecting your right to privacy
- working with you to coordinate your care
- personalizing your care with a focus on your values and needs
- communicating clearly and regularly
- serving you and your family with kindness and respect.

To keep this promise, we need your help. If you have a question, please ask. If you have a concern of any kind, please let us know. Pay special attention to the tips on pages 2 and 3. These can help keep you safe.

We hope the information in this handbook encourages you take an active role in your care. You can find more ways to get involved in your care on the TV in your room.

Thank you for choosing Vanderbilt for your health care.

—*The Staff at Vanderbilt University Hospital*

YOU ARE OUR HIGHEST PRIORITY

If something doesn't seem right to you—no matter what it is—please speak up! We want to know.

Your safety is important to us. Here are some things you can do to help keep yourself safe.

Call, don't fall.

Ask your health care team if your medicine or condition may make you more likely to fall.

To avoid dizziness:

- sit for a moment to get your balance before walking
- wear non-skid shoes or slippers
- keep your area free of clutter.

You may fall because you:

- feel ill or weak
- are taking medicines
- are in a new place
- are hooked up to medical equipment.

Check with the nurse before you get out of bed, go to the bathroom, or get back in bed.

We are here to help you. Please call us so we can help keep you from falling.

Know your medicines.

- Tell us about any allergies or reactions you have had to food, medicines, latex, or dyes.
- Keep a list of the prescription and over-the-counter medicines you're taking. Remember that vitamins and herbal supplements are medicines.



- When you're given medicines, ask what they are and why they're being given to you.
- Tell us if your medicines don't look right.

Wash your hands.

Hand hygiene is the single most important way to prevent the spread of infection.

Be sure to wash, foam, or gel your hands. Ask everyone who enters your room to wash, foam, or gel their hands.



YOU ARE OUR HIGHEST PRIORITY

We'll help keep you safe.

We will:

- wash, foam, or gel our hands
- explain everything we do
- always listen to what you and your family say
- invite your questions and input
- respond quickly when we hear you say something's not right.

We'll make sure that we know who you are and that you know who we are.

We will:

- ask for your name
- check your ID band
- wear our hospital badge.



For more information about keeping safe,
go to [VanderbiltHealth.com/safevisit](https://www.vanderbilthealth.com/safevisit).

For immediate help, call 1-1111.

If you feel that something is “just not right,” or if there’s a medical emergency, call for the Rapid Response Team and notify your nurse.



We'll check on you often.

A nurse or other member of your care team will visit your room often to see how you're doing and if you need any help. Expect the nurse to ask how your pain is, if you're comfortable, if you need to use the bathroom, or if you need something moved closer to you so that you can reach it more easily. If you ever need anything when we're not in your room, please press the call button.

We'll meet with you when shifts change.

Shifts change twice a day, once in the morning and once in the evening. During shift change, your out-going nurse will introduce you to your on-coming nurse at your bedside. This will give us a chance to talk about your care for the day. We involve you in this to make sure that you always understand your care and that we're meeting your needs.

SERVING YOU AND YOUR FAMILY

Chapel services

Rhea Chapel on the 1st floor of Vanderbilt University Hospital is always open for prayer and meditation. A 30-minute non-denominational worship service is held at 10 a.m. every Sunday.

Communicating with family and friends

Patients at Vanderbilt can create their own website for updating family and friends. To create a website, go to CaringBridge.org.

Ethics consult

The Clinical Ethics Consultation Service supports patients, families, and health care teams when difficult health care decisions need to be made. An ethics consultant can help align the values and goals of patients and families with the treatment options presented by the health care team. For an ethics consult, ask a member of the health care team to page the ethics service, or call (615) 936-2686 and ask to speak with an ethics consultant.

Gift shops

Gift shops are located on the 2nd floor of Vanderbilt University Hospital above the main lobby (open 7 a.m. to 9 p.m. weekdays and noon to 5 p.m. on weekends) and on the 2nd floor of Monroe Carell Jr. Children's Hospital at Vanderbilt (open 9 a.m. to 4:30 p.m. weekdays).

Guest Services

Guest Services representatives wearing blue jackets are located throughout the hospital. Ask a representative if you need directions,

information on places to stay, or other resources during your visit. Or call Patient Services at 2-1000 from a hospital phone.

Housekeeping Services

We'll clean your room daily. This includes:

- emptying waste cans and replacing bags
- dusting or damp-wiping tabletops and shelves
- cleaning the bathroom
- dusting and damp-mopping the floor
- replacing towels, toilet tissue, liquid hand soap, and other supplies as needed.

Tell us if you need any housekeeping service.

Interpreter Services

Vanderbilt Interpreter Services offers interpreters free of charge to patients and family members who have limited English-speaking ability or who are deaf. We also have services for patients and families who are hard of hearing, visually impaired, or blind. To request an interpreter,

- tell a staff person that you need an interpreter
- call (615) 322-7378 (2-7378 from a hospital phone).

For an American Sign Language (ASL) interpreter, call (615) 248-8828.

Laundry

You will find a washer and dryer for your use on the 9th floor of the Critical Care Tower. Laundry detergent may be purchased from the Gift Shop. Laundry must not be left unattended.

SERVING YOU AND YOUR FAMILY

Online access to your medical information

My Health at Vanderbilt is a free and secure way to manage your health care online. Using My Health at Vanderbilt, you can:

- see lab test results
- exchange secure messages with your Vanderbilt doctors
- request new appointments
- view your personal medical information
- get an online estimate or pay Vanderbilt bills
- read relevant medical information.

Go to MyHealthAtVanderbilt.com to set up an account.

Pastoral Care

Chaplains (ministers) provide spiritual support for patients and families from a wide range of religious faiths. To request a visit:

- call Pastoral Care at (615) 343-3535 (3-3535 from a hospital phone)
- ask a nurse or other staff member to call a chaplain for you
- go to VanderbiltHealth.com/pastoralcare.

Vending machines

Vending machines can be found:

- in the waiting area on each floor of the hospital
- on the 6th, 8th, and 9th floors of the Critical Care Tower
- on the 2nd floor of Medical Center East
- in the Courtyard Café exit area.

Visiting

General visiting hours: 9 a.m. to 9 p.m.*

Patients may have one support person of their choice, 18 or older, with them at any time, as long as this does not interfere with patient care.

There are no hourly limits in Labor and Delivery, but there are special rules for visiting before and during delivery. Ask the unit for information.

Children are welcome to visit during general visiting hours. **A responsible adult other than the patient must be with a visiting child at all times.**

Visitors should not bring latex balloons. Only mylar balloons are allowed in the hospital.

Family and friends with fever, chills, sore throat, cough, vomiting, or diarrhea should wait at least 48 hours after these symptoms go away before visiting a patient.

** These hours may sometimes change. Go to our website for current visiting hours and updates.*

Waiting areas

No more than 4 visitors per patient are allowed in a waiting area. Because space is limited, visitors may be asked to wait in the 1st or 2nd floor main lobby areas. Staying overnight in a waiting area is not recommended. If 1 or 2 people need to spend the night, ask a nurse for an overnight pass. Do not bring personal bedding or appliances into rooms or waiting areas. Sleeping on the floor is not allowed.

Wireless internet access

You can access the internet for free by selecting the network **VUMCGuest** on your wireless device. The password is **vumcguest**.

YOUR HEALTH CARE TEAM

You're the most important member of your **health care team**. Members of your health care team may include:

Doctors (green badges)

An **attending physician** supervises your care.

A **consulting physician** may be called in by the attending physician to treat a specific problem or part of the body.

An **anesthesiologist** gives you anesthesia (medicine to control your pain or put you to sleep during surgery).

A **resident** is a doctor who has completed medical school and is being trained on the job. A first-year resident is called an **intern**.

A **fellow** is a doctor being trained in a medical specialty.

Nurses (blue badges)

A **nurse practitioner (NP)** is a registered nurse with advanced education and training.

A **registered nurse (RN)** has a nursing degree and certificate.

A **licensed practical nurse (LPN)** works closely with the registered nurse (RN) to care for you.

A **charge nurse** oversees the unit during a particular shift.

A **case manager** helps you and your family with services you will need when you leave the hospital.

A **care coordinator** assesses your needs and coordinates your care.

A **transition care coordinator** focuses on your needs as you move from one level of care to another.

Respiratory therapists (gold badges)

A **respiratory therapist** treats and manages lung or breathing problems.

Other professionals and staff (white badges)

A **patient care services manager** supervises the patient care staff on each unit.

A **care partner** helps care for you under the supervision of a nurse.

A **social worker** helps you deal with social and emotional issues and find the care and services you need in your community.

A **pharmacist** helps you understand and manage your medicines.

A **physical therapist** helps you regain your strength and movement.

An **occupational therapist** helps you recover and improve the skills you use in daily living.

A **registered dietitian** assesses, plans, and evaluates your food and nutrition needs.

A **radiology technologist** takes X-rays and CT scans.

A **speech pathologist** helps you with speaking, hearing, or swallowing problems.

Health care students

Vanderbilt University Medical Center is a teaching hospital. Students are supervised by experienced clinicians and do not make decisions about your medicines or treatments.

YOUR SATISFACTION IS IMPORTANT TO US

Is your room quiet?

We make quietness a priority so that you can rest and heal. Tell us if it is too noisy for you to rest. If you'd like, you can let us know by selecting "Too Noisy?" on your TV.

Is your room clean?

Tell us if your room or bathroom is not clean enough for you.

Is your pain under control?

Tell your health care team if you need any help controlling your pain. If you'd like, you can let us know by selecting "In Pain?" on your TV. We'll do our best to help you.

Do you have any questions about your care?

Let your health care team know if you have any questions or concerns. We promise to listen carefully and treat you with courtesy and respect.

Is there a problem with your care or service?

If for any reason you're unhappy with the care or service you're getting, call the Patient Services line at (615) 322-6154 (2-6154 from a hospital phone) and ask for Patient Relations. The hours for Patient Relations are 8 a.m. to 5 p.m. weekdays. If you call outside these hours or if you get a recorded message, press 0 and ask the operator to connect you with the hospital administrator on call. You may also email us at PatientRelations@vumc.org, fax us at (615) 343-4163, or write us at:

Patient Relations
1817 The Vanderbilt Clinic
Nashville, TN 37232-5612



You may get a survey from us after you go home.

After you leave the hospital, you may get a survey from a company called Press Ganey. We use Press Ganey to help us learn how satisfied you are with your experience at Vanderbilt.

Completing this survey is optional. But filling it out helps us improve our care in ways that matter most to you and patients like you. We value your input.

Press Ganey will have some basic information about your stay. The company will protect this information and keep it private just as we must. For more information, see our Notice of Privacy Practices.

If you have concerns or questions about your hospital stay, call Patient Relations at (615) 322-6154. If you have concerns or questions about the survey, call (615) 936-6067 or email SMI@vumc.org.

WHERE TO EAT AT VANDERBILT

Vanderbilt University Hospital

4 *Au Bon Pain*

Serves sandwiches, soups, salads, and baked goods. Open 5 a.m. to midnight weekdays; 6 a.m. to 11 p.m. Saturday (facing Light Hall on the outside courtyard, 2nd Floor).

3 *Courtyard Café*

On the 2nd floor in the hallway between the hospital and The Vanderbilt Clinic. A variety of foods are served at the following 7 stations, which are open 6 a.m. to 2 a.m., 7 days a week:

- **Charleston Market** (a meat-and-3 menu, with wellness meals served at lunch on weekdays)
- **Deli**
- **Grill**
- **Mindful Station** (wellness entrees on Tuesday, Wednesday, and Thursday)
- **Pizza and Pasta**
- **Salad Bar**: build your own, sold by the ounce
- **Simply to Go**: grab-and-go foods, including healthy snacks

Also in the Courtyard Café:

- **Baja Fresh Express** (Serves Mexican food. Open 6:30 a.m. to 6:30 p.m. weekdays; 6 a.m. to 2 p.m. Saturday and Sunday.)
- **Commodore Cup** (Serves Starbucks coffee, pastries, and grab-and-go lunch items. Open 6:30 a.m. to 6 p.m. weekdays.)
- **Mein Bowl** (Serves Asian food. Open 6 a.m. to 8 p.m. weekdays.)

5 *Susie's Espresso*

Serves beverages, sandwiches, and baked goods. Open 7 a.m. to 4:30 p.m. weekdays (Main Lobby, 1st Floor).

Children's Hospital

1 *Ben & Jerry's*

Open 11 a.m. to 10 p.m. weekdays; noon to 9 p.m. Saturday (Children's Way Food Court, 2nd Floor).

2 *Champ's*

A vending area offering healthy options. Open 11 a.m. to 2 p.m. weekdays (3rd floor).

1 *Subway*

Open 7 a.m. to 11 p.m. weekdays; 7 a.m. to 10 p.m. Saturday; 7 a.m. to 9 p.m. Sunday (Children's Way Food Court, 2nd Floor).

1 *Susie's Espresso*

Serves beverages, sandwiches, and baked goods. Open 6:30 a.m. to 5 p.m. weekdays (Children's Way Food Court, 2nd Floor).

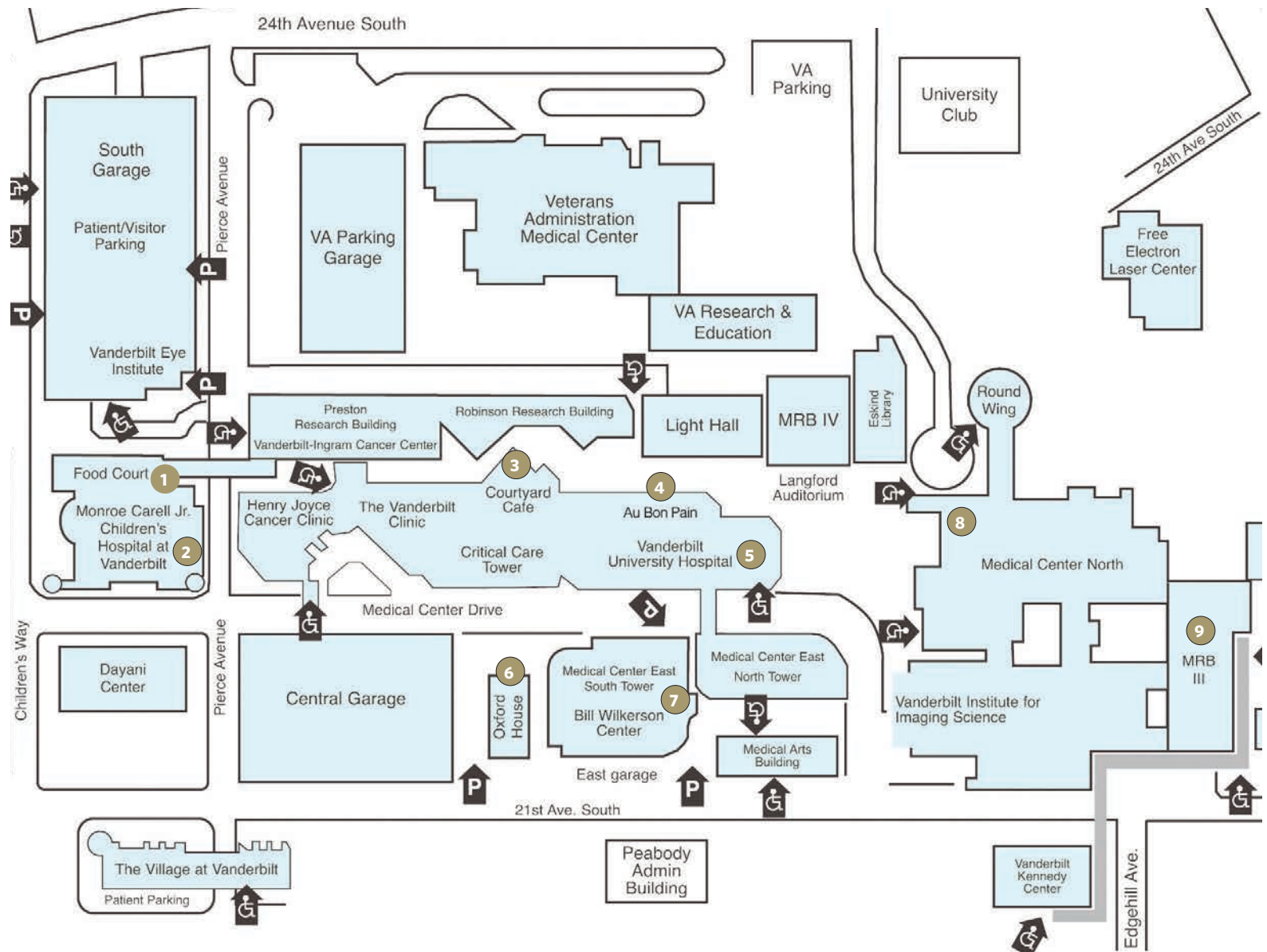
1 *Taco Bell / Pizza Hut Express*

Open 10 a.m. to 11 p.m. every day (Children's Way Food Court, 2nd Floor).

1 *Vandy Café*

Offers a variety of foods, including healthy options and grab-and-go items. Breakfast: 6 a.m. to 10:30 a.m. weekdays; lunch: 11 a.m. to 2 p.m. weekdays (Children's Way Food Court, 2nd Floor).

WHERE TO EAT AT VANDERBILT



Medical Center East (8th Floor)

7 *Bistro on 8th*

Serves lunch, grab-and-go items, and beverages.
Open 7:30 a.m. to 4 p.m. weekdays.

Medical Research Building III

9 *Susie's Espresso*

Serves beverages, sandwiches, and baked goods.
Open 7 a.m. to 4:30 p.m. weekdays.

Medical Center North (2nd floor lobby)

8 *Commodore Cup North*

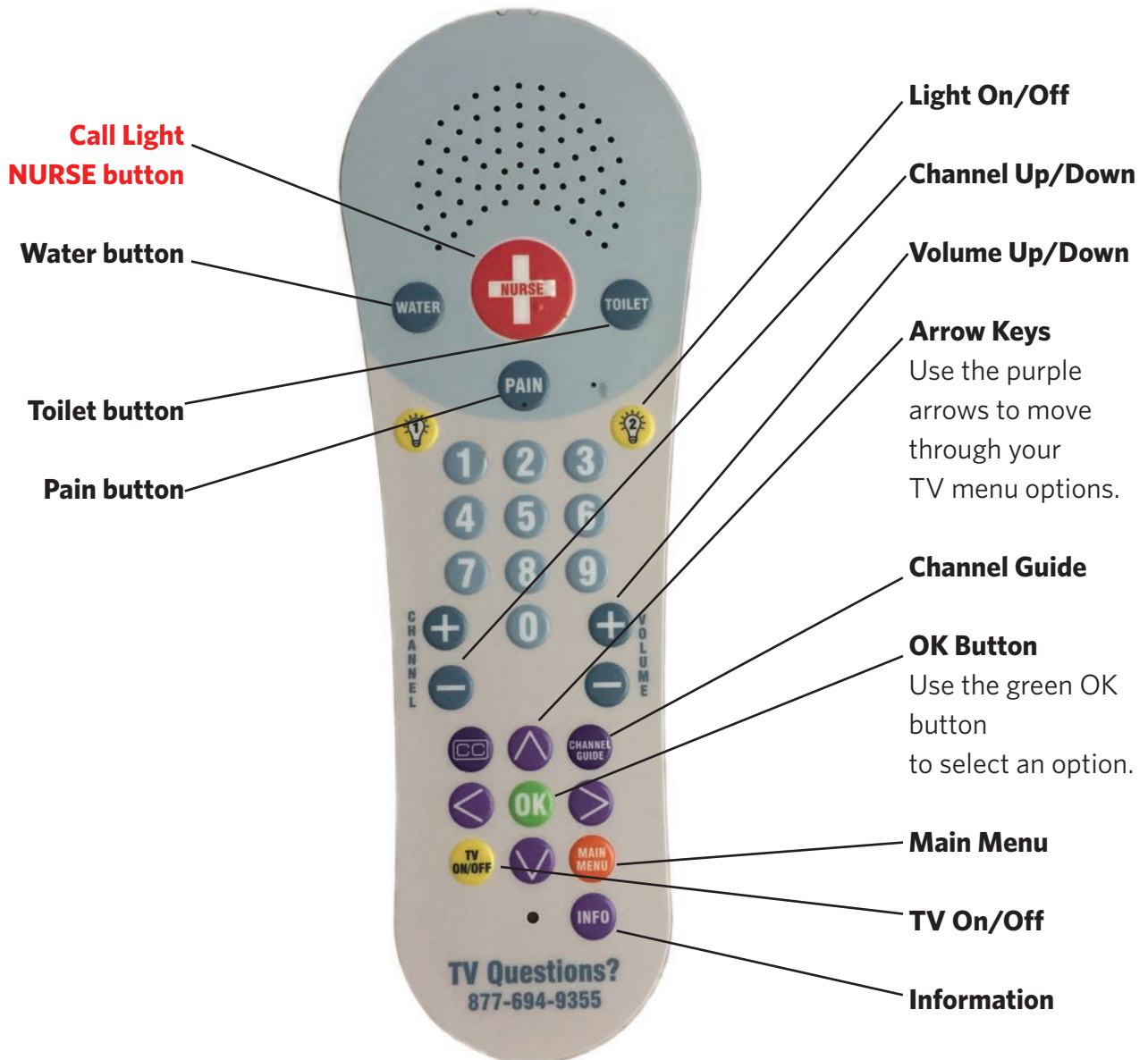
Serves Starbucks coffee, pastries, and grab-and-go lunch items. Open 7 a.m. to 5 p.m. weekdays.

Oxford House

6 *Vandy Deli*

Serves sandwiches and salads. Open 8:30 a.m. to 2:30 p.m. Monday through Thursday and 8:30 a.m. to 2 p.m. Friday.

USING THE TV REMOTE AND CALL LIGHT



The call light on the TV remote next to your bed is the quickest way to get a hold of your care partner and nurse. Simply press the red “NURSE” button.

The call will go to the mobile phones of your care partner and nurse. For this reason, you should not be concerned if you see a member of your care team using a mobile device. In addition to responding to your call button, your care team may use a mobile device to provide care for you and to communicate with each other.

If your care partner answers when you press the call button, but you prefer to speak with your nurse, just let your care partner know.

There are other buttons around the red nurse button that you may press for other needs. These include pain, toilet, and water.

While we’ll answer your call quickly, it may take a few minutes to fulfill your request. Your care partner or nurse will let you know if there will be any delay.

USING THE HOSPITAL TV (GETWELL NETWORK)

Educational Videos

You will find educational videos on many topics on the hospital television system, GetWell Network. You may particularly want to view the following 2 videos:

- **Welcome video**
Learn about Vanderbilt University Hospital and the services we offer you and your family while you're here.
- **Discharge video**
Find out what you and your family will need to know when it's time to leave the hospital.

Videos to help you rest

If you're having trouble resting, you may want to turn on the Fan Noise video. This video of a rotating fan provides soothing "white noise" to help you rest. Or you can watch Relaxation TV on Channel 29 on your TV.



Other features

- Entertainment, including **FREE** movies
- Games
- A way to request services
- Surveys to tell us how well we are doing.

TV Channel Guide

2 ABC	10 Animal Planet	18 FOX News	25 TV Land
3 PBS	11 Science Channel	19 Hallmark Movie	26 Freeform
4 NBC	12 Weather Channel	Channel	27 Galavision
5 CBS	13 Food Network	20 Disney	28 Univision
6 FOX	14 Home & Garden	21 Disney XD	29 Relaxation
7 Learning Channel	15 ESPN	22 Boomerang	30 Travel Channel
8 Planet Green	16 ESPN2	23 The Hub	31 NASA
9 Discovery Channel	17 CNN	24 Nicktoons	

ADVANCE CARE PLANNING

What is an advance care plan?

An advance care plan is sometimes called a living will or an advance directive. It's a way to get the care you want—or refuse the care you don't want—even if you can no longer make your own decisions. If you want to make an advance care plan or name a health care agent, you need to put this in writing while you're able to say what you want.

This way, if you can't speak for yourself, your plan or agent will speak for you. The plan and agent can tell your doctors and your family the kind of care you want. They can also stop medical care you don't want.

Your advance care plan may not cover everything that might happen. It's very important to talk to your doctor, family, and health care agent and tell them now what kind of care you want and do not want. Tell your family the name of your health care agent and your backup health care agent, if you have one.

This plan will be used only if you become unable to speak for yourself. If this should happen and you don't have a health care agent, your doctor will pick one of your relatives or friends to help carry out your wishes and act in your best interest. Your health care agent must carry out your wishes.

How do I make an advance care plan or name a health care agent?

You can make an advance care plan, name a health care agent, or both. Creating a plan helps solve problems you've already thought about—if you write all your thoughts down. A health care agent helps carry out your wishes and deal with problems or questions about your medical care you may not have decided about in advance.

You do not need a lawyer to make an advance care plan or choose a health care agent. But you must sign your written plan in front of two witnesses or in front of a notary public. It is okay to use any form, from any state, if it meets the requirements of Tennessee.

A health care agent must be 18 or older and cannot be one of your witnesses. The witnesses must not be related to you by blood, marriage, or adoption. The witnesses must not be people who will inherit your property.

Give a copy of your plan to the following people and make sure they read it:

- your main doctor(s)
- your main hospital
- your health care agent
- your backup health care agent
- your close relatives and friends.

Keep the original somewhere safe. Include a list of people who have a copy. Tell your family you have one and where it is.

You can change your advance care plan and health care agent any time. The best way to change it is to fill out, date, and sign a new one, then destroy the old one. Ask anyone who has a copy to tear up the old form and replace it with the new one.

For help, call Admitting at (615) 343-0179 (3-0179 from a hospital phone) or Patient Services at (615) 322-6154 (2-6154 from a hospital phone).

QUITTING TOBACCO

Vanderbilt University Medical Center is a smoke-free place.

No tobacco products of any kind may be used on campus. We encourage everyone to quit using tobacco.

Tips for quitting tobacco

Get support

Talk to your family and friends. Identify your allies: at home, at work, wherever you go. Find safe places to be a “quitter.”

Set a quit date

Your quit date is the date you set to be tobacco-free, whether you quit all at once or gradually. Some people can quit as soon as they make up their mind. Others need time to plan and prepare. The important thing is that you quit, not how long it takes.

Choose a method

- “cold turkey” (quitting all at once)
- quitting gradually
- going to classes
- taking medicine
- using a nicotine substitute
- a combination of these methods.

Learn new habits

Change your daily routine. For example, if your habit is to sit at the kitchen table and smoke while you have your first cup of coffee, sit in the living room instead. If you chew or dip

while you walk the dog, walk another route or walk with someone. Make new habits, like concentrating on healthy eating or exercise.

Prepare to quit

As you go through the quitting process, you may feel hungrier or crave certain foods. You may feel irritable, angry, or restless. Some people feel anxious or depressed, or have a harder time sleeping. Plan ways to deal with these feelings in advance. Your planning might prevent a setback.

Saying good-bye

Quitting tobacco is like saying good-bye to a good friend. Take the time to mourn.

Where to get help

Institute for Smoking Prevention and Cessation, Vanderbilt Dayani Center
(615) 343-7309

Your local hospital or cardiac rehab facility
SmokeFree.gov

American Heart Association
(800) 242-8721
AmericanHeart.org

American Cancer Society
Quitline Service (800) 227-2345
Cancer.org

American Lung Association
Quitline Service (800) 548-8252
LungUSA.org

National Cancer Institute
Quitline Service (877) 44U-QUIT
(877) 448-7848

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

You have the right to considerate and respectful care, including the right to:

- be safe from abuse or harassment
- have your pain treated
- have your doctor and a friend or family member told that you are in the hospital
- be free from being restrained or secluded, unless needed for your care
- wear cultural or religion items or clothing that is appropriate (not offensive or threatening to others) as long as doing this doesn't interfere with your treatment
- know the names of the people caring for you, what they do, and who they work for
- have an interpreter at no cost if you need one
- have an assistive (service) animal or aid in accord with Vanderbilt University Medical Center policies
- see your bills
- get a second opinion (though this may not be covered by insurance)
- have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

You have the right to privacy, including the right to:

- be examined in as private an area as possible
- have someone of your own sex, whom we designate, be with you when you are examined
- have your medical information kept private, as provided by law
- not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

You have the right to be involved in all aspects of your care, including the right to:

- know what your problem is and what this might mean for you

- share in decisions about your care, including getting information in a way that you can understand
- be told what you can expect from your treatment, its risks and benefits, other choices you may have, and what might happen if you are not treated at all
- have your wishes for advance care (living will, power of attorney) or organ donation followed
- meet with an ethicist, chaplain, or advocate to talk about ethical issues and policies
- refuse tests or treatment (as far as the law allows) and be told what might happen if you do refuse
- leave the hospital (as far as the law allows) even if advised against it; if this happens, we will not be responsible for any medical issues that may result
- be involved in research only if you agree to this in writing
- be given information about any ongoing care you may need after you leave the hospital; you will not be sent to another place without being told why
- have a support person of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.

To keep you safe, we encourage you to become actively involved in your care by:

- confirming to us which part of your body will be operated on if you are having a procedure
- reminding us to check your ID band before we give you medicine or blood
- making sure we wash or foam our hands before caring for you
- checking for our ID badge
- asking questions
- knowing what medicines you are taking and why.

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

It is your responsibility to:

- give us truthful and complete information about your health, medicines, and insurance
- ask any questions you may have about your treatment and what you need to do to take care of yourself
- follow your plan of treatment
- give us a copy of any living will, power of attorney, or donor forms you may have
- follow all hospital and clinic rules, including the no-smoking policy
- treat everyone—hospital staff, providers, residents, medical and nursing students, and other patients and their visitors—with respect, without regard to age, race, ethnicity, color, national origin, language, religion, culture, beliefs, disability, sex, sexual orientation, gender identity or expression, or military/veteran status. Threats, violence, disrespectful communication, or sexual harassment will not be tolerated. This applies not only to you, but also to your family members and visitors
- understand that, generally, we will not honor requests to change a provider or other staff member. Requests may be considered where appropriate on a case-by-case basis and there is no risk to the quality of care
- treat hospital property and the property of staff, other patients, and visitors with respect
- tell us if you are concerned about or notice any changes in your condition
- make sure your bills are paid
- go to all of your appointments and be on time
- let us know if you are concerned about your privacy.

If you have concerns or complaints:

- Any member of our staff can help you contact Patient Relations at (615) 322-6154.
- You may also contact The Joint Commission at JointCommission.org using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website; by fax to (630) 792-5636; or by mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Or you may contact the Tennessee Department of Health:

TN Department of Health
Department of Health Care Facilities
665 Mainstream Drive, 2nd Floor
Nashville, TN 37243
Phone: (877) 287-0010
Fax: (615) 253-4356

If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form. You may also contact:

TNCARE Solutions
PO Box 593
Nashville, TN 37202-0593
Phone: (800) 878-3192
TTY/TDD: (800) 772-7647
Español: (800) 254-7568

This information is available in Spanish on request.

Solicite la versión en español de esta información.

Vanderbilt University Medical Center complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently because of race, color, national origin, religion, beliefs, age, disability, military service, veteran status, sex, sexual orientation, or gender identity or expression.

We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats, such as large print, audio, and accessible electronic formats. And we provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Interpreter Services at (615) 322-7378. If you believe that Vanderbilt University Medical Center 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 Patient Relations, 1817 The Vanderbilt Clinic, Nashville, TN 37232-5612;

(615) 322-6154 (phone); (615) 343-4163 (fax), patientrelations@vumc.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patient Relations will 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 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; (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available at HHS.gov/ocr/office/file/index.html.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (615) 322-7378.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم ٣٢٢-٧٣٧٨ (٦١٥).

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 (615) 322-7378.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (615) 322-7378.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (615) 322-7378 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (615) 322-7378.

ປັດຊາຍ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອ ດ້ານພາສາ, ໄດ້ຍອ້ອມຮອບ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ (615) 322-7378.

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚኒተሎው ቁጥር ይደውሉ (615) 322-7378.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (615) 322-7378.

සුභනා: ඔබේ මව් මව් භාෂාවෙන් කතා කිරීමට, නි:සුභනා සහාය සැපයීමට සූදානම්. (615) 322-7378.

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。(615) 322-7378 まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang baye Tumawag sa (615) 322-7378.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (615) 322-7378 पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (615) 322-7378.

ه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای فراهم می باشد. با (615) 322-7378 تماس بگیرید.

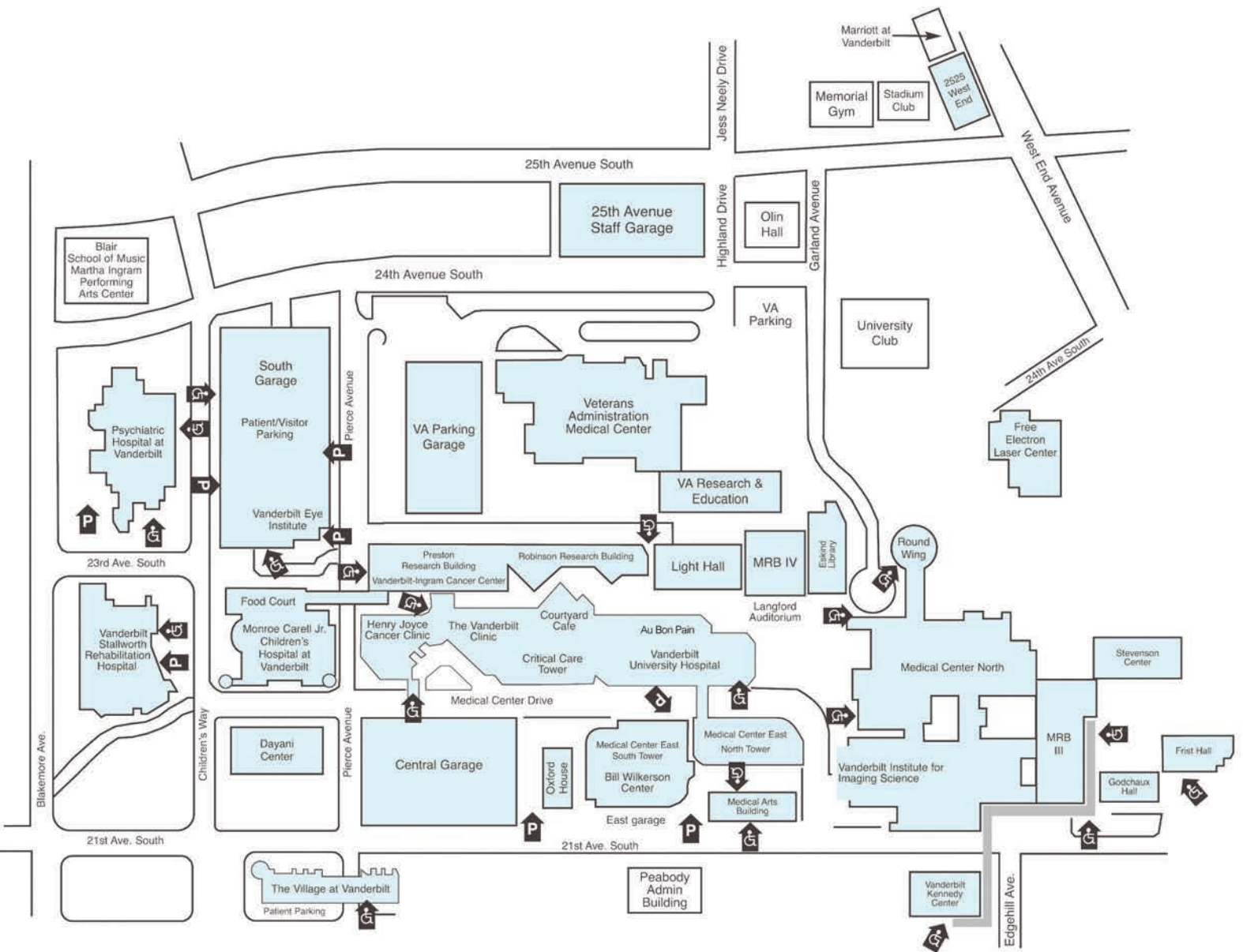
သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် (615) 322-7378 သို့ ခေါ်ဆိုပါ။

ध्यान दनिहोस्: तपार्इले नेपाली बोलनुहुन्छ भने तपार्इको नमिति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् (615) 322-7378

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (615) 322-7378.

OGEYSIIS: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda, oo lacag la'aan ah, waxaa laga heli karaa ir aad soo wacdo (615) 322-7378.

VANDERBILT UNIVERSITY MEDICAL CENTER



GENERAL INFORMATION (615) 322-5000

GETTING INVOLVED

BECOME A PATIENT OR FAMILY ADVISOR

We value your insights and experience. Consider serving on the patient and family advisory council for Vanderbilt University Hospital and Clinics, Children's Hospital, or Vanderbilt Psychiatric Hospital. For information, call **(615) 343-5660** or go to **VanderbiltHealth.com/centeredcare**. Or join our community of online advisors. To sign up, go to **AdviseVanderbilt.com**.

VOLUNTEER

We offer more than excellent health care at Vanderbilt. We also offer hope, comfort, and convenience for our patients and families. Our volunteers provide many simple but valuable services. They make a difference. You can, too. To learn more, contact Vanderbilt Volunteer Services at **(615) 936-3078**, or visit Volunteer Services at **VanderbiltHealth.com/volunteeratvanderbilt**.

GIVE A GIFT

We depend on gifts from individuals like you to provide world-class care for our patients and families. Because Vanderbilt University Medical Center is an academic health center, we are able to research new treatments for diseases and improve health care around the world. But we need your help. Gifts of any size make a difference. If you're interested in giving to Vanderbilt, please call **(615) 936-0230** or email us at **MedicalGiving@vumc.org**. We'll work with you to determine how best to use your gift.

HELP US WITH OUR RESEARCH

Vanderbilt does research to answer healthcare questions, find better ways to control disease, and discover new cures. If you would like to participate in research or if you have any questions about your rights as a research volunteer or about research in general, call the Vanderbilt Human Research Protection Program at **(615) 322-2918** or toll-free at **(866) 224-8273**.

Connect with us at:

VanderbiltHealth.com

Twitter: @VUMCHealth

Facebook.com/VanderbiltHealth

YouTube.com/VanderbiltHealth

LinkedIn.com/company/Vanderbilt-University-Medical-Center