



# Hospital stay guide

THE UNIVERSITY OF TEXAS  
**MDAnderson**  
**Cancer Center**  
Making Cancer History®

We are here for you

# Caring for you and your family is our top priority at The University of Texas MD Anderson Cancer Center.

Our staff and volunteers are ready to answer your questions and assist with your needs while you are here. The information in this guide can help make your hospital stay as comfortable as possible.

Who to call.....	2
Amenities and services.....	3
Roles on your care team .....	8
Care planning .....	12
Related to your care .....	14
Supportive services .....	15
Safe care.....	17
For your visitors .....	19
Rules, rights and responsibilities .....	20
Resources during emergencies.....	27
Tips for patients and caregivers .....	28
Leaving the hospital.....	29
When you are home .....	32

Visit **MDAnderson.org** for more information about resources and services.

# Who to call

## askMDAnderson

1-877-632-6789

## Billing questions

713-792-2991

or 800-527-2318 (toll-free)

## Case manager navigator

713-745-2850

## Clinical Ethics

713-792-8775

## MD Anderson medical records

713-792-6821

or request through MyChart

## Dietitians

713-792-2254

## Housekeeping

713-563-5000

## Hospital administrator

713-792-2121, ask for

the hospital administrator

## Insurance questions

713-792-4322

## Hospital operator

713-792-2121

or 800-889-2094 (toll-free)

## Parking

713-563-7275

## Patient Advocacy

713-792-7776

After hours and weekends,

call 713-792-7090

## Pharmacy, Main Building, Floor 2

713-792-6125

## Pharmacy, Main Building, Floor 10

713-745-7180

## Pharmacy, Mays Clinic, Floor 2

833-703-6209

## Room Service

713-792-3463

## Security (Emergencies)

713-792-2890

## Spiritual Care

713-792-7184

## Social Work

713-792-6195

# Amenities and services

## Room amenities

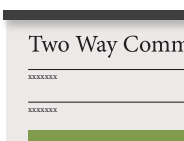
Your hospital room is equipped for your care and comfort. Let any member of your care team know if you have any questions.

Each patient room has the following items:



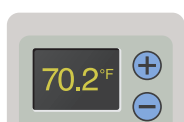
### Call light button

Press this button on your remote to alert the nurses' station if you have a question or need help. For example, you can use it to call your nurse if you'd like to get out of the bed. A care team member will respond to address your needs. You can ask your nurse to help you get in touch with your doctor.



### Communication board

Check the board to see the names of your care team members, your daily goals and recommended activities.



### Thermostat

You can adjust the temperature in your room by pressing the plus (+) or minus (-) buttons. Also you may ask your care team to adjust it for you.



### Telephone

To make a call **within MD Anderson:**

Dial only the last five digits of the telephone number.

To place a local call **outside of MD Anderson:**

Dial "9" + area code + telephone number.



### Television

Watch local news, sports and entertainment channels, including children's and international channels. On-demand channels include current movies at no charge, spiritual and religious programs, and patient education videos. Use the menu to access the channel lineup, movies and education videos.

If your TV is not working properly, call 3-5000 (713-563-5000). If you have questions about TV programming, call 713-792-7287, between 8 a.m. and 5 p.m., Monday through Friday.

# Amenities and services

“Focusing on small triumphs can make a huge difference.”

-Mallory Parrish, survivor

## Housekeeping

Your patient room will be cleaned once a day. You can request additional services by talking to your nurse or dialing 3-5000 (713-563-5000).



**Keep wipes out of the pipes.** Flushing items such as wipes, washcloths, paper towels, underpads, cloths and diapers can cause bad clogs in the hospital’s plumbing system. That is why we ask that you only flush toilet paper. Throw the other items into the trash. Call housekeeping if you need to have your trash emptied.

## Laundry room

If your caregiver needs to wash their own clothes, washer and dryer machines are available free of charge. Free soap is also available for their use in the laundry room.

**Location:** Main Building, Floor 6, near Elevator F

Room number: G6.3250

**Hours:** 24 hours a day

# Amenities and services

## Personal property

Clothes and personal items may be kept in the closet or the bedside cabinet in the room. It is preferred that you wear the gowns provided by MD Anderson. They make providing your care easier and are washed by the hospital.

Remember to keep items such as dental devices, eyeglasses, cell phones and other electronic devices with you. MD Anderson is not responsible for items left in rooms.

Call the **University of Texas (UT) Police** at Houston at **713-792-2890** for items lost or found in the Main Building or Mays Clinic. Call **Rotary House International Hotel** at **800-847-5783** for items lost in the hotel.

If you forgot to bring a personal item, one of our gift shops may have the needed item for sale. Check **MDAnderson.org/Shop** for a list of all gift shops. Gift shop proceeds fund patient programs and volunteer activities at MD Anderson.

## Room service

You can choose from a menu of fresh, cooked-to-order foods tailored to your prescribed diet and preference. Meals are delivered within 1 hour of ordering.

Patients can use MyChart Bedside on the MD Anderson tablet to order room service meals. In the menu, select the **Let's Eat** button. The menus in Let's Eat are connected to your health record. The food items you see when logged in are part of the meal plan approved by your care team.

You may place 1 order for each meal (breakfast, lunch and dinner) each day.

If you add food to the cart and the nutrient tracker at the top of the screen turns red, that means your choices don't match your approved meal plan. If the tracker is green, the food items are OK with your meal plan.

If you prefer, you may order your meals by calling room service at **2-3463 (2-DINE)** instead of using the Let's Eat button.

# Amenities and services

## For visitors

The Let's Eat meal ordering system is only for patient meals. Visitors may scan the QR code on the patient menu to access the guest menu. Visitors may also call room service at 2-3463 (2-DINE) to order their meals for delivery to the patient's room.

**Hours:** 6:30 a.m. to 9 p.m.

**Phone:** 713-792-3463



## Finding your way

Use the **MD Anderson Directions** mobile app to help you and your visitors get around the hospital. When you open the app, you can use the Texas Medical Center button to search for indoor locations such as nearby cafés or gift shops.

The mobile app is available through the Apple App Store and Google Play Store. Search for MD Anderson Directions. Be sure to allow the mobile app access to your device's Bluetooth and location in your settings.

You can always ask an employee with an ID badge or a volunteer for directions.



Scan the QR code to download the MD Anderson Directions app.

# Amenities and services

## Wireless access

You can connect your device to Wi-Fi using the MDAGuest network. All users must acknowledge and accept MD Anderson's acceptable use policy before using. Open your browser and click accept. No password is needed and Wi-Fi is provided free of charge.

## Stay connected

You are encouraged to use your personal mobile device to include family and friends in your care. During conversations with your doctor, call and put your family on speaker or use a video app such as FaceTime. If you do not have a personal device, MD Anderson iPads are available for connecting with family and friends, entertainment, as well as access to MyChart Bedside.

### **Use MyChart Bedside to learn more about your care**

MyChart Bedside is a tablet application you can use on an MD Anderson iPad. It is the inpatient version of MyChart, which you already may use to manage your outpatient care. In MyChart Bedside, you can see your health information, read test results, order room service, review notes your care team shared with you and review patient education information sent to you by your care team. You can also let your care team know when you would like to take a walk or have your sheets changed.

You may also use the iPad and MyChart Bedside to have video calls with a nurse to review patient education about your care. It's important for you to be on camera so they can see you during these calls.

Tips for using the iPad: keep the volume and camera on, and turn on all notifications. You can get more details about using MyChart Bedside on the MyChart Bedside handout.

Remember to use your call light button if you have a question or need help.

## Find MD Anderson online

To find out more about MD Anderson resources and services, visit **MDAnderson.org**.

Connect with us:    



# Roles on your care team

## Your care team

As a patient at MD Anderson, you are an important part of your own health care team. We encourage you to actively participate in your care to achieve the best possible results. Ask your care team for information if you have questions.

MD Anderson uses a team approach to care. This means specialists from different areas of the hospital will be involved in your treatment. They are your clinical care team. You can ask anyone who enters your room to identify themselves by showing their MD Anderson employee identification badge.

You may notice members of your care team using mobile phones. They are communicating with each other to coordinate patient care on the floor.



Watch a video to learn more about the different roles on your care team.

Care team member	Role
Attending doctor or hospitalist	<p>You and your attending doctor are responsible for all decisions regarding your care and treatment options. Your attending doctor, also called a hospitalist, makes sure all of your care is coordinated with other care team members during your entire stay. They have expertise in caring for patients who are in the hospital.</p> <p>Specialty doctors and other experts also may examine you. You may meet fellows, who are doctors in training, because MD Anderson is a teaching hospital.</p>
Advanced practice provider	<p>Advanced practice registered nurses (APRN) and physician assistants (PA) work closely with doctors to help care for you. They are able to write orders for you.</p>

# Roles on your care team

Care team member	Role
Nursing team	<p>Your care is led by registered nurses with expertise in cancer care. You will also meet the nursing leadership team who visits regularly to make sure you receive safe, coordinated care and that you have a comfortable experience. Most of the time, you will talk to nurses at the bedside.</p> <p>Sometimes, you may connect with an MD Anderson nurse through a video chat using MyChart Bedside on the MD Anderson iPad. Nurses work together to care for you.</p>
Case manager navigator	<p>Case manager navigators work with your care team to find services you may need. Your case manager navigator may ask you questions to help plan for your needs after discharge.</p> <p>Case manager navigators send information to your insurance provider to explain the care you need. The insurance provider authorizes or denies payment for those services based on their rules and guidelines.</p> <p>If you need to speak to a case manager navigator, ask your nurse or call 713-745-2850, option 1.</p>
Pharmacist	<p>Pharmacists monitor medicines for safety and effectiveness. They provide information about your medicines and answer your questions.</p> <p>If your doctor prescribes medicine for you to take home, the retail pharmacies in the hospital can fill your prescription.</p>
Medical technician and technologist	<p>Medical technicians and technologists provide a range of support. For example, they may take blood samples or complete tests on blood and body fluids.</p>
Registered dietitian	<p>These specialists help you with your nutrition and create a plan for your nutritional needs. They help you find relief for some of the common side effects of cancer treatments. Dietitians are available at no charge. Call 713-792-2254.</p>

# Roles on your care team

Care team member	Role
Physical, occupational and speech therapist	<p>Your doctor may refer you to one of these licensed skilled specialists to help you regain skills to improve your quality of life.</p> <p>Physical therapists teach you how to exercise for greater flexibility and strength. They help you learn to walk safely with canes and walkers or adapt to physical changes.</p> <p>Occupational therapists work with you on daily living activities. They help you with bathing, grooming, dressing, managing your home and other daily responsibilities like parenting or work activities.</p> <p>Speech pathologists help manage treatment side effects and improve your communication skills.</p>
Social work counselor	<p>These counselors help you and your family with many matters such as coping, caregiving, advance care planning, discussion of goals, finances and survivorship. They also share information on community resources.</p> <p>Call 713-792-6195.</p>
Patient advocate	<p>Advocates help you with any concerns you may have. You can call them when you are unsure where to go with questions.</p> <p>Call 713-792-7776. For after hours or on the weekends, call the page operator at 713-792-7090.</p>
Chaplain	<p>Patients and family members have access to spiritual support 24 hours a day, 7 days a week. Chaplains listen, encourage, pray and help you connect with spiritual or religious resources. Support can be provided at your bedside or virtually by video conference or telephone. You do not have to belong to a specific religion to ask for spiritual support.</p> <p>Call 713-792-7184 or contact the page operator at 713-792-7090.</p>

# Roles on your care team

## Staff uniforms

Many members of our team wear standardized uniform colors to help patients, family members and visitors tell who is responsible for what services.

Here's a guide to help you identify clinical care team members you may see often during your stay.



**Doctor**  
White lab coat



**Advanced Practice Provider**  
White lab coat



**Registered Nurse**  
(Inpatient, Outpatient and Diagnostic Imaging)  
Black



**Nursing Assistant/  
Patient Care Technician/  
Medical Assistant**  
Gray



**Licensed Vocational Nurse**  
Gray top with black bottom



**Inpatient Patient Services Coordinator**  
Red with black pants or skirt



**Outpatient Patient Services Coordinator**  
Navy shirt with khaki pants



**Case Manager Navigator**  
Business casual



**Pharmacy**  
Royal blue



**Respiratory**  
Caribbean blue



**Physical Therapy**  
Navy blue



**Occupational Therapy**  
Royal blue



**Speech Therapy**  
Teal green



**Technologist/  
Technician**  
Olive



**Perioperative Services/Surgery**  
Galaxy blue



**Patient Transportation**  
Gray top with black bottom



**Patient Transportation Trainer**  
Purple top with black bottom



**DI Receptionist**  
Light blue dress shirt



**DI Technologist**  
Pewter gray



**Radiation Therapy**  
Navy blue



**Interventional Radiology**  
Teal



**Phlebotomist**  
Sapphire blue



**MERIT Team**  
Light green with black pants

# Care planning



## You have a right to have your health care goals honored.

What matters to you, matters to us. Your goals, values and wishes are important. Talking about what matters to you helps us care for you in a way that supports your goals. Often this process is called advance care planning.

Our social work counselors can help you think through the types of care you would like to receive at every stage of your treatment. They also can help you make your health care choices known by filling out advance care planning forms, which are available at **[MDAnderson.org/AdvanceCarePlanning](https://www.mdanderson.org/AdvanceCarePlanning)**.

## Social Work

Social Work counselors 713-792-6195

Completing forms called advance directives lets you make decisions about future medical treatment in case you cannot speak or communicate.

### Types of advance directives:

- **Medical Power of Attorney:** A legal document that allows you to appoint someone you trust to make health care choices for you if you are unable to do so for yourself.
- **Living Will:** This form allows you to tell people what kind of medical care you would like to have or avoid if you cannot speak for yourself.
- **Out-of-Hospital Do-Not-Resuscitate (OOHDNR) Order for Adults:** An order signed by a doctor allowing you to refuse life-sustaining treatments when outside the hospital. These forms are specific to individual states.

# Care planning

Filling out these free forms is your choice. You do not have to complete them to receive care. However, federal law requires that we ask you about advance directives each time you are admitted to the hospital.

If you do not wish to have life-sustaining treatments when you are admitted to the hospital, let your doctor know so an **inpatient DNR order** can be signed for the length of your stay. Our care team is required to provide life-saving treatment unless there is a DNR provided to us or on file in our system.

Once completed, it is important to have a copy of your advance directive in your medical record. MD Anderson policies state that your health care decisions will be honored. Advance directives completed in other states generally are honored in Texas.

We also accept advance directives in other languages, which can be translated by MD Anderson's Language Access Services. Give a copy to your care team to add to your medical record or complete a new set for Texas.

## Clinical Ethics consultation

Clinical Ethicists 713-792-8775

You may face difficult decisions like deciding on treatment options or considering end-of-life issues. For help thinking through difficult decisions, contact the Clinical Ethics Consultation Service for a free and private meeting.

**“Don’t be afraid to advocate for yourself. Patients are participants in medical decisions, along with the care team.”**

-Melissa Fouts, survivor

# Related to your care

## Insurance and billing

Case manager navigators give information to your insurance provider to explain the care you need. The insurance provider authorizes or denies payment for those services. If you have questions about your coverage, speak to the Financial Clearance Center team at 1-844-294-4322. Find more information at **MDAnderson.org/InsuranceAndBilling**.

## Language Access Services

Interpreters are available to help deaf, hard-of-hearing and limited English proficient patients communicate in their preferred language. Interpretation is provided for Spanish, Arabic and Mandarin. With notice, interpreters will be provided for other languages, including American Sign Language. After hours, weekends and holidays, interpretation services are provided by telephone or video devices.

Ask your care team to request an interpreter.

## Medical record access



Manage your care online with MyChart. Send messages to your care team and access your appointment schedule, test results, billing information and patient education. To access your medical record using your device, download the free MyChart mobile app in Apple's App Store or the Google Play Store.

Call askMDAnderson at 877-632-6789 for help getting an account or for information about navigating the site.

You can get in-person help by going to one of The Learning Center libraries:

- Main Building, Floor 4, Elevator A
- Mays Clinic, Floor 2, near Elevator T

### Copies of MD Anderson medical records

Send a request through MyChart. You also can get copies of medical records, diagnostic images, pathology or radiation oncology information with an Authorization for Disclosure Health Information form from the **Release of Medical Information Office**.

**Location:** Main Building, Floor 3, near Elevator D

**Hours:** Monday through Friday: 7:30 a.m. to 4:30 p.m.

**Phone:** 713-792-6821

# Supportive services

“Get support with myCancerConnection.  
It’s helpful to hear from someone who gets it.  
It gives you hope and helps you stay positive.”

-Rahul Agrawal, survivor and myCancerConnection volunteer

## Diabetes management

If you have diabetes or have developed high blood sugar from your treatment, a specialized team can help you manage your condition. Talk to your care team to have a diabetes specialist involved in your care.

## Pain management

You will be asked to rate your pain using a scale of 0 to 10. Always tell your care team how you are feeling and tell them of any pain you are experiencing. Our goal is to manage your pain with you.

## Rehabilitation services

Physical, occupational and speech therapy are available for any patient experiencing problems related to cancer or the side effects of treatment. Ask your doctor or nurse for more information about these services.



# Supportive services

## Prescriptions

Prescriptions written at MD Anderson may be filled at any pharmacy, including one of MD Anderson’s 3 retail pharmacies, or at your local pharmacy.

Some prescription medicines may not be kept on hand at outside pharmacies. You may need to allow time for the pharmacy to order the medicine.

- MD Anderson’s 3 retail pharmacies:
- Main Building, Floor 2, near Elevator C**  
Monday through Friday: 8 a.m. to 8 p.m.  
Saturday and holidays: 8 a.m. to 6 p.m.  
Sunday: 8 a.m. to 5 p.m.  
713-792-6125  
\*A medicine disposal bin is at this location.
  - Main Building, Floor 10, near Elevator B**  
Monday through Friday: 8 a.m. to 7 p.m.  
Closed weekends and holidays  
713-745-7180
  - Mays Clinic, Floor 2, near The Tree Sculpture (Specialty Pharmacy)**  
Monday through Friday: 8 a.m. to 6 p.m.  
Closed weekends and holidays  
833-703-6209  
\*A medicine disposal bin is at this location.

Insurance

Many pharmacy prescription cards, including Medicaid and Medicare Part D and Part B, also are accepted. Bring your prescription card with you. The pharmacy staff can tell you if MD Anderson accepts your plan.

Some prescription insurance plans require you to use their pharmacies. Call your prescription benefit company for more information.

\*Ask your pharmacist for more information about MD Anderson’s prescription policy. You can use the authorized medicine disposal bins located at two of our pharmacies. Return any unused clinical trial medicines to your clinical trial coordinator. Do not dispose of clinical trial medicines in the medicine disposal bins.

# Safe care

**Bedside shift report** – At the change of each nursing shift (6:45 a.m. and 6:45 p.m.), your nurse will review your plan of care with you and the nurse who is coming on duty. Talk to your nurse if you have any questions or concerns about your care.



**Falls** – Always ask for help. **Call, Don't Fall.**

- Make sure your path is clear of obstacles.
- Wear properly fitted, non-skid shoes.
- Avoid slippers with open toes.
- Don't turn off bed alarms



Watch a video to learn ways to stay safe and prevent falls during your inpatient treatment.

**Fire response** – In the event of a fire, staff will assist you in evacuating the patient room. You will be moved to a safe area on the same floor to wait for instructions from emergency responders.

**Patient identification** – You received an ID wristband when you arrived. It contains your full name, birth date and a barcode that helps your care team make sure you receive the correct services.

- Your care team will always check your wristband before giving medicines or performing any tests or procedures. For your safety, your identity will be checked many times.
- Be sure to wear your wristband at all times until you are discharged from the hospital.

**Prevent infections** – Practicing good hygiene and keeping hands clean can help prevent infection. Use soap and water or an alcohol-based sanitizer to clean your hands before eating or touching food. Remind caregivers and care team members who enter your room to clean their hands. Let your care team know if you have questions about preventing infections.

**Prevent skin injuries** – Your skin will be closely checked at least once a day by a member of your care team. You are asked to change positions at least every 2 hours or have a member of your care team help you change positions. This will limit pressure points as shown in red on the figure.



# Safe care

Tips to prevent skin injuries:

- Pay close attention to any reddened areas that remain on your body after you have changed positions. Areas of special concern include your tailbone, elbows, heels and under any medical devices.
- Report pain, discomfort or redness on any pressure point.
- Use a pad under medical devices. Ask your care team to help with the proper fit.
- Follow directions from all members of your care team, including dietitians, physical and occupational therapists, and wound care staff.

**Sharps** – Sharps containers are located in patient rooms and in all Main Building public restrooms. Do not throw needles into the trash.

**Sleep well** – It can be hard to sleep in the hospital. Sleep is important for healing and can help your quality of life even after you leave the hospital. Use these tips to have a good night's sleep.

- No screens. Put away your electronic screens. Light from screens can disrupt your body's sleep cycles.
- Same sleep times. Try to go to bed and wake up at the same times you do at home. It will make it easier to sleep and be awake during the day.
- Be active. Light exercise in bed during the day can help you sleep better at night.
- Share about pain or anxiety. Tell your care team if pain or anxiety are making it hard to sleep.



Watch a video to learn more tips for a good night's rest during your hospital stay.

**Speak up** – Your questions and concerns matter. We want you to feel comfortable sharing them with us. You are an important member of your own health care team.



**"Stop, I have a concern."**

That is all you need to say if you have a question about your medicine, procedure, care or treatment.

We are committed to addressing your safety concerns. If you need help with your request, ask for a patient advocate or call Patient Advocacy at 713-792-7776. After hours and weekends, call 713-792-7090.

**Feeling distressed?** You are not alone. Talk to your care team about resources to help you. We are here for you.

# For your visitors

“Feel what you are feeling – it is OK. Let people in, because cancer can feel isolating. Place trust in your medical team to do their very best in your care.”

-Feyama Ashby, survivor & employee

## Patient visitation

Families, loved ones and caregivers are an important part of a patient’s healing process.

Keeping this in mind, visitation policies put the safety of all patients, visitors and staff first. Changes are based on care needs, location and community factors.

Find current information at **[MDAnderson.org/PatientVisitation](https://www.mdanderson.org/PatientVisitation)**.

## Advice for your visitors

Ask friends and family not to visit if they have a cold, fever, runny nose or sore throat. These could be signs of an infection. Also ask visitors to wash their hands when coming and going from your room.

Potted plants, fresh flower arrangements and fruits are not allowed in the ICU and other high-risk areas. Family and friends may consider sending cards or pictures instead.

## Blood donation

Family and friends can make a meaningful impact by donating blood at MD Anderson’s Blood Bank in your honor. For every successful donation, a monetary credit may be issued to your account. Please note that MD Anderson does not provide direct blood donations. This means that blood donated by family members or friends is not reserved for a specific patient but instead adds to the blood supply for all patients.

Visit **[MDAnderson.org/BloodBank](https://www.mdanderson.org/BloodBank)** or call 713-792-7777.

# Rules, rights and responsibilities

## Concealed handguns

MD Anderson bans firearms from its patient care and research areas. Aside from law enforcement officials, no one may openly carry firearms at any time on MD Anderson's campuses.

Those who hold a valid and appropriate state-issued handgun license may carry their handguns in a concealed fashion in certain areas on MD Anderson's campuses. To learn more about where concealed handguns are allowed due to state law, visit **[MDAnderson.org/CampusCarry](https://www.mdanderson.org/CampusCarry)**.

Both the concealed carriage of a handgun in prohibited areas on campus and the open carriage of a handgun anywhere on campus are a violation of MD Anderson policy. Contact UT Police at 713-792-2890 or 911 to report the open carriage of firearms on MD Anderson property or in MD Anderson facilities. If you discover an unattended handgun, do not touch it—call UT Police at Houston immediately.

### **Constitutional Carry is not allowed**

In September 2021, The Texas Legislature passed HB 1927, sometimes called "Constitutional Carry." This law allows Texans to carry handguns in many locations without a permit. MD Anderson is not one of those places. Constitutional Carry did not change the rules of gun carriage on MD Anderson's campuses.

## Smoke-free campus

MD Anderson is a tobacco and vape-free institution, which includes but is not limited to cigarettes, tobacco, devices such as e-cigarettes, JUUL, pipes and vaporizers. The use of these items is prohibited anywhere within the cancer center or on its grounds. In addition, no tobacco products are sold here.

We research the best ways to help people quit smoking or never start. MD Anderson's Tobacco Treatment Program offers tobacco-cessation services, including in-person, phone and video conferencing counseling. Treatment with medicines may also be offered. These services are free to patients who are current tobacco users or recent quitters (those who quit within the past 12 months).

Participate in the program by

- Asking your doctor to refer you to the program.
- Sending an email to **[QuitNow@MDAnderson.org](mailto:QuitNow@MDAnderson.org)**.
- Calling the 2-QUIT line at 713-792-7848 or 866-245-0862 (toll-free).

# Rules, rights and responsibilities

“It’s OK to ask for rest or quiet time.  
Let your care team know about pain level if it changes.  
Speak up if something doesn’t seem right.  
Ask about expectations for returning home.”

-Ivanna Kern, survivor

## Notice of nondiscrimination

MD Anderson complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

## Patient rights and responsibilities

The University of Texas MD Anderson Cancer Center maintains a **zero tolerance** policy against threats or actual violence of any kind. Actions taken in response may include reduced or monitored patient visits, denial of entry or medical care, and criminal charges.

It is important to know about your rights as a patient, as well as your responsibilities to yourself, your care team and to other patients. You are encouraged to have open communication and a partnership with your care team at MD Anderson.

### Your Rights

#### 1. Care that is respectful, high-quality, considerate, and dignified

- Ask all people involved in your care to introduce themselves, state their role and explain what they are going to do for you.
- Expect quality treatment. This is a commitment to your safety and ongoing care.
- You can decide who can visit you, including family, friends and others. You may have someone with you for emotional support.
- Your age, race, color, national origin, ethnicity, religion, culture and cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression will not negatively impact your care.
- You can request accommodations for your religious and other spiritual services.
- A chaperone may be provided for your comfort, safety, and privacy during exams or procedures. You, your caregiver, or a medical care team member may request a chaperone.

# Rules, rights and responsibilities

## **2. Information that is understandable and complete, including treatment and care outcomes**

- You will be told about your condition, the proposed treatment, other treatment options, and the benefits and risks of each option.
- You will be informed about your role in your own care.
- The hospital will involve your family in your care, treatment and service decisions in accordance with your wishes and the law. You may decide who may (or may not) receive information about your care.
- The outcome of your care, including expected and unexpected outcomes, will be shared with you or your designated representative(s).
- You will be informed of any research, educational, or training activities that may be part of your treatment. You can choose to participate or not participate in these activities.
- MD Anderson provides interpreters, translators and other language assistance services free of charge. Request that Language Access Services be contacted for you.

## **3. Participation in decisions about treatments, benefits, risks, and options**

- It is your right to have your family and/or physician told promptly if you are admitted to the hospital.
- You may decide whether you wish to be treated and by which method of treatment. You can refuse a diagnostic procedure or treatment.
- If you refuse a treatment, you will be informed of the impact that your decision will have on your health.
- You may request, prior to treatment, a reasonable estimate of charges for your care.
- If you are a minor, your parent(s) or guardian(s) will be involved in all of your treatment planning decisions.
- If you are an adult and are unable to make decisions about your care, MD Anderson will extend these same rights to your designated representative(s).

## **4. Consideration of personal beliefs and values**

- You have a right to make personal decisions about your care based on your beliefs and values, as well as on the available medical information.
- You, your family, or your designated representative(s) will be involved in all ethical issues about your care.
- You may wish to think about these questions:
  - Do you have all the information you need to make a decision about your care?
  - In the event you cannot speak for yourself, have you appointed someone to speak on your behalf through a Medical Power of Attorney? If not, have you informed us of who will speak on your behalf?
- Ask to speak to Clinical Ethics to help address any of these concerns.

# Rules, rights and responsibilities

## **5. Prompt response to requests and needs**

- You have the right to considerate and respectful care.
- If you need a service that is not provided by MD Anderson, you have the right to be assisted in transferring to another health care facility that can provide the needed service.
- You also have the right to examine your hospital bill and to have it explained to you.

## **6. Privacy and confidentiality in all matters**

- Case discussions, examinations, and treatments are confidential and will be done in private by MD Anderson staff.
- Patient information is confidential and may not be given to third parties without your permission except as required or permitted by law. You or your legally designated representative(s) may access your medical record.
- You may request confidential status to protect your identity as a hospitalized patient.
- You may close the curtain around your bed or the room door when you want privacy.
- You may request to move to another room if you are unreasonably bothered by another patient or visitor. Every effort will be made to move you to a similar type of room.

## **7. Commitment to patient safety**

- You have the right to expect quality treatment that is committed to your safety and ongoing care.
- Promoting a safe and caring environment at MD Anderson is our priority.
- You have the authority to say “Stop, I have a concern” if you feel there is a safety issue.

## **8. Pain management by assessment**

- MD Anderson will provide an appropriate assessment to address and manage your pain.
- A goal for pain relief will be established with your feedback, including a plan to achieve that goal.

## **9. Respect of medical power of attorney and other advance directives**

- You have the right to complete a medical power of attorney. This lets you give someone you trust the right to make medical decisions for you if you are unable to do so for yourself.
- You also have the right to complete a living will (directive to physicians and family or surrogates). This document tells how you want your medical care to be handled if you are unable to say so for yourself.
- If you are in the hospital, you or your legally designated representative(s) may request the withholding of resuscitation (DNR), or the starting or ending of life-sustaining treatment.



# Rules, rights and responsibilities

- If you are an outpatient, you or your legally designated representative(s) may request that your physician prepare an Out-of-Hospital Do-Not-Resuscitate (DNR) order for you.
- Ask to speak with Social Work for information or help with advance care planning.

## **10. To be heard if problems, complaints, or grievances arise**

- MD Anderson values open discussion. If you share a complaint or concern, it will not negatively change your care in any way.
- You have the right to express your feelings about the quality of care or service you receive. If you have a concern, please do not hesitate to inform the MD Anderson staff involved. You may also speak with the manager in charge.
- Ask to speak with Patient Advocacy if you feel your concern was not addressed well enough. MD Anderson's goal is to address complaints at the time of complaint and grievances within 7 business days. If you have questions about the status of a complaint or grievance, contact your Patient Advocate at 713-792-7776.
- You may also call MD Anderson's Institutional Compliance Hotline at 800-789-4448.
- You may contact the Texas Health and Human Services Commission or The Joint Commission whether or not you have first told MD Anderson about your concern.
  - **Texas Health and Human Services Commission** 1-800-458-9858  
Email: [HFC.Complaints@hhs.texas.gov](mailto:HFC.Complaints@hhs.texas.gov)  
Website: <https://txhhs.force.com/complaints/s/>  
Mail: Texas Health and Human Services Commission, Complaint and Incident Intake, Mail Code E-249, P.O. Box 149030, Austin, Texas 78714-9030
  - **The Joint Commission** 1-800-994-6610  
Website: <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>  
Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181

## **Your Responsibilities**

- 1. Treat others with consideration and respect.** Patients, their family members and their caregivers must treat all people at MD Anderson – including other patients, caregivers, and employees – with dignity and respect, regardless of age, race, color, national origin, ethnicity, religion, culture and cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression. All forms of communication, including social media, must be delivered using civil language, and the physical space of everyone must be respected during in-person interactions. MD Anderson will not honor requests for changes of provider or other care team members based on personal identifiers as described above, with limited exceptions.

# Rules, rights and responsibilities

- 2. Provide complete medical information.** Give accurate and complete information about your present health and medical history. This includes illness, hospital stays, medicines, advance directives and other health issues.
- 3. Ask for clear explanations.** Ask questions until you understand your condition, treatment or role in your care.
- 4. Make informed decisions.** You are responsible for the decisions you make about your care. You may be asked to give permission (consent) in writing for certain tests, procedures or surgical operations. Ask questions about any document you are asked to sign.
- 5. Understand.** Ask any member of your care team to explain anything that you do not understand. It is important that you know your role in your care.
- 6. Report changes.** Tell your care team about any changes in your health. Be sure to tell them if you are unable to follow the treatment plan that you have decided on.
- 7. Accept financial obligations.** Ask questions to be sure you understand your financial responsibilities. Pay or ask questions about your bills as soon as possible. You must provide complete and accurate third party payer and guarantor information. Any outstanding financial obligations related to services received must be paid promptly. The Financial Clearance Center (FCC) and Patient Business Services (PBS) are available to help you.
  - FCC helps with questions about insurance coverage. 713-792-4322 or 844-294-4322
  - PBS can help you understand your bills. 713-792-2991 or 800-527-2318
- 8. Respect the privacy of others.** Be considerate of other patients by observing their right to privacy, limiting your visitors, and maintaining a quiet atmosphere.
- 9. Be courteous when taking photos or making recordings.** You may want to take pictures or make audio or video recordings during your time at MD Anderson. However, do not include other patients or MD Anderson employees without their permission. All patients and employees have the right to request that you stop. Our employees have the right to leave an area until unpermitted recording ends, as long as it does not impact your safety.
- 10. Follow hospital rules and regulations.** Everyone must follow the hospital's rules and regulations at all times.

Read a copy of your rights and responsibilities online at **[MDAnderson.org/PatientAdvocacy](https://www.mdanderson.org/PatientAdvocacy)**

# Rules, rights and responsibilities

## Your privacy rights

The Health Insurance Portability and Accountability Act (HIPAA) was passed on August 21, 1996, as a result of proposed health care reform measures requested from the health care industry and the general public.

MD Anderson is strongly committed to supporting the requirements set forth by HIPAA for the maintenance and transmission of all Protected Health Information (PHI). Workforce members have been trained and systems developed to maintain the privacy and security of PHI and to facilitate the exchange of information needed throughout the health care delivery system. Extensive time and resources have been allocated to maintain the privacy and confidentiality of your health information.

For more information on your rights under HIPAA, refer to MD Anderson's Notice of Privacy Practices or contact Institutional Compliance at 713-745-6636.

# Resources during emergencies

## Emergency phone numbers

In the event of fire or other emergency, call:

- 9-911 (in-house phones)
- 713-794-HELP (4357)

Call UT Police at Houston for non-emergency requests or to report lost or stolen items.

**Phone:** 713-792-2890

## Security

MD Anderson provides 24-hour security officers at all entrances. All employees who enter your room will wear a badge that identifies them. Report suspicious people and behaviors of concern to UT Police at 713-792-2890.

## Severe weather

Houston weather can change rapidly. Patients are encouraged to watch local news for weather updates.

Local weather and emergency information websites:

1. **ReadyHarris.org**
2. **ReadyHoustonTX.gov**
3. **Weather.gov/hgx**

Your nursing team also will keep you updated about MD Anderson's operations during severe weather.

In the event of severe weather or an emergency, the **MDAnderson.org/Emergency** website will display information about our emergency operations at the top of the home page. If we are operating at normal operations, you will not see any messages about the weather or emergencies.

# Tips for patients and caregivers

Our Patient and Family Advisors share these tips:

- 1. Take notes to help you remember information shared** and to keep track of questions as you think of them. Learn to read and understand the communication board that has your status and nurse, doctor, etc. for the day or shift.
- 2. Decorate your room** with photos and cards to make yourself feel at home.
- 3. If you don't have a long phone charger cord**, ask a family member or caregiver to bring one. That way you can keep your device fully charged and within reach.
- 4. Take breaks. Eat. Go for walks.** Ask a social work counselor about inpatient support groups.
- 5. Learn the room service hours.** Order in advance if you have to leave your room for a treatment or test and will not be back until after room service ends.
- 6. As a caregiver, it is helpful to take a break** when your loved one is napping, just to recharge. The family lounge has water and an ice machine, as well as a microwave.
- 7. Caregivers, read information that is given to the patient.** Be observant.
- 8. Rely on the experts.** While the internet can be a great tool for research and education, there's a lot of misleading and inaccurate information. If you find something interesting online, it's important to discuss it with your doctor before acting on it.
- 9. Take treatment one day at a time.** Cancer treatment and recovery are a marathon, not a sprint. Take things day by day to make it more manageable and reduce your chances of becoming overwhelmed by all that's ahead of you.
- 10. You are not alone.** For one-on-one support, check out myCancerConnection. It is a cancer support community of trained survivor and caregiver volunteers. Get connected at **[MDAnderson.org/myCancerConnection](https://MDAnderson.org/myCancerConnection)**.

Find more tips on Cancerwise, MD Anderson's blog featuring patient and caregiver stories, expert insight, research breakthroughs and clinical innovations, healthy living information, and the latest news and updates. **[MDAnderson.org/Cancerwise](https://MDAnderson.org/Cancerwise)**

# Leaving the hospital

“Take advantage of the Discharge Center.  
It is usually quieter and less crowded than the general waiting area.  
The transportation escort will help you to your car.”

-Audrie Luna, caregiver

## Discharge process

Your clinical team works with your case manager navigators early in your stay to prepare you for discharge from the hospital. The case manager navigators also assess your needs and help you and your family find any additional care, education or resources. Arrangements can be made for various services, including:

- Ambulance service
- Home health care
- Hospital transfers
- Medical equipment
- Palliative care
- Rehabilitation

You or your representative can request help with discharge planning anytime during the hospital stay. If you would like to talk to a case manager navigator, call 713-745-2850, option 1.

It's helpful for your caregiver, family member or friend to be present the morning of discharge to hear instructions and help you prepare to leave the hospital. This will help make your departure as smooth and efficient as possible.

On the day of discharge, and if applicable, Patient Transportation staff members will take you and your belongings to the Discharge Center, Floor 1, near The Pavilion entrance. A friend or family member can get the car to pick you up. Be sure to take home all of your personal belongings.

# Leaving the hospital

## Questions to ask your team

- What is my expected discharge date?
- Will I have any specific discharge needs?
- How will I get home or to my next facility?
- Do I need extra education on care I will receive at home?

## Discharge Center

MD Anderson offers this space for patients who have been discharged from the hospital and need a comfortable place to wait for their ride. A restroom, snacks and access to iPads are available. A family member may wait with you in the Discharge Center or use The Pavilion valet area for pick up. This avoids a parking fee.

Support staff, including a nurse, can assist you in the Discharge Center during regular hours of operation.

**Location:** Main Building, Floor 1, near The Pavilion entrance

**Hours:** 10 a.m. to 8 p.m., open daily, except holidays

## Post-discharge care

Your doctors and nurses will give you information for your post-discharge care.

Within 24 hours of leaving the hospital, you will receive an automated phone call about your care. You will be asked how you are feeling and if you have any questions about your discharge instructions or medicines. If you have questions, you can request a nurse to call you back and answer your questions the same day.

# Leaving the hospital

## Questions to consider



What signs and symptoms should I watch for when I get home?

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What should I do when I notice changes with my health and whom do I call?

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What are my medicine side effects and possible drug interactions with other prescriptions?

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What kind of follow-up therapy will I need?

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# When you are home

## Who to call for help

If your question isn't urgent, call your home center Monday through Friday, 8 a.m. to 5 p.m. or send your care team a message using MyChart.

Call your care team first if you have questions about symptoms such as new pain, fever, vomiting, fatigue, medicines or wound care. They will help you determine next steps.

If you have a question after business hours, weekends or holidays or if you need to talk to an on-call doctor, call askMDAnderson at 877-632-6789. Press 0 to be directed to the after-hours clinical team.

If you need emergency medical care, call 911 or go to the nearest hospital emergency center **right away**.

## Resources and services

MD Anderson offers many services and programs that help you deal with emotional and physical effects of your disease. We can help prepare you for a healthier life after treatment.

Learn more at **MDAnderson.org** in the Patients & Family section.



Patient experience survey  
**You have things to say. We are listening.**

After your hospital visit, you may receive a mailed letter or email with a survey about your recent hospital stay. Fill it out to tell us about your experience. We read your comments and use your feedback to help us improve the care and services we provide.

Learn more at **MDAnderson.org/PatientFeedback**.

